

Annual Service Performance Review

June 2024



Disclaimer

This document is provided for information purposes only. This document is subject to the information classification set out on this page ('nbn-Confidential: Commercial') and must not be disclosed other than with the consent of nbn co. The recipient (including third parties) must make and rely on their own inquiries as to the currency, accuracy and completeness of the information contained herein and must not use this document other than with the consent of nbn co.

Copyright © 2024 nbn co limited. All rights reserved.



Contents

1 Executive Summary	5
1.1 Background and Context.....	5
1.2 nbn performance.....	6
1.3 Effect of ASIP initiatives on nbn performance.....	7
1.4 Access seeker input.....	7
1.5 Changes being considered by nbn	8
2 Description of nbn’s Performance	9
2.1 Description of nbn ’s performance in the Review Period.....	9
2.2 Material difference between nbn ’s performance and the related service Performance Objective...	16
2.3 Immaterial Performance Objective misses	21
2.4 Other areas of nbn performance	22
3 ASIP Initiatives - Impact on nbn’s performance	25
4 Access Seeker Input into the 2024 Annual Service Performance Review	25
4.1 Effectiveness and relevance of Service Standards.....	26
4.2 Access Seeker proposed changes	27
5 Changes being considered by nbn	31
6 References	35
Annexure 1 – Performance Data	36
A.1 End User Connection	36
A.2 End User Connection Appointments and Professional Wiring Services.....	48
A.3 Activations.....	50
A.4 Completion Advices	51
A.5 Network Activity	53
A.6 Interference Mitigation (Part A, cl. 6.1)	54
A.7 Trouble ticket Management	54
A.8 Service Fault Rectification	56
A.9 Enhanced Fault Rectification.....	60
A.10 Performance Incident Rectification.....	63
A.11 End User Fault rectification Appointments	64



A.12 Voiceband Reinstatement and Transition Reversals 66

A.13 Modifications 66

A.14 Disconnection 68

A.15 Network Utilisation Availability 69

A.16 Fibre Connect Connection 70



1 Executive Summary

1.1 Background and Context

nbn is working hard to deliver the best possible customer service experience, and we have committed to a process of open, transparent review of our ongoing service performance. This involves a commitment to undertake and publish an Annual Service Performance Review (**ASPR**) and develop and publish an Annual Service Improvement Plan (**ASIP**).

nbn believes that its investments in the Fibre to the Premises (**FTTP**) and Fixed Wireless upgrade programs will ultimately bring the greatest service benefits to Access Seekers and their customers¹. The various upgrade initiatives that **nbn** is implementing are not only designed to deliver increased availability of higher speed tiers, but also further enhance the reliability of the services and consistency of user experience.

Before we look at the current state of **nbn**[®] Ethernet Service Levels it is a useful starting point to consider how we arrived here. **nbn**[®] Ethernet Service Levels and associated Performance Objectives were established with the very first **nbn** Wholesale Broadband Agreement (**WBA**) in 2012 when the access network technology path was predominantly FTTP with some areas being covered by Fixed Wireless and Satellite. With the introduction of a Multi-Technology-Mix (**MTM**) throughout 2014/2015, Service Levels for the new access technologies, particularly in relation to connection and assurance timeframes, were then introduced.

In addition to industry engagement on successive WBAs, the importance of Service Standards was reflected in the **nbn** Wholesale Service Standards Inquiry undertaken by the Australian Competition and Consumer Commission (**ACCC**). This inquiry, which concluded in late 2020, led to key changes to specific Service Standards and an expansion of the performance rebates payable to Access Seekers. The integral role of **nbn**'s Service Standards to the End User experience was further iterated by Access Seekers, Consumer Advocacy Groups and the ACCC as part of the process leading to **nbn**'s Special Access Undertaking (**SAU**) Variation of 2023.

Under the amended SAU, **nbn** committed to the inclusion of minimum Benchmark Service Standards – a set of Service Standards that set the baseline for what **nbn** will offer in its WBA Standard Form of Access Agreement (**SFAA**). While the Benchmark Service Standards for the first regulatory cycle (FY24-FY26) provided some adjustment to the previous WBA4 Service Standards (e.g. reduction of the End User fault dropout threshold for Hybrid Fibre Coaxial (**HFC**), Fibre to the Node (**FTTN**) and Fibre to the Curb (**FTTC**)), Access Seekers were clear in their views that **nbn** should make more substantive changes to Service Standard commitments in the short term.

Throughout the SAU variation process, **nbn** articulated its concern that substantive changes to Service Standards in the short term would deflect critical investment away from these network upgrades. Notwithstanding this concern, and in acknowledgement that service quality is an imperative for all parties, **nbn** committed in the SAU, to conduct an ASPR of the Service Levels and Performance Objectives that applied in the **Review Period** (1 December 2022 to 30 November 2023):

- to **nbn**[®] Ethernet, as set out in the WBA SFAA as it applied in that period; and
- under the Fibre Connect Program Letter Agreement (which formed part of the WBA SFAA as it applied in that period).

¹ References to “customer” refer to End Users as defined in the SAU.



The SAU also commits **nbn** to publishing a report which:

- a) describes **nbn**'s performance in respect of each Service Level and service Performance Objective during the Review Period;
- b) in the case of each service Performance Objective, includes an explanation of any material difference between **nbn**'s performance and the service Performance Objective included in the WBA SFAA;
- c) considers how initiatives in **nbn**'s Service Improvement Plans have contributed to changes in **nbn**'s performance in respect of Service Levels and service Performance Objectives during the Review Period;
- d) summarises any input received from Access Seekers as part of the ASPR consultation regarding the effectiveness, relevance and/or impacts on End User experience of the Service Standards; and
- e) sets out any changes that **nbn** is considering in response to the ASPR and feedback from Access Seekers, including any changes to:
 - (i) Service Standards in the WBA SFAA;
 - (ii) the Benchmark Service Standards; or
 - (iii) **nbn**'s processes.

In determining whether there was a material difference between a Performance Objective and **nbn**'s performance for the purposes of the report, **nbn** has considered the percentage by which a Performance Objective was missed, the number of months for which a Performance Objective was missed, and the volume of activities performed under the relevant Performance Objective.

1.2 **nbn** performance

nbn has now been providing wholesale products via the WBA for over 10 years. In that time **nbn** has transformed its operating environment from predominantly manual processes with low volumes of transactions into a sophisticated and highly automated ecosystem capable of transacting tens of thousands of service requests each day. At the same time Access Seekers have worked with **nbn** to streamline their own ecosystems through using APIs to transact with **nbn** on service-related tasks with the majority of service requests now being transacted automatically in near real time.

This report describes **nbn**'s performance in the Review Period in relation to a total of 165 Service Level and 35 Performance objectives, of which:

- 157 Service Levels and 33 associated Performance Objectives apply to **nbn**[®] Ethernet, as set out in the **nbn** Ethernet Service Levels Schedule applicable during the Review Period; and
- six Service Levels and two Performance Objectives apply under the On-Demand Fibre Connection Program Letter Agreement (which formed part of the WBA SFAA as it applied in that period).

Over the Review Period **nbn** completed 11.73 million service requests. Most of these requests were completed within the applicable Service Levels. **nbn** consistently met the majority of the Performance Objectives, with **25** out of 35 Performance Objectives being met on a month-by-month basis at well above target levels.

Ten Performance Objectives, with an associated 202,923 service requests (1.7%) have not been met during the Review Period to varying degrees:

- Eight of these Performance Objectives missed the applicable target with varying degrees of materiality; and
- Two of the missed Performance Objectives were considered immaterial given either the very low activity volume or the low percentage by which the relevant target was missed.

The main areas in which **nbn** did not meet Performance Objectives in a material manner are:



- associated with physical activities, such as building physical connections or installing equipment at Premises. Related to these activities, delays have been caused by unexpected demand driving complexity in workforce planning, challenges with scheduling workforce (e.g. challenges with end-to-end workflow risk and jeopardy processes), the complexity and time required to rectify damaged **nbn** infrastructure, the requirement to perform additional civil works beyond the scope and capability of technicians, and requirement for multiple technician visits;
- related to process, compliance, or system configuration challenges as well as events out of **nbn**'s control, such as weather events or Access Seekers not complying with relevant WBA requirements in relation to Orders; and
- specifically related to On-Demand Fibre Connections, high or variable demand resulting in spikes in volume which led to performance issues.

1.3 Effect of ASIP initiatives on **nbn** performance

In November 2023 **nbn** published the first ASIP, in which **nbn** introduced a number of medium-term multi-year initiatives to improve service quality and **nbn**'s performance over time. Some of these initiatives have only been in effect for part of, or have only been introduced towards the end of, the Review Period. Additionally, enhancements to aggregate service quality and performance attributable to larger multi-year programs will take time to materialise – even where individual End Users are already receiving an improved service experience. For example, a number of End Users will already be experiencing the benefits of an upgraded service under the FTTP upgrade program – specifically enhanced stability and speed capability where upgrading from a copper-based service. However, the impact of FTTP upgrades on aggregate fault metrics across the network will take more time to become apparent, as this is dependent on both the volume of services that have migrated from FTTN/C to FTTP, and the fault volume on copper services that remain connected to the network.

In order to better identify the direct impact of ASIP initiatives on Service Standards, **nbn** is considering whether certain Service Standards (e.g. network performance and availability) should apply to individual access technologies. As set out in section 5, this is one of the focus areas that **nbn** will be investigating with Access Seekers as a priority for the engagement commencing in FY25.

1.4 Access seeker input

To assist with the compilation of this report **nbn** undertook a consultation process with Access Seekers during March and April 2024, to obtain their views on **nbn**'s performance along with the effectiveness, relevance and/or impacts on End User experience of the relevant Service Standards. Two Access Seekers submitted a response. The responses provided were consistent with feedback received throughout the SAU and WBA5 consultation processes, but also included some additional considerations and proposed changes - related primarily to **nbn**'s proposal to accelerate speeds on FTTP and HFC.

In preparing this report all feedback from the SAU, WBA5 and the ASPR consultations was considered. The key themes in the feedback was that many of the current Service Levels and metrics had been established when **nbn**'s priority was the rollout of the network and have their foundation in historical and outdated criteria that does not reflect changes in technology, customer experience or expectations and **nbn**'s maturity as a business. Access Seeker feedback suggested that Service Standards are set too low, are inappropriate for certain



transactions (e.g. physical vs logical² connections) or are ineffective, e.g. Network Activity Service Levels that have not been effective in remediating a substantial number of underperforming copper lines.

A summary of suggested improvements included:

- Resetting or introducing new thresholds, e.g. raising Service Level and Performance Objectives for speed faults or utilisation thresholds;
- Redefining the criteria for successful connections;
- Improving the Fibre Connect Service Levels by aligning them with Standard Connections for FTTP;
- Introducing commitments to minimum attainable speeds on FTTP and HFC;
- Additional or adjusted reporting to increase transparency and effectiveness of reporting; and
- Increased proactiveness and transparency related to creating Corrective Action Plans (**CAP**).

1.5 Changes being considered by nbn

Many of the Service Standards for **nbn** Ethernet services were developed to support a highly manual environment when **nbn** was in the early years of the **nbn** FTTP Network rollout. A key consideration of **nbn** in undertaking this review of service performance is whether the Service Standards remain effective and relevant given the continuing transformation of **nbn** from a build centred organisation to one more focused on operating and evolving the **nbn** network for the future and the provision of high-quality Wholesale products and services.

Since the Service Standards were developed the **nbn** operating environment both internally and with Access Seekers has become highly automated and integrated. When considering changes to Service Standards, **nbn** and Access Seekers need to carefully evaluate how the change will affect systems and processes including those operated by Access Seekers, how they will support a high quality of service for End Users, and how any changes can be facilitated through the WBA and SAU arrangements.

Poorly considered changes can lead to inadvertent consequences which potentially drive considerable costs and complexity into both **nbn** and Access Seeker operating processes. Setting more relevant or new standards will take time, not only to define but to ensure customer benefits and the cost trade off implications are well understood and accepted by all stakeholders. **nbn** acknowledges, however, the wishes of some stakeholders to see immediate changes. After taking into consideration all of the analysis and feedback, **nbn** has determined that making any immediate changes to the existing Service Levels this financial year would not be an efficient use of resources and would have limited or minimal benefits to customer experience outcomes.

nbn is, instead, proposing a two-part approach to changing Service Standards:

- **Part 1 - Reporting changes:** **nbn** is investigating producing new reports across a range of more relevant and effective service drivers and will review all existing reports to optimise production and usefulness. **nbn** will increase focus on some key operational pain points through collaborative process improvements with Access Seekers. While this will not result in immediate changes to Service Standards in the WBA, it will provide increased transparency on key metrics and facilitate a more constructive and focused service performance dialogue with Access Seekers on areas which matter to them. Focusing on the process challenges could enable more informed changes to outcomes for Access Seekers and their customers. It is also anticipated that these reports and process focus will feed into the outcomes for Part 2; and

² A Logical Connection or Repair is where **nbn** is able to provide the connection or repair without a field visit to the customers premises



- **Part 2 – Service Standard evolution:** During FY25, in preparation for the Replacement Module Application (**RMA**) which **nbn** will submit to the ACCC under the SAU, **nbn** will be consulting with stakeholders on the Benchmark Service Standards (**BSS**) that **nbn** proposes will apply to **nbn** for the next Regulatory cycle. The findings from this ASPR, and subsequent engagement with industry on key areas of concern, will be a primary input into defining what the Service Levels and the standards of performance should be for the next Regulatory Cycle. **nbn** will collaborate with stakeholders to identify opportunities to establish either new or redefined Service Standards ahead of the next Regulatory Cycle. Defining and setting the standards via this process will enable both **nbn** and Access Seekers to ensure the Service Levels and associated Performance Objectives are fit for purpose in providing a high-quality service into the future and that the cost/benefit trade-offs have been fully evaluated. The key service areas proposed that will form part of this evolution are:
 - Speed Performance;
 - Network performance and availability;
 - Service Quality Performance;
 - Connections; and
 - Faults.

2 Description of **nbn**'s Performance

2.1 Description of **nbn**'s performance in the Review Period

2.1.1 Context

When reading this report it is important to understand how Service Levels and Performance Objectives function, as this influences how performance has been assessed in this report. **Service Levels** apply on an activity basis and are set as a whole number for a targeted timeframe (e.g. minutes, hours, days) while **Performance Objectives** apply on an aggregated basis to a group of related Service Levels and are generally defined by reference to the percentage of relevant activities that were performed in accordance with a defined per-activity standard.

During the Review Period, **nbn** completed 11.73 million service requests from Access Seekers, of which:

Modifications, Transfers and Disconnections represent 51% of the activity volume (5.98 million). **nbn** has well established interfaces into Access Seekers and these requests are predominantly self-served by Access Seekers, with most being fulfilled by automated systems and processes. **nbn**'s high level of performance in meeting the related Service Levels is a direct consequence of this high level of automation. In some cases, the level of automation and achievement has allowed **nbn** to increase the Service Level obligations in WBA5. In addition, the automated processes and systems support the ongoing shift by the industry to deliver a low effort, high quality digital experience for customers.



Activations and Connections represents 30% of the activity volume (3.56 million). As with Modifications, **nbn** has well established interfaces into Access Seekers. There is a high degree of workflow automation providing a very high level of service to Access Seekers, for example 87% of End User Connections are remote Activations and 99% of these are completed within the Service Level of one business day. For the lived customer experience (depending on retailer systems and processes) services are most often activated in less than one hour. Where **nbn** missed such Service Levels during the Review Period, that was predominantly in circumstances where the request from the Access Seeker requires **nbn** to visit the Premises and undertake extra activities such as building the physical connection to the **nbn** Network (Lead-In), installing **nbn** Terminal Equipment on Premises, or the completion of Accelerated Connections. One of the main reasons why the performance data suggests that Service Levels for Accelerated Connections have not been met at all times is due to some Access Seekers having established system business rules which enable them to incorrectly select a Standard Appointment type where longer lead times are applicable, rather than an Accelerated Appointment. Other reasons include **nbn** having to perform additional civil works beyond the scope and capability of a service activation technician to install the lead-ins to the Premises, greater than forecast demand and challenges with workforce scheduling (e.g. challenges with end-to-end workflow risk and jeopardy processes).

Fault Repair and Assurance represents 19% of the activity volume (2.19 million). While some faults and assurance activities can be diagnosed and repaired remotely, a large proportion require an activity to be performed in the physical network via a technician visit resulting in, but not limited to, the replacement or repair of cables and other network infrastructure. For the vast majority of such Service Levels, **nbn**'s performance on average over the Review Period was good – being either at or above the corresponding Performance Objective applying to the aggregate of related Service Levels. However, in respect of “**Enhanced Fault rectification**” and attending “**Initial Actual Trouble Ticket Appointments that were previously rescheduled**”, **nbn**'s performance on average over the Review Period was below the corresponding Performance Objective. Those Service Levels remain a key area of improvement focus for **nbn**.

nbn has well established governance frameworks both at the relationship and operational levels with Access Seekers. These frameworks provide the monthly forums to discuss **nbn** performance and achievement of Service Levels. To support this engagement, and identify key focus areas, **nbn** provides detailed monthly reporting to Access Seekers regarding performance against Service Levels and Performance Objectives. The monthly forums are also the focal point for **nbn** and Access Seekers to investigate and implement ideas and opportunities to improve service outcomes for End Users and Access Seekers.

nbn has taken action to address performance issues by implementing continuous improvement frameworks which include regular reviews of performance drivers, CAP across business units, and post implementation reviews (PIRs). **nbn**'s efforts to improve performance issues involve a mix of **nbn** initiated activities and engagement with Access Seekers to identify and develop appropriate solutions to key issues. For example, in November 2023, **nbn** invited all Access Seeker to submit service improvement proposals into the 2025 ASIP, which assisted in identifying Access Seekers service improvement priorities on a holistic basis. Recent examples of targeted initiatives to improve service performance include **nbn** introducing improved front of house service qualifications at order acceptance stage to minimise potentially unviable outcomes and Access Seeker workshops focused on improving the experience of connecting to **nbn** when moving home (January 2024).

2.1.2 Performance

The following sections summarise **nbn**'s performance during the Review Period by focussing on:

- Where Performance Objectives were met;
- Where Performance Objectives were not met; and
- Other performance focus areas.



[Annexure 1](#) of this report provides a detailed tabulated monthly description of **nbn**'s performance in the Review Period in respect of the Service Standards in the WBA SFAA.

2.1.2.1 Performance Objectives met

Performance Objectives have been met consistently and to a very high degree in every single month of the Review Period (except for only one (1) minor miss) related to 25 activity areas.

In summary **nbn**'s performance in these areas has been as follows:

Activity Area	Total volume over Review Period	PO Target	PO average %met over Review Period	#of months PO met over Review Period
End User Connection				
<ul style="list-style-type: none"> Standard Connections 	2,220,174	90% or more	98%	12 of 12
<ul style="list-style-type: none"> Service Transfer 	554,261	95% or more	100%	12 of 12
End User Connection Appointments and Professional Wiring Services				
<ul style="list-style-type: none"> Actual Appointments (excluding any initial Actual Appointments that were previously rescheduled) kept in accordance with the Service Levels 	581,799	90% or more	96%	12 of 12
Activations				
<ul style="list-style-type: none"> CVC Activation 	869	90% or more	100%	12 of 12
<ul style="list-style-type: none"> NNI Group Activation 	242	90% or more	100%	12 of 12
<ul style="list-style-type: none"> NNI Link Activation 	523	90% or more	100%	12 of 12
<ul style="list-style-type: none"> V-NNI Activation 	494	90% or more	100%	12 of 12
Completion Advice				
Results for End User Connections				
<ul style="list-style-type: none"> End User Connections, <30 MIN 	572,281	70% or more	96%	12 of 12
<ul style="list-style-type: none"> End User Connections, <60 MIN 	572,281	95% or more	99%	12 of 12
<ul style="list-style-type: none"> End User Connections, <=5PM NEXT BUSINESS DAY 	572,281	99% or more	100%	12 of 12



Activity Area	Total volume over Review Period	PO Target	PO average %met over Review Period	#of months PO met over Review Period
Results for Service Transfer Orders				
<ul style="list-style-type: none"> Completion Advices delivered within 30 minutes 	554,261	90% or more	99.99%	12 of 12
<ul style="list-style-type: none"> Completion Advices delivered within 1 hour 	554,261	95% or more	99.99%	12 of 12
Network Activity				
<ul style="list-style-type: none"> TC4 	7,985	90% or more	94%	11 of 12 (below PO target in one month performing at 87%)
Trouble Ticket management				
	1,376,445	90% or more	99%	12 of 12
Service Fault Rectification				
<ul style="list-style-type: none"> End User Faults (excluding Priority Assistance Faults) rectified in accordance with the relevant Service Levels 	690,751	90% or more	93%	12 of 12
<ul style="list-style-type: none"> Network Faults Responded to in accordance with the relevant Service Levels 	458,738	90% or more	99%	12 of 12
<ul style="list-style-type: none"> Network Faults rectified in accordance with the relevant Service Levels 	60,551	90% or more	99%	12 of 12
Performance Incident Rectification				
<ul style="list-style-type: none"> End User Incidents rectified 	42,238	80% or more	97%	12 of 12
End User Fault rectification Appointments				
<ul style="list-style-type: none"> Actual Trouble Ticket Appointments (excluding any initial Actual Trouble Ticket Appointments that were previously rescheduled) kept 	829,808	90% or more	97%	12 of 12



Activity Area	Total volume over Review Period	PO Target	PO average %met over Review Period	#of months PO met over Review Period
in accordance with the Service Levels				
<ul style="list-style-type: none"> Initial Actual Trouble Ticket Appointments rescheduled 	853,894	5% or less	3%	12 of 12
Modifications				
<ul style="list-style-type: none"> Access Component Modification (no attendance at Premises required) 	3,752,489	90% or more	97.46%	12 of 12
<ul style="list-style-type: none"> CVC Modification 	1,120,749	90% or more	100%	12 of 12
Disconnections				
<ul style="list-style-type: none"> Access Component Disconnection 	2,219,249	90% or more	100%	12 of 12
Network Utilisation Availability				
<ul style="list-style-type: none"> All Tech except Satellite 	na	99.90%	99.95%	12 of 12
<ul style="list-style-type: none"> SAT 	na	99.70%	99.78%	12 of 12

2.1.2.2 Performance Objectives not met

Performance Objectives have not been met over the Review Period for ten (10) activity areas to various degrees. Of those areas it is important to note that the Voiceband Reinstatement Performance Objective was impacted by the very low volume of RSP service requests, and for Modifications **nbn** did not meet the relevant Performance Objective in 3 months by a relatively low percentage. In the case of Accelerated Connections, the data suggests that the applicable Performance Objective has not been met. However, this has mainly been caused by some Access Seekers not complying with relevant WBA requirements by booking incorrect Appointments. Overall, the volume of activities for which Performance Objectives have not been met by **nbn** (202,923) has been low compared to the total volume of RSP service requests during the Review Period (11.73 million).

In summary the performance in these areas has been as follows:

Activity Area	Total volume over Review Period	PO Target	PO average %met over Review Period	# of months PO not met over Review Period
End User Connections:				



Activity Area	Total volume over Review Period	PO Target	PO average %met over Review Period	# of months PO not met over Review Period
<ul style="list-style-type: none"> Accelerated Connections 	22,133	90% or more	82%	12 of 12
<ul style="list-style-type: none"> Priority Assistance 	8,576	100%	99.6%	4 of 12
End User Connection Appointments and Professional Wiring Service Appointments: <ul style="list-style-type: none"> Initial Actual Appointments that were previously rescheduled kept in accordance with the Service Levels 	5,964	95% or more	91%	11 of 12
Network Activity: <ul style="list-style-type: none"> For a Network Activity performed in respect of a TC-2 Ordered Product 	34	90% or more	65%	6 of 12
Service Fault rectification: <ul style="list-style-type: none"> Priority Assistance Fault rectification 	8,815	100%	96%	12 of 12
Enhanced Fault Rectification	4,439	95% or more	90%	12 of 12
End User Fault rectification Appointments: <ul style="list-style-type: none"> Initial Actual Appointments that were previously rescheduled kept in accordance with the Service Levels 	3,990	95% or more	92%	12 of 12
Voiceband Reinstatement and Transition Reversals	6	90% or more	67%	2 of 4 (only 6 request in 4 months received during Review Period)
Modifications				



Activity Area	Total volume over Review Period	PO Target	PO average %met over Review Period	# of months PO not met over Review Period
<ul style="list-style-type: none"> Access Component Modification (attendance at Premises required) 	142	90% or more	95%	3 of 12
On-Demand Fibre Connections from FTTC/N to FTTP	148,820	80% or more 90% or more (from 22/03/23)	90%	5 of 12

2.1.2.3 Other performance focus areas

During its review **nbn** observed areas of performance where, although the applicable Performance Objectives have been met, additional focus may have an impact on improving the RSP or End User experience. While Performance Objectives generally apply on an aggregated basis (to a group of related Service Levels), for the purposes of this analysis under the ASPR, we applied the Performance Objectives in a disaggregated manner to these specific areas to have a clearer reference point to assess **nbn**'s performance.

Performance in these areas is summarised as follows:

Activity Area	Total volume over Review Period	PO*	PO* average %achieved over Review Period	# of months PO* not achieved over Review Period
End User Connections <ul style="list-style-type: none"> Standard Connection <ul style="list-style-type: none"> Service Class 1 Standard Connections on the FTTP network in Urban and Remote Areas Service Class 5 Standard Connections on the Fixed Wireless network in Urban Areas 	42,442	90% or more	88%	7 of 12
	855	90% or more	86%	6 of 12
Service Fault rectification <ul style="list-style-type: none"> End User Fault Rectification 				



Activity Area	Total volume over Review Period	PO*	PO* average %achieved over Review Period	# of months PO* not achieved over Review Period
<ul style="list-style-type: none"> ○ Services on the Satellite Network in Urban Areas where rectification of the Fault did not require nbn to undertake external or internal plant work or nbn attendance at Premises 	678	90% or more	79%	8 of 12
<ul style="list-style-type: none"> ○ Services (other than the Satellite Network) in Major Rural Area or Minor Rural Area where End User Fault requires external or internal plant work or nbn attendance at Premises 	76,033	90% or more	88%	8 of 12
<ul style="list-style-type: none"> ● Network Fault Response and rectification <ul style="list-style-type: none"> ○ Network Faults Response for Critical Incidents. 	1,551	90% or more	77%	7 of 12

* **Note:** The Performance Objectives apply in connection with the Service Levels set out for **End User Connections** (cl. 1.1(a) of the **nbn Ethernet Service Level Schedule**) and **Service Fault rectification** (cl. 8.1, 8.2, 8.3 of the **nbn Ethernet Service Level Schedule**). They have been used as a reference point in the above table to identify areas where performance could be improved.

2.2 Material difference between **nbn**'s performance and the related service Performance Objective

A material difference between **nbn**'s performance and the related Performance Objective has been observed in eight (8) areas, specifically:

- End User Connections – Accelerated and Priority Connections;
- End User Connection Appointments and Professional Wiring Service Appointments - Initial Actual Appointments that were previously rescheduled kept in accordance with the Service Levels;
- Network Activity - For a Network Activity performed in respect of a TC-2 Ordered Product;
- Service Fault rectification - Priority Assistance Fault rectification;
- Enhanced Fault Rectification;
- End User Fault rectification Appointments - Initial Actual Appointments that were previously rescheduled kept in accordance with the Service Levels; and
- On-Demand Fibre Connections from FTTC/N to FTTP.



The material difference between **nbn**'s performance and those service Performance Objectives is explained in the following sections.

2.2.1 End User Connections

End User Connections comprise 4 categories: *Standard Connections*, *Accelerated Connections*, *Service Transfer Orders* and *Priority Assistance Connections*. There are 60 Service Levels and four Performance Objectives associated with End User Connections. A material difference between **nbn**'s performance and the Performance Objective was observed for **Priority Assistance Connections** and **Accelerated Connections**.

2.2.1.1 Priority Assistance Connections

The Performance Objective for Priority Assistance Connections is to complete 100% of all such connections within their applicable Service Levels, measured monthly.

In the Review Period, **nbn** completed 5,576 Priority Assistance Connections, of which 99.6% were completed within the respective Service Level timeframe. In 4 of 12 months during the Review Period **nbn** missed the Performance Objective. The numbers of Priority Assistance Connections that were not completed within the respective Service Level timeframe were low, as the following table demonstrates:

	Dec-22	May-23	Jun-23	Jul-23
# Total PA Connections	575	793	675	775
# PA Connections missed	3	5	5	7

Missing this Performance Objective is linked to **nbn**'s performance related to **Service Class 3** Priority Assistance Connections on the FTTP Network in Urban and Major/Minor Rural Areas and **Service Class 24** Priority Assistance Connections on the HFC Network in Urban Areas.

The explanation for the performance issues related to Service Class 3 and 24 is, that the Service Levels applying in such cases are shorter, on the assumption that the relevant connection will be a logical connection to the **nbn** FTTP (SC3) or HFC (SC24) networks. However, in some instances, **nbn** is unable to connect and activate the customer's service remotely, such that a technician must attend the Premises to troubleshoot and complete the connection. Broadly, **nbn** did not meet the relevant Service Levels for a portion of such connections due to delays caused by challenges with scheduling workforce, a requirement for multiple technician visits due to **nbn** or customer reschedules, which contributed to **nbn**'s overall performance against the Performance Objective for Priority Assistance Connections.

2.2.1.2 Accelerated Connections

The Performance Objective for Accelerated Connections is to complete 90% or more of all such connections within their applicable Service Levels, measured on a monthly basis.

nbn completed 22,133 Accelerated Connections in the Review Period, of which 82% (18,195) were completed within the respective Service Level timeframe. In 12 of 12 months during the Review Period **nbn** missed the Performance Objective.

The performance of Accelerated Connections in Urban Areas is perhaps the most instructive in understanding **nbn**'s performance, as Urban Areas are where the large majority of Accelerated Connections are being performed and where **nbn**'s performance was most significantly behind expectations.

The main reasons for not meeting the Performance Objective for Accelerated Connections in the Review Period include the following:



- Some Access Seekers have established system business rules that are incorrect, which enables them to select a Standard Appointment type where longer lead times are applicable, rather than an Accelerated Appointment. Consequently, the performance reporting records these as not being met.
- The requirement for **nbn** to perform additional civil works beyond the scope and capability of a service activation technician (to install the lead-in to the Premises).
- Delays caused by challenges with workforce scheduling (e.g. challenges with end-to-end workflow risk and jeopardy processes).

There is a specific CAP in place which is currently focusing on systemically addressing the issues related to Access Seekers incorrectly selecting Standard Connections rather than Accelerated Connections.

2.2.2 End User Connection Appointments and Professional Wiring Service Appointments

In the Review Period, there were four (4) Service Levels for Appointments to attend a Premises made by RSP and confirmed by for End User Connections, Network Activities performed in relation to End User Connections, and Professional Wiring Services, which are for attending a Premises:

- at a particular time;
- within a four-hour period;
- within a period of between four and five hours in Major Rural Areas; and
- within a period between four and five hours in a Minor Rural Area, Remote Area, Isolated Area or Limited Access Area.

Three (3) Performance Objectives are associated to these Service Levels.

In the Review Period, a material difference was observed for one of these Performance Objectives, namely between **nbn**'s performance and the Performance Objective for **"Initial Actual Appointments that were previously rescheduled kept in accordance with the Service Levels"**.

The Performance Objective for **"Initial Actual Appointments that were previously rescheduled kept in accordance with the Service Levels"** is 95% or more, measured on a monthly basis.

In the Review Period, **nbn** attended 581,799 End User Connection Appointments and Professional Wiring Services of which 14,393 (3%) were rescheduled. **nbn** attended 5,964 rescheduled Appointments of which 91% were kept in accordance with applicable Service Levels (relative to the Performance Objective applying on a monthly basis of 95% or more). The Performance Objective was missed 11 of 12 months.

Broadly, the main reasons for **nbn** not meeting the Performance Objective in the Review Period include:

- localised and/or isolated events which are out of **nbn**'s control such as weather events not classified as a Force Majeure Event;
- challenges with workforce scheduling (e.g. challenges with end-to-end workflow risk and jeopardy processes); and
- process, compliance, or system configuration challenges.



2.2.3 Network Activity - For a Network Activity performed in respect of a TC-2 Ordered Product

In the Review Period, **nbn** completed a total of 34 Network Activities in respect of TC-2 Ordered Products. Of those, 22 (65%) were completed on or before the date that is 125 Business Days from the Network Activity Designation Date compared to a Performance Objective of 90% or more which applied on a monthly basis. This Performance Objective was missed 6 of 12 months in the Review Period.

Broadly, **nbn's** performance did not meet the applicable Performance Objective for such Network Activities in the Review Period for the following reasons:

At the time of Access Seekers ordering the relevant TC-2 services initial network assessments by **nbn** (service qualification checks) were not adequately carried out to determine product assurance in line with the performance expectations outlined under the WBA SFAA. This saw a number of *TC-2 Under Performing Lines Network Activity Tickets* (UPL NATs) raised where the existing network infrastructure could not support the minimum expectations of the Ordered Product.

Some Network Activities involved new construction which generally has a longer timeframe than other Network Activity solutions. Such longer timeframes reflect that such activities typically involve validation and triage, the creation and issuance of an overbuild work package, and then the propagation of a design and overbuilding of the network.

2.2.4 Service Fault rectification - Priority Assistance Fault rectification.

There are two (2) Service Levels for rectification of Priority Assistance Faults and the applicable Performance Objective is 100% which applied on a monthly basis.

In the Review Period, **nbn** rectified 8,815 Priority Assistance Faults, of which 96% were completed within the relevant Service Level timeframes. In 12 of 12 months **nbn** did not meet the Performance Objective.

8,787 (99.7%) of all Priority Assistance Service Fault Rectifications during the Review Period related to Priority Assistance Faults in Urban Areas, Major Rural Areas and Minor Rural Areas, and Remote Areas where the fault does not require external or internal plant work or **nbn** attendance at Premises.

The primary reason why **nbn** did not meet the Performance Objective in the Review Period was the complexity and time required to rectify damaged **nbn** infrastructure such as cables and joints as well as the requirement to rectify damage in **nbn's** distribution network, **nbn** has a dedicated team who work closely with RSPs to ensure continuity of service for each Priority Assistance End User.

2.2.5 Enhanced Fault Rectification

The Performance Objective for Enhanced Fault rectification in accordance with relevant Service Levels is 95% or more. In the Review Period, **nbn** responded to 4,443 Enhanced Faults, of which 90% were rectified within the relevant Service Level timeframes. In 12 of 12 months **nbn** did not meet the Performance Objective.

nbn's Enhanced Fault rectification services are an optional service restoration product offering with 27 discreet service options which Access Seekers may order. Of those, 16 options have been subscribed to by Access Seekers in the Review Period.

Incidents with Enhanced Fault rectification services are managed by a dedicated team within **nbn's** Business Service Centre which is Australian-based and operates 24/7, providing remote support to Access Seekers along with liaising with **nbn** technicians and other resolver groups to prioritise and expedite the resolution of these incidents.



In relation to Urban Areas, and Major and Minor Rural Areas, the primary reasons for **nbn** not meeting the Performance Objective in the Review Period are due to complex faults requiring additional technician visits to restore the customer's service. Such additional work can include civil works beyond what can reasonably be completed on the day of the initial technician visit, including repairs to network elements, lead-in conduits and replacement of lead-in cables. The other reason was delays with technicians attending the premises to complete restoration works.

Within Remote Areas, there was one fault in the Review Period for which **nbn** did not achieve the relevant Service Level as rectification of this fault was delayed due to the proximity of the fault to the nearest primary base of the workforce given the remote location of the End User, with the technician visit rescheduled.

2.2.6 End User Fault Rectification Appointments

In the Review Period, there were four (4) Service Levels for Appointments to attend a Premises for End User Connections, Network Activities performed in relation to End User Connections, and Professional Wiring Services, which are for attending a Premises:

- at a particular time;
- within a 4 hour period;
- within a period of between 4 and 5 hours in Major Rural Areas; and
- within a period between 4 and 5 hours in a Minor Rural Area, Remote Area, Isolated Area or Limited Access Area.

Three (3) Performance Objectives are associated to these Service Levels. In the Review Period, a material difference was observed between **nbn**'s performance and the Performance Objective for "**Initial Actual Appointments that were previously rescheduled kept in accordance with the Service Levels**".

The Performance Objective for "**Initial Actual Appointments that were previously rescheduled kept in accordance with the Service Levels**" is 95% or more, measured on a monthly basis.

In the Review Period, **nbn** attended 829,808 End User Fault rectification Appointments, of which 21,872 (3%) were rescheduled. **nbn** attended 3,990 rescheduled Initial Actual Trouble Ticket Appointments of which **nbn** kept 92% in accordance with relevant Service Levels (relative to a Performance Objective applying on a monthly basis of 95% or more). **nbn** missed the Performance Objective in 12 of 12 months of the Review Period.

Broadly, the main reasons for **nbn** not meeting the Performance Objective in the Review Period include:

- localised and/or isolated events which are out of **nbn**'s control such as weather events not classified as a Force Majeure Event, the relevant location being a bushfire zone where it posed a health and safety risk to technicians;
- challenges with scheduling workforce; and
- system configuration challenges.

2.2.7 On-Demand Fibre Connections

The Performance Objective for completing On-Demand Fibre Connection Eligible Orders within relevant Service Level timeframes was 80% from 1 December 2022 to 21 March 2023 and subsequently 90% from 22 March 2023 to 30 November 2023.

During the Review Period **nbn** completed 148,820 relevant orders in total, connecting 90% within the relevant Service Level timeframes. In 5 of 12 months **nbn** did not meet the Performance Objective.



nbn's performance for On-Demand Fibre Connection from FTTC to FTTP, of which **nbn** completed 43,669 representing 29.3% of all On-Demand Fibre Connection Eligible Orders in the Review Period, was notably worse than the On-Demand Fibre Connections from FTTN to FTTP, of which **nbn** completed 105,151 representing 70.7% of all On-Demand Fibre Connection Eligible Orders.

Key reasons for **nbn** not meeting the Performance Objectives in the Review Period relate to:

- High demand, in excess of the ability of **nbn** to onboard resources;
- Inconsistent demand resulting in spikes in volume which raises challenges for ensuring the appropriate workforce is available to support demand;
- Weather related events requiring the prioritisation of assurance work orders;
- Weather related events impacting the completion of orders on the day; and
- High volume of RSP on the day cancellations, delays and not in attendance requiring the rescheduling of appointments.

As a result of this, **nbn** has identified a number of actions it will be taking to lift this performance, and which are set out in the CAP sent to RSPs via Contract Notice on 21 February 2024.

2.3 Immaterial Performance Objective misses

In addition to areas of material difference between **nbn**'s performance and the service Performance Objective, **nbn** observed differences in its performance and the Performance Objective in two (2) areas, which are not material due to their low volume and the low percentage by which the Performance Objectives have not been met.

These two areas are described further below.

2.3.1 Voiceband Reinstatement and Transitioning Reversals

In the Review Period, **nbn** only received 6 requests for Voiceband Reinstatement and Transition Reversals. Of those, 4 requests (i.e., 67%) were completed within the relevant 4 Business Day timeframe.

The corresponding Performance Objective, which applies on a monthly basis, is to complete 90% of such requests within the relevant timeframe. **nbn** met that Performance Objective in 2 of 4 relevant months in the Review Period.

Given the very low volumes involved, although this Performance Objective was not met in every month of the Review Period, **nbn** does not consider this to be a material difference between its performance and the Performance Objective for the purposes of this Report.

2.3.2 Modifications – Access Modification (attendance at Premises required)

During the Review Period **nbn** completed 142 of these requests. The corresponding Performance Objective, which applies on a monthly basis, is to complete 90% or more of such requests within the relevant timeframe. **nbn** did not meet that Performance Objective in 3 of 12 relevant months in the Review Period. The three months in which **nbn** did not meet the Performance Objective were in the first half of the Review Period. In the second half of the Review Period **nbn**'s performance notably improved.

Considering the very low volumes and the performance over the second half of the Review Period, although this Performance Objective was not met in every month of the Review Period, **nbn** does not consider this to be a material difference between its performance and the Performance Objective for the purposes of this Report.



2.4 Other areas of **nbn** performance

As mentioned above, **nbn** identified areas where its performance during the Review Period was in accordance with the Service Standards of the WBA SFAA, but where additional focus may have an impact on improving the Access Seeker or End User experience. These areas are set out and described in more detail below.

2.4.1 End User Connections - Standard Connections

In the Review Period, **nbn** completed 2.22 million Standard Connections, of which 98% (2.18 million) were completed within the respective Service Level. This performance was broadly consistent across all months and across all Geographic Areas.

However, **nbn**'s performance in the following scenarios was below our aggregate performance for all Standard Connections:

- Service Class 1 Standard Connections on the FTTP network in Urban; and
- Remote Areas and Service Class 5 Standard Connections on the Fixed Wireless network in Urban Areas.

2.4.1.1 Service Class 1 Standard Connections on the FTTP network in Urban and Remote Areas

nbn completed 49,912 of these connection types which represent 7% of all FTTP connections and 2.6% of all Standard Connections. During the first six months of the Review Period, **nbn**'s performance on these connection types was below the corresponding Performance Objective percentage level of 90% which applies at an aggregate level to all Standard Connections. However, in the last six months of the Review Period, performance related to these connection types was consistently above that corresponding Performance Objective percentage level of 90%. **nbn**'s performance improved in the last six months of the Review Period (relative to the first six months) despite average monthly connections growing by 28% (1,151) across the last four months of the Review Period.

2.4.1.2 Service Class 5 Standard Connections on the Fixed Wireless network in Urban Areas

nbn completed 24,136 of these connections types which represent 19% of all Fixed Wireless Connections and 1.2 % of all Standard Connections. Urban Connections made up only 4% of Service Class 5 connections with the majority (75%) being conducted in Remote Areas. During the Review Period, **nbn**'s performance related to these connection types did not consistently meet the corresponding Performance Objective percentage level of 90% applying at an aggregate level to all Standard Connections, and in particular was below that level in the months of December 2022 to March 2023, July 2023 and November 2023. This is despite the comparatively low volumes. In comparison, performance on such Service Levels in Major/Minor Rural and Remote Geographic Areas exceeded the Performance Objective percentage level applying to all Standard Connections at an aggregate level throughout the Review Period.

The reasons for this performance are set out in the following sections 2.4.1.3 and 2.4.1.4.

2.4.1.3 Service Class 1 Standard Connections on the FTTP network in Urban and Remote Areas

These connections required **nbn** to provide a physical network installation from the **nbn** Network to the Premises, most often requiring civil works which includes excavation to provide a lead-in or drop, installation of a Network Termination Device (NTD) and physical connection to the FTTP Network in the street. Broadly, the reasons for **nbn**'s performance related to the relevant Service Levels was due to the requirement for **nbn** to perform additional civil works, beyond the scope and capability of a service activation technician, to install the lead-in to the Premises (e.g. installation of conduit, and subsequent cable hauling), delays caused by challenges with scheduling workforce and the requirement of multiple technician visits.



2.4.1.4 Service Class 5 Standard Connections on the Fixed Wireless network in Urban Areas

These connection types required **nbn** to provide a physical network installation on the Fixed Wireless Network at the Premises. This is undertaken by installing an antenna and Wireless Network Termination Device (WNTD) at the Premises. Broadly, key reasons for **nbn**'s performance related to the relevant Service Levels for these connections include delays caused by challenges with scheduling workforce, a requirement for multiple technician visits to connect the customer due to **nbn** or customer reschedules, as well a requirement for additional work (beyond the scope and capability of the attending technician) to install equipment at the Premises.

2.4.2 Service Fault rectification

2.4.2.1 End User Faults

In the Review Period, **nbn** received 690,751 requests to rectify **End User Faults** (excluding Priority Assistance Faults), of which **nbn** rectified 93% within the relevant Service Level timeframes. This performance was broadly consistent during the Review Period.

However, **nbn**'s performance in the following scenarios was below our aggregate performance for all End User Faults:

- Services on the Satellite Network where rectification of the Fault did not require **nbn** to undertake external or internal plant work or **nbn** attendance at Premises; and
- Services (other than the Satellite Network) in Major Rural Area or Minor Rural Area where End User Fault requires external or internal plant work or **nbn** attendance at Premises.

2.4.2.2 Services on the Satellite Network where rectification of the Fault did not require **nbn** to undertake external or internal plant work or **nbn** attendance at Premises

During the Review Period **nbn** rectified 2,982 End User Faults on the **nbn** Satellite Network, of which **nbn** rectified 90% within the applicable Service Level timeframes (Performance Objective of 90% or more for all End User Faults (excluding Priority Assistance Faults)).

However, for faults that did not require plant work or **nbn** attendance at Premises (which represented 22% of all such faults), **nbn**'s performance on these connection types was below the corresponding Performance Objective percentage level of 90% or more which applies at an aggregate level to all End User Faults (excluding Priority Assistance Faults). **nbn** only rectified 79% within the applicable Service Level. This was the case in 7 of 12 months of the Review Period.

2.4.2.3 Services (other than the Satellite Network) in Major Rural Area or Minor Rural Area where End User Fault requires external or internal plant work or **nbn** attendance at Premises

During the Review Period **nbn** rectified 687,769 End User Faults (excluding Priority Assistance Faults) on **nbn** Networks other than the Satellite Network, of which **nbn** rectified 93% within the applicable Service Level timeframes (Performance Objective of 90% or more for all End User Faults (excluding Priority Assistance Faults)).

However, for such faults in Major or Minor Rural Areas that required plant work or **nbn** attendance at Premises (which represented 11% of all such faults), **nbn** only rectified 88% within the applicable Service Level and in 8 of 12 months of the Review Period **nbn**'s performance was below the corresponding Performance Objective applying at the aggregate level to all End User Faults (excluding Priority Assistance Faults) of 90% or more.

The reasons for this performance are set in the following section 2.4.2.4 and 2.4.2.5.



2.4.2.4 Services on the Satellite Network where rectification of the Fault did not require **nbn** to undertake external or internal plant work or **nbn** attendance at Premises.

These faults are primarily rectified via remotely resetting the **nbn** equipment or aligning service configurations, however rectification can require support from **nbn** teams such as Engineering.

The main reason for **nbn**'s performance of such faults was an IT issue, isolated to the Satellite technology, which prevents the correct capture of the Service Level in **nbn**'s system and therefore misclassifies the Service Level target.

2.4.2.5 Services (other than the Satellite Network) in Major Rural Area or Minor Rural Area where End User Fault requires external or internal plant work or **nbn** attendance at Premises.

These faults generally required a technician to attend the Premises in order to repair or replace **nbn** network elements such as cables, joints and other **nbn** infrastructure.

The main reasons for **nbn**'s performance of such faults were delays caused by challenges with scheduling workforce and the complexity and time required to rectify damaged **nbn** infrastructure such as cables and joints.

2.4.2.6 Network Fault Response - Critical Incidents

In the Review Period **nbn** responded to 458,738 Network Faults, of which 99% were responded to within the relevant Service Level timeframes.

The Performance Objective for Network Fault Responses in accordance with relevant Service Levels during the Review Period was 90% or more.

However, for **Network Fault Response for Priority 1 Incidents** **nbn**'s performance was below our overall aggregate performance for the relevant Performance Objective.

In the Review Period **nbn** responded to 1,151 Priority 1 Incidents, representing 0.3% of all Network Fault Responses in that period. Of those Network Fault Responses, 77% were performed in accordance with the relevant Service Level. **nbn**'s performance for such Priority 1 Incident Network Fault Responses varied significantly during the Review Period, with the lowest performance observed between May 2023 to September 2023.

These incidents are for high-impact faults to the **nbn** core network including Points of Interconnect, transit cables and large count fibre cables. Each of these require a detailed assessment to be undertaken and can occur at any time of day.



3 ASIP Initiatives - Impact on nbn's performance

nbn's ASIP for FY24, which is relevant in context of this ASPR, sets out eight key initiatives which have the purpose of directly and indirectly improving service outcomes for Access Seeker and End Users. As described in the ASIP for FY24 these initiatives focus on:

- a) Building network capability through investments which expand, modernise and augment the footprint of nbn's FTTP, HFC and Fixed Wireless networks.
- b) System enhancements which simplify and automate key network management and operational activities in the end-to-end ecosystem.
- c) Continuous improvement and redesign of processes.
- d) Workforce capacity capability improvements for both our internal and delivery partner workforces.

These initiatives are mid to long term investments and will provide long term benefits to Access Seekers and End Users. Examples of the long-term nature of some of the ASIP initiatives are the **FTTN/FTTC to FTTP upgrade program** and the **Internal Field Workforce Expansion**. Both are multi-year programs for which the impacts aggregate service performance will take some time. The **Service Evolution program** is also a multi-year program. In FY24, this program is focused on building the technology foundation and defining requirements, which needs to happen before deploying capability into the business which includes integration with interfacing systems. Building the business capability will occur throughout FY25 to FY27. The planned service benefits will progressively be realised as the program is implemented. For the Review Period these three initiatives did not necessarily have a direct impact on nbn's performance as it is measured under the applicable WBA Service Standards. However, End Users who upgraded their network technology to FTTP under the **FTTN/FTTC to FTTP upgrade program** would have experienced the benefits of enhanced speed capability and stability during the Review Period.

Other ASIP initiatives will not directly result in specific service-related outcomes. This is the case for **Simplify our network for our customers program**. The program involves timely investment aimed at simplifying and evolving the network over time and as such lays down an important foundation ensuring nbn continues to meet customer demand and efficiently navigate technology end-of-life events in future.

The remaining ASIP FY24 initiatives (**Fixed Wireless Upgrade Program, Enhance Customer Service Delivery, Improve RSP Experience, Business Operations**) are programs that have commenced either within the Review Period or were to be implemented towards the end of the Review Period. Positive impacts on service from these initiatives have either not materialised during the Review Period or benefits have been limited for the timeframe in question and consequently did not necessarily translate into improved performance during the Review Period as measured by WBA Service Standards.

4 Access Seeker Input into the 2024 Annual Service Performance Review

Two (2) Access Seekers responded to the ASPR consultation and provided input. The input included commentary on nbn's performance, the effectiveness and relevance of the relevant Service Standards, as well as proposed changes with the key themes relating to reporting, resetting or introducing new thresholds for Service Levels or Performance Objectives, service quality, speed commitments and the improvement of processes.



4.1 Effectiveness and relevance of Service Standards

General Comments

General commentary provided by the two (2) Access Seekers who responded to the consultation and provided input was that:

- many of the existing Service Standards and metrics are based on historical and outdated criteria that do not reflect changing technologies and customer expectations;
- existing Service Standards were established when **nbn**'s focus was building the network and migrating customers from legacy networks; and
- many of the Service Levels and Performance Objectives are set too low and are easily met or exceeded. They are inappropriate for certain transactions, such as logical activities, service transfers, and fibre connect, which are typically completed in minutes rather than days.

The technologies used by **nbn** to provide services are evolving as **nbn** encourages migration to FTTP. Access Seeker input is that the maturity **nbn** has reached as a business and the evolving technology landscape should be reflected in the Service Levels and Performance Objectives.

This feedback suggests that while the existing Service Standards provide important insights, they are increasingly losing relevance and effectiveness as **nbn** has moved on from the initial rollout and migration to the **nbn** network. Current metrics only show what has and has not met the relevant Service Level and/or Performance Objectives. They do not enable Access Seekers to easily understand the customer lived experience where Service Levels have not been met, or the degree to which **nbn** exceeded certain timeframes.

Specific call outs from Access Seekers

Service Levels for Network Activities are viewed as ineffective in remediating a substantial number of underperforming copper lines (between 500 to 800 cases a month) and are therefore not meeting End User experience and reasonable requirements.

Despite **nbn** offering fibre upgrades to some End Users on underperforming copper lines, those customers who can't yet upgrade will continue to rely on the Network Activity remediation process.

Service Levels and Performance Objective for Standard Connections: The Performance Objective for Standard Connections is not viewed as effective. It includes both physical and logical connections resulting in **nbn** consistently and easily meeting the target even when underperforming in relation to physical connections. Additionally, performance of Standard Connections is reported across all Access Seeker and across all technology types.

Further, the current connection timeframes are seen as having lost relevance, as they were set when **nbn** rolled out the network with most connections being physical.

Standard Connection metrics are further seen as lacking effectiveness as reporting does not measure the number of services that were unable to be connected successfully on the first attempt and therefore miss a critical End User experience when connecting to the **nbn**.

Related to assurance and use metrics Access Seeker feedback has been, that metrics for **Network Availability and Fault Rectification** are not effective.

Network Availability metric is seen as lacking effectiveness as it does not exclude the duration of a planned outage that did not meet the required notification period and that it measures at a national level by technology type. (*NOTE: Network Availability measures a) all technologies except satellite and b) satellite. Network Availability does not measure technology types separately as the summary of the Access Seeker feedback in this paragraph may suggest.*)



Fault Rectification metrics are seen as not as effective as they could be, as they don't reflect cases where an initial fault resolution is not performed correctly, and End Users are left without a working service.

Performance Objective for Service Transfer Order: Every month during the Review Period **nbn** met the 95% Performance Objective at 100%. This is as performance is measured in business days. Access Seeker and consumer expectation, however, is a service transfer in minutes.

Performance Objective for Trouble Ticket management: In every month during the Review Period **nbn** met the 90% Performance Objective at 99%. The value of this reporting is unclear to Access Seekers.

Performance Objective and Service Levels for Accelerated Connections: The Performance Objective for Accelerated Connections has been missed every month during the Review Period. In the Access Seekers' view this demonstrates that the Service Level and Performance Objective are ineffective.

Exemptions - Force Majeure Exemptions (FME): To increase effectiveness, **nbn** should include reporting on any FMEs as long-lasting broad exemptions can significantly distort the figures that **nbn** reports by excluding such data from reporting.

Also, Access Seeker feedback suggested **nbn** should be clearer and more transparent on the criteria it will use to call an FME.

To ensure relevance and effectiveness of **Shared Network Resource metrics** it has been proposed to update its definition (refer below).

Other Metrics: Priority Assist metrics have been described as ineffective as they are not back-to-back with Access Seeker regulatory obligations for connections across all Service Classes. Effectiveness of **Fibre Connect** and **Outages metrics** could be improved.

4.2 Access Seeker proposed changes

The following sections summarise changes Access Seekers proposed in their ASPR consultation submissions.

4.2.1 Reporting

Exclusions: Reporting does not include instances where there are exclusions in the WBA. Such reporting is not indicative of the actual customers experience and does not allow Access Seekers easily to understand how excluded services have performed.

Further, Access Seekers have stated that they are not clear why individual orders, tickets, network activities are excluded.

Access Seekers are looking for better more meaningful ways to report on excluded instances. Such reporting could include data on stop the clock exemptions applied and without stop the clock exemptions applied. *(NOTE: **nbn** already provides "stop the clock" data to Access Seekers on a monthly basis. Reports are titled "wba-report_STC-Orders-LLD_monthly..." and "wba-report_STC-EUFs-LLD_monthly..."*

Force Majeure Event Exemptions: To increase effectiveness of reporting, Access Seekers propose that **nbn** include reporting on any Force Majeure Event exemption in annual ASPR data, as long-lasting broad exemptions can significantly distort reporting.

Access Seekers are also looking for clarity and increased transparency on the criteria used to call a Force Majeure Event.

Transaction based reporting: Current reporting is very transaction based, with the result that for certain instances a realistic view of the customer lived experience is not reported. An example is the resolution of an incorrect address, which requires several actions by **nbn** and Access Seeker. Certain Service Levels may have



been met by **nbn**, but the reporting does not reflect the end-to-end process, and therefore not the lived experience, which may have been a delay for End Users.

Access Seekers are looking for mechanisms and reporting that captures the wider process and not only transaction-based issues.

Withdrawn Orders and Cancelled Orders: Withdrawn Orders and Cancelled Orders are not measured or reported.

It is proposed to report on these orders to provide an indicator of customer frustration and delays with actual customer experience of Connections or Faults.

Failed Connections reporting: Access Seekers raised concerns about the measurement and reporting of Connections Service Levels, where the service was unable to transmit data due to an issue in **nbn**'s network, although **nbn** confirmed the connection as complete (Failed Connections).

Access Seeker feedback suggest that connections that fail due to an issue within **nbn**'s network demarcation should not be reported as successfully meeting the Connection Service Level as this provides an inaccurate view on Successful Connections.

Recommendation therefore is that the definition of a Successful Connection in the WBA should be clearer.

Speed: In the context of **nbn** intending to accelerate speeds on FTTP and HFC, Access Seeker feedback proposes that service performance reporting is adapted to ensure that it supports the higher speeds and greater reliability that it is proposing to deliver. Today, **nbn** does not provide speed reporting on FTTP or HFC. There are also no criteria for raising a speed related fault.

Access Seeker feedback proposes additional reporting in relation to these speed tiers as follows:

- Reporting should be in line with current Service Health reporting for FTTN, FTTB and FTTC to ensure Access Seekers can meet their obligations to End Users;
- Reporting to include how many services are currently provisioned on each speed tier and how many are not reaching those speeds;
- Reporting to be broken down by technology type and speed tier and should be retrospectively applied to existing speed tiers.

Network Activity: Access Seekers note that reporting on Network Activity lacks effectiveness as reporting only includes an order, incident, appointment, or network activity once it is closed. This does not provide a complete picture of customer experience and **nbn**'s performance.

To gain better insights on how many in flight requests are experiencing issues, Access Seekers propose to add reporting on open Network Activity cases. Reporting should include how many orders, incidents, appointments, or network activities are still open for the month and how many have missed Service Levels.

Outages: To improve effectiveness of outage metrics Access Seekers propose to add reporting on End Users experiencing multiple outages over a certain period.

Utilisation Management Reporting: Access Seeker feedback notes that Utilisation Management reporting needs to be sufficiently transparent and granular to allow Access Seekers to manage End User experiences in line with market claims.

Access Seekers proposed the following additional reporting:

- Track when each Shared Network Resource triggers the Utilisation Threshold.
- How many days an augmentation takes to complete (against 15 Business Day Service Level).



- Where the Utilisation Threshold has been breached, the actual Shared Network Utilisation 30 continuous minute peaks.
- Reporting to other parts of the shared network not included in proposed scope (see shared network resource definition above).
- To assist Access Seekers with network management and/or assurance activities access to Shared Network utilisation statistics in near real time is required. As such the Service Health Summary should contain actual daily, weekly, and monthly utilisation results.

RKR Reporting: Access Seekers see benefit in providing RKR reporting monthly.

Network Availability: It is proposed that Network Availability should be measured by technology type and region.

Physical Connections: Physical Connections to be reported in a more meaningful manner. Currently they are only covered in supplementary reports.

4.2.2 Service Standards

General: Access Seekers expressed concerns that Service Levels do not meet Access Seeker and customer expectations and requirements and recommends that **nbn** conducts market research to understand which Service Levels are most important to End Users and their expectation regarding timeframes. Further **nbn** should undertake research on comparative Service Levels similar network access providers offer internationally and benchmark its offerings.

Speed commitments FTTP/HFC: Access Seekers pointed out that speed commitments for FTTP and HFC are not set out in the current WBA5. In the absence of speed commitment for FTTP and HFC and in the context of the continuing evolution of the **nbn** network and **nbn**'s announcement on 5 March 2024 that it intends to accelerate speeds on FTTP and HFC, Access Seekers propose the introduction of Service Standards to ensure End Users are reaching the speed they have been sold. Additionally, they propose the introduction of PIR Objectives / speed fault thresholds related to FTTP and HFC.

Standard Connections: Access Seeker view is that connection timeframes have lost relevance, as they were established when **nbn** rolled out the network and the majority of connections were physical. The proposal is to reduce Standard Connection timeframes in alignment with Accelerated Connections.

Additionally, a Performance Objective should be added to Standard Connections measuring the number of services that were unable to be connected successfully on the first attempt.

On-Demand Fibre: Access Seeker feedback is that the current On-Demand Fibre Service Levels are too broad and require improvement. The WBA Service Level for a Standard Connection FTTP to Service Class 1 is 14 Business Days in Urban Areas compared to 25 Business Days under the Fibre Connect Program Letter Agreement. Access Seeker feedback suggests these Service Levels should be reviewed and aligned. Further feedback suggests that:

- Service Levels and Performance Objectives for On-Demand fibre should be no different from a Standard Connection for FTTP;
- the On-Demand Fibre Service Standards should be included in the WBA and not in a side letter agreement;
- the relevance of On-Demand Fibre metrics can be improved by adding Service Levels and Performance Objectives to the Service Levels Schedule for both on the day performance, and percentage time in held; and
- On-Demand Fibre timeframes should be amended to align with **nbn**'s Fibre Delivery in a Day program.



Completion Advice: The WBA includes a Performance Objective for **nbn** to provide 70% of Completion Advice notifications within 15 minutes, which **nbn** consistently meets. Access Seeker feedback is that this is a low target and suggests that the Service Level should be increased to meet Access Seeker and Consumer expectations which is a near to real-time notification within minutes.

Network Availability: Access Seeker feedback suggests that Network Availability should be measured by technology type and region. Measurement should exclude the duration of a planned outage that did not meet the required notification period.

Fault Rectification – recurring faults: Access Seeker feedback suggests that a new Performance Objective should be created to minimise recurring faults and extending seven-day monitoring for Performance Incidents to all service faults to minimise recurring faults.

Network Activity: Access Seeker feedback is that in flight orders and long held orders that have missed the Target Network Activity Date are not measured correctly. The Service Level and Performance Objective is not measured until the Network Activity Case is closed and the reported result is a blended average that may mask any withdrawn or long held cases.

Access Seeker feedback suggests this should be addressed in revised Service Levels and that the 18-months Service Level (set out in the Operations Manual) should be reduced to 6 months and included in the Service Level Schedule.

Logical transactions: The majority of orders are logical transactions, like logical connections (Standard Connection Orders SC 3, 6, 9,13, 24, 34), Modifications or Service Transfer Orders which can be processed within minutes rather than days. For these orders **nbn** has no problem meeting Performance Objectives.

Access Seeker feedback is that Service Levels for these logical transactions should be reset to a more appropriate measure (in minutes).

Additionally, the Standard Connection Performance Objective covers both physical and logical connections. This results in **nbn** consistently meeting the aggregated target, even when underperforming in relation to physical connections.

Access Seeker feedback is that there should be a standalone metric and Performance Objective to ensure **nbn** measures physical connections in a more meaningful way.

Utilisation Threshold: Access Seeker feedback proposes that **nbn** reduce the Utilisation Threshold back down to the previous 70%, or at least 80% to reduce the service degradation and frame loss that occurs below 90%.

Similarly, the Utilisation Threshold trigger should also be reverted back to three separate occasions, rather than the 3 separate days newly introduced to WBA5. Access Seekers feedback has suggested that this would better reflect circumstances where thresholds are exceeded for protracted periods, on particular days where there is increased demand.

4.2.3 Corrective Action Plans

Feedback received in relation to the CAPs process is, that, while the requirements for CAPs are clearly articulated in the WBA5, **nbn** has been slow in creating CAPs, the CAPs are somewhat vague and have not provided much value. **nbn** should be more proactive in creating CAPs.

Recommended changes include that the commitments around what constitutes a CAP in WBA5 are updated and improved to ensure there are defined actions and standardised process, including the following:

- what is being done and how are the actions expected to improve performance;
- what is being done differently to current BAU activities;
- glide path on how performance is expected to improve during the implementation of the CAP;



- checkpoints on CAP progress and effectiveness in achieving the proposed glide path with periodic updates on progress; and
- Expected final resolution date.

4.2.4 Other

Escalation process: Access Seeker feedback includes a view that the WBA provides little to no consequences where Performance Objectives are not met.

The proposal is that **nbn** introduces further commitments to Access Seekers and End User customers on what will occur when a Performance Objective is missed continually in the form of an escalating process that is activated if a Performance Objective is missed for more than three consecutive months.

Dropouts on FTTP: There is currently no target set out in the WBA committing to a minimum number of dropouts on FTTP.³

Access Seeker feedback has proposed that **nbn** include such target in the WBA.

Shared Network Resource definition: Access Seeker feedback includes a proposal that **nbn** update the Shared Network Resource definition by including:

- performance of the PON of FTTP/FTTC customers;
- the complete HFC access network;
- contention within a DSLAM or link to its switch for FTTB and FTTN.

5 Changes being considered by **nbn**

Key themes from the compilation of this report that have influenced the direction in which **nbn** should proceed, relate to a number of the Service Levels and Performance Objectives and associated reporting being no longer relevant or effective due to:

- the high level of automation of key service transactions over the last 10 years, with over 85% of service requests now being processed automatically in near real time;
- the aggregation of Service Levels into single Performance Objectives;
- the changing nature of service expectations from End Users and Access Seekers;
- the targets and/or standards of performance do not account for evolution of the network and associated systems;
- some of the Service Levels do not reflect the “Lived Experience” for End Users; and
- Access Seeker concerns that the consequences on **nbn** for non-performance are too low.

³ Operations bulletin dated 13 March 2024 advised that from 28 March 2024 the threshold for FTTP Service Faults will reduce to four (4) unexpected dropouts and that the business logic will be automatically updated in Service Health Summary (SHS) and Service Health Pulse. Accompanying SHS documentation was updated to reflect the changes.



In the past decade, the **nbn** service operating environment has transformed into a highly automated, sophisticated, integrated environment. When assessing modifications to Service Levels, Performance Objectives, and related reporting, **nbn** and Access Seekers must thoroughly analyse how any changes will impact their respective operating processes and systems.

Actioning feedback from Access Seeker consultations. In determining how best to progress the feedback from Access Seekers **nbn** took into consideration the benefits of the change to all stakeholders as well as the feasibility of making the change in terms of time and cost.

Several of the changes proposed by Access Seekers related to amending the existing Service Levels and Performance Objectives or amendments/additions to the reporting which supports the current Service Levels. **nbn's** assessment is that making any substantive short-term changes to the existing Service Levels, which both Access Seekers and **nbn** have determined are dated, and where there are potentially more relevant or effective Service Levels that should be considered, would not be an efficient use of resources and would have limited or minimal benefits to customer experience.

Balancing Change and the Impacts: Any changes will require both Access Seekers and **nbn** to align on: (a), appropriate definition and agreement of the Service Levels and the associated Performance Objectives; and (b), the reporting on both the Service Levels/Performance Objective and key operational processes. Inadequately considered changes can inadvertently lead to significant costs across ecosystems or misalign with the goal of delivering a high-quality service experience for customers. While seeking to evolve the relevance and effectiveness of Service Standards is a priority, it requires time not only for definition but also to ensure that customer benefits and cost trade off implications are thoroughly understood and accepted by all stakeholders. To address the need for some short-term changes and to ensure thorough evaluation of any significant alterations to Service Levels and Performance Objectives, **nbn** is proposing to establish a two-part process.

Trade Offs will need to be evaluated: **nbn** is aware that expectations are wide, however currently **nbn** is under-recovering its building block revenue from core regulated services and is expected as a Government Business Enterprise (**GBE**) operating under the *RMG-126: Commonwealth Government Business Enterprise – Governance and Oversight Guidelines* to transition to a standalone investment grade credit rating. In order to achieve this **nbn** must carefully prioritise expenditure on initiatives that benefit both **nbn** and stakeholders. This will require trade-off conversations with stakeholders to help **nbn** effectively prioritise solutions, and ensure any investment is targeted and maximised. To facilitate achieving this, **nbn** plans to undertake a series of discussions with stakeholders to inform about the complexities which are impacting our decision making and to determine how to best balance the needs of stakeholders with commercially viable outcomes. Many trade-off decisions have third-party impacts that might not be immediately clear to **nbn** or external stakeholders, so considered trade-off conversations can help reduce risk and improve decision making.

A Two-Part Approach:

Part 1: Short term changes

a) **New Reporting:** Recently, following significant consultation with industry stakeholders, the ACCC established the Network Performance Record Keeping Rules (RKR). These rules require **nbn** to report quarterly against a predefined set of measures - and **nbn** is currently developing this reporting capability. Several metrics in the RKR aim to enhance transparency in key areas of concern raised by Access Seekers. As this reporting framework evolves, **nbn** is investigating how it can produce reporting for some of these metrics on a monthly basis. It is hoped that this will foster an improved dialogue with Access Seekers at the operational level, ultimately enhancing outcomes for customers. Additionally, **nbn** is investigating amendments to existing reporting to provide a more transparent and relevant view of service performance in critical areas.

The following RKR metrics are being considered for monthly production:

- Report on Right-First-Time connections and those requiring additional work by technology (RKR M4);
- Report on Recurring Faults – Location, number of services and access type by technology (RKR M11);



- Report on End User Fault rectification by Logical and physical (RKR M7);
- The following changes are being considered to existing WBA reporting:
- Disaggregate reporting on network performance and availability by technology; and
 - Disaggregate reporting for physical and logical service classes for Standard Connections.
- b) **Corrective Action Plans:** nbn is proposing to amend the current CAP processes to introduce systemic event triggers and consideration of materiality and include an obligation to conduct monthly reviews and reporting on progress with existing CAPs.
- c) **Process Improvement Initiatives:** Several operational processes are currently impacting the service experience for Access Seekers and customers. To address this, nbn plans to establish working groups in collaboration with Access Seekers. These groups will focus on achieving improvements in key areas such as:
- Information flows from test and diagnostic Tools;
 - The way outages are managed;
 - The way Network Activity Tickets are managed and prioritised;
 - Ways to reduce Faulty Connections; and
 - The Fibre Connect experience.
- d) **Review of existing reporting:** nbn generates a substantial number of reports, but some have become irrelevant and go unused by both Access Seekers and nbn. To address this, nbn plans to review all WBA and operational reports with a goal of streamlining them. After the review, nbn will engage with stakeholders prior to making a final decision.

Implementation: Subject to further stakeholder consultation and in line with WBA SFAA change rights nbn will work to implement these initiatives over the course of Q1 to Q3 in FY25. Part 1 will not involve any changes to Service Levels or Performance Objectives, which is expected to occur in Part 2.

Part 2: SAU Replacement Module Application and Replacement Module Determination

The SAU Variation, approved by the ACCC in October 2023, establishes the regulatory framework that will apply until 2040. Under the SAU, nbn is obligated to submit a regulatory proposal for the next regulatory cycle, consulting with external stakeholders before doing so. This proposal is known as the Replacement Module Application (**RMA**). Unlike an SAU variation, which the ACCC can only accept or reject, the regulator may make a Replacement Module Determination (**RMD**) under the SAU where it can amend our proposal and substitute with its own decision.

The nbn RMA must propose the Benchmark Service Standards that will apply for the next Regulatory Cycle for consideration by the ACCC. Additionally, nbn must propose a date by which 'no less favourable' Service Standards in the SFAA will apply.

While nbn plans to engage with industry stakeholders on the RMA more broadly from October (including consultation with Access Seekers, consumer advocacy groups, End Users), it is important that engagement on focus areas identified in the ASPR continues before then. Starting in Q1 FY25, nbn intends to undertake a 'Co-design' consultation with stakeholders to define requirements for potential new or amended Service Levels and Performance Objectives related to the focus areas identified in the ASPR. While the feasibility and priority of proposed new or amended Service Levels will then be subject to broader priority and expenditure decisions under the RMA, this initial 'co-design' process will help to define the potential alternatives that should be considered when developing nbn's Service Standards proposal.

Step 1: Co-design (commencing Q1FY25)



nbn will undertake a co-design consultation with stakeholders to define:

- What part of the operating processes and or network should be measured?
- What should the standards of measurement and performance be?
- How do the standards address expectations of End Users?

Step 2: Feasibility

The co-design process will need to be accompanied by feasibility and impact assessment of potential Service Standard changes. This will require consideration of:

- Can the standards be measured?
- What are the changes required to **nbn** and Access Seeker operating processes? networks, IT systems and delivery partner/vendor agreements?
- What are the costs of implementing the proposed changes and standards?
- What are the quantifiable benefits to **nbn**, Access Seekers and End Users from the changes?

Step 3: Assessment under RMA

Whether significant Service Standard changes are proposed will likely be decided as part of **nbn**'s Service Standards proposal. In making these decisions **nbn** will consider:

- Is the expenditure for the change a prudent and efficient use of **nbn** capital and operating expenditure?
- Can the changes be effectively facilitated through the regulatory arrangements (RMA)?
- Can the changes be implemented by all stakeholders in a reasonable timeframe to deliver benefit that will be valued by customers?
- What are the priorities for Access Seekers, End Users and **nbn**?

nbn may look to implement certain Service Standard changes sooner in line with WBA SFAA change rights and applicable regulatory obligations, but it is important to recognise the broad scope and impact of Service Standard changes that Access Seekers have proposed through ASPR feedback – which cannot be adopted without substantive consideration of the impacts on End Users, Access Seekers and **nbn**.

Initial focus areas based on both Access Seeker feedback and **nbn**'s assessments will be:


Category	Investigate
Speed Performance	What Service Levels and Performance Objectives apply to measuring and monitoring speed performance.
Network performance and availability.	What Service Levels and Performance Objectives might apply to individual Networks
Service Quality Performance	What Service Levels and Performance Objectives might apply to Faulty Connections. What Service Levels and Performance Objectives might apply to recurring Faults.
Connections	What Service Levels and Performance Objectives might apply to logical Connections for each technology.



	<p>What Service Levels and Performance Objectives might apply to physical connections for each technology.</p> <p>How might the Service Levels and Performance Objectives vary between first time connections and changes to Access Technology.</p>
Faults	<p>What Service Levels and Performance Objectives might apply to logical Fault restorations for each technology.</p> <p>What Service Levels and Performance Objectives might apply to physical Fault restorations for each technology.</p>

nbn thanks all contributors to the preparation of this report, we are looking forward to commencing discussions with the industry in early FY25 to take the important first steps through the co-design and feasibility assessment processes.

6 References

Reference	Link
ACCC Inquiries into nbn access pricing and wholesale Service Standards	https://www.accc.gov.au/system/files/Inquiries%20into%20NBN%20access%20pricing%20and%20wholesale%20service%20standards%20-%20Final%20report.pdf?ref=0&download=y
nbn Ethernet Service Levels Schedule WBA4	 <p>05 nbn Ethernet - Service Levels Schedu</p>
nbn Special Access Undertaking 2023	https://www.nbnco.com.au/rsps/special-access-undertaking-sau
2024 nbn Annual Service Improvement Plan	https://www.nbnco.com.au/rsps/special-access-undertaking-sau#improvementplan
nbn service quality and network performance Record Keeping Rule	nbn-service-quality-network-performance-record-keeping-rule.pdf (acc.gov.au)



Annexure 1 – Performance Data

A.1 End User Connection

A.1.1 End User Connections – Service Levels (Part A, cl. 1.1)

A.1.1.1 Results for Service Levels for Standard Connections: Fibre Network (Part A, cl. 1.1(a))

Service Class	Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Service Class 1	Urban	# Total	3,270	2,823	2,883	3,254	2,948	3,593	3,490	3,532	4,019	3,708	4,179	4,543	42,242
		# Met	2,938	2,433	2,449	2,801	2,489	3,074	2,969	3,057	3,607	3,387	3,869	4,092	37,165
		Performance	90%	86%	85%	86%	84%	86%	85%	87%	90%	91%	93%	90%	88%
	Major/Minor Rural	# Total	566	565	518	564	505	655	595	597	733	634	707	829	7,468
		# Met	509	496	453	503	458	604	537	545	675	600	677	774	6,831
		Performance	90%	88%	87%	89%	91%	92%	90%	91%	92%	95%	96%	93%	91%
	Remote	# Total	14	17	14	14	11	30	10	20	17	16	14	25	202
		# Met	11	13	11	11	9	25	9	20	16	16	14	25	180
		Performance	79%	76%	79%	79%	82%	83%	90%	100%	94%	100%	100%	100%	89%
Service Class 2	Urban	# Total	1,515	1,670	1,524	1,625	1,273	1,508	1,462	1,558	1,762	1,496	1,668	1,638	18,699
		# Met	1,456	1,593	1,429	1,532	1,217	1,431	1,407	1,497	1,705	1,465	1,630	1,589	17,951
		Performance	96%	95%	94%	94%	96%	95%	96%	96%	97%	98%	98%	97%	96%
	Major/Minor Rural	# Total	86	68	80	90	63	65	82	75	74	63	77	83	906
		# Met	77	62	70	84	59	61	79	69	71	61	75	79	847
		Performance	90%	91%	88%	93%	94%	94%	96%	92%	96%	97%	97%	95%	93%
Service Class 3	Urban	# Total	39,429	41,563	57,929	45,677	37,742	45,145	46,425	50,078	48,588	46,248	47,344	49,896	556,064
		# Met	39,425	41,558	57,918	45,670	37,731	45,132	46,411	50,074	48,583	46,244	47,340	49,893	555,979
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Major/Minor Rural	# Total	2,053	2,047	2,798	2,370	2,163	2,637	2,717	2,887	2,899	3,131	3,126	3,319	32,147
		# Met	2,053	2,046	2,798	2,370	2,163	2,637	2,716	2,887	2,898	3,130	3,125	3,317	32,140



		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Remote	# Total	20	27	39	29	26	36	32	39	39	62	87	86	522
		# Met	20	27	39	29	26	36	32	39	39	62	87	86	522
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

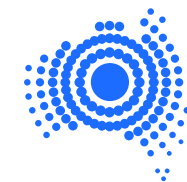
A.1.1.2 Results for Service Levels for Standard Connections: Wireless Network (Part A, cl. 1.1(a))

Service Class	Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Service Class 5	Urban	# Total	70	83	65	75	60	83	83	67	71	61	74	63	855
		# Met	60	51	51	61	56	75	76	55	69	58	69	53	734
		Performance	86%	61%	78%	81%	93%	90%	92%	82%	97%	95%	93%	84%	86%
	Major/Minor Rural	# Total	341	422	445	468	378	555	444	464	439	358	422	372	5,108
		# Met	320	369	415	432	346	523	396	440	413	337	405	347	4,743
		Performance	94%	87%	93%	92%	92%	94%	89%	95%	94%	94%	94%	96%	93%
	Remote	# Total	1,328	1,696	1,547	1,509	1,329	1,774	1,579	1,509	1,579	1,296	1,552	1,475	18,173
		# Met	1,317	1,629	1,497	1,478	1,310	1,753	1,550	1,478	1,559	1,273	1,521	1,449	17,814
		Performance	99%	96%	97%	98%	99%	99%	98%	98%	99%	98%	98%	98%	98%
Service Class 6	Urban	# Total	163	158	212	175	143	142	175	185	192	156	147	174	2,022
		# Met	163	158	212	175	143	142	174	185	191	156	147	174	2,020
		Performance	100%	100%	100%	100%	100%	100%	99%	100%	99%	100%	100%	100%	100%
	Major/Minor Rural	# Total	1,048	954	1,299	1,151	853	961	1,118	1,155	1,047	976	1,144	1,026	12,732
		# Met	1,047	954	1,294	1,150	852	959	1,115	1,152	1,046	975	1,144	1,025	12,713
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Remote	# Total	3,511	3,506	4,628	3,856	3,093	3,475	3,832	4,325	3,851	3,552	3,695	3,835	45,159
		# Met	3,508	3,505	4,620	3,849	3,087	3,465	3,823	4,320	3,847	3,550	3,694	3,831	45,099
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



A.1.1.3 Results for Service Levels for Standard Connections: Satellite Network (Part A, cl. 1.1(a))

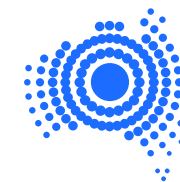
Service Class	Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Service Class 8	Urban	# Total	10	15	7	9	5	13	3	12	11	7	12	8	112
		# Met	10	15	7	9	5	13	3	12	11	7	12	8	112
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Major/Minor Rural	# Total	157	151	187	160	92	152	85	81	110	119	128	121	1,543
		# Met	155	150	187	159	91	152	85	81	110	119	128	121	1,538
		Performance	99%	99%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%
	Remote	# Total	22	27	18	30	19	34	28	19	22	30	27	35	311
		# Met	22	27	18	30	19	34	28	19	22	30	27	35	311
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Isolated	# Total	50	28	38	43	36	43	30	25	20	32	24	21	390
		# Met	50	28	37	43	36	43	29	24	20	32	24	21	387
		Performance	100%	100%	97%	100%	100%	100%	97%	96%	100%	100%	100%	100%	99%
Service Class 9	Urban	# Total	11	6	6	4	34	9	3	8	6	5	7	3	102
		# Met	11	6	6	4	34	9	3	8	6	5	7	3	102
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Major/Minor Rural	# Total	272	278	222	359	2280	325	169	146	187	181	179	196	4,794
		# Met	271	278	222	359	2278	324	168	146	187	181	179	195	4,788
		Performance	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%	100%
	Remote	# Total	40	34	38	85	475	76	47	25	48	42	57	60	1,027
		# Met	40	34	38	84	475	76	47	25	47	41	57	60	1,024
		Performance	100%	100%	100%	99%	100%	100%	100%	100%	98%	98%	100%	100%	100%
	Isolated	# Total	87	101	117	182	964	119	94	50	41	48	41	42	1,886
		# Met	87	101	116	181	960	118	94	50	41	48	41	42	1,879
		Performance	100%	100%	99%	99%	100%	99%	100%	100%	100%	100%	100%	100%	100%
Limited Access	# Total	40	40	36	31	129	35	17	18	15	14	12	14	401	
	# Met	40	40	36	31	129	35	17	18	15	14	12	14	401	



		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
--	--	-------------	------	------	------	------	------	------	------	------	------	------	------	------	------

A.1.1.4 Results for Service Levels for Standard Connections: FTTN-FTTB (Part A, cl. 1.1(a))

Service Class	Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Service Class 11	Urban	# Total	3,543	3,578	3,587	3,819	3,003	3,784	3,335	3,284	3,462	2,821	2,660	2,705	39,581
		# Met	3,437	3,424	3,424	3,701	2,902	3,641	3,197	3,168	3,362	2,738	2,589	2,628	38,211
		Performance	97%	96%	95%	97%	97%	96%	96%	96%	96%	97%	97%	97%	97%
	Major/Minor Rural	# Total	1,097	1,125	1,099	1,242	961	1,179	992	1,005	1,109	871	946	869	12,495
		# Met	1,050	1,068	1,043	1,183	925	1,116	945	968	1,074	840	915	836	11,963
		Performance	96%	95%	95%	95%	96%	95%	95%	95%	96%	97%	96%	97%	96%
	Remote	# Total	49	67	50	70	45	70	43	47	52	47	43	38	621
		# Met	48	63	47	67	41	66	43	44	49	46	43	38	595
		Performance	98%	94%	94%	96%	91%	94%	100%	94%	94%	94%	98%	100%	100%
Service Class 12	Urban	# Total	2,948	3,011	3,599	3,671	2,674	3,333	2,980	2,957	3,210	2,645	2,645	2,533	36,206
		# Met	2,814	2,756	3,398	3,466	2,527	3,170	2,861	2,827	3,085	2,560	2,559	2,418	34,441
		Performance	95%	92%	94%	94%	95%	95%	96%	96%	96%	96%	97%	97%	95%
	Major/Minor Rural	# Total	420	432	449	496	334	438	377	378	419	373	358	356	4,830
		# Met	390	392	406	472	314	410	356	356	403	356	342	339	4,536
		Performance	93%	91%	90%	95%	94%	94%	94%	94%	94%	96%	95%	96%	95%
	Remote	# Total	9	5	8	10	7	11	18	12	8	6	7	7	108
		# Met	9	5	8	9	7	11	17	12	8	6	7	7	106
		Performance	100%	100%	100%	90%	100%	100%	100%	94%	100%	100%	100%	100%	100%
Service Class 13	Urban	# Total	44,830	46,999	62,457	49,680	39,908	46,477	45,764	47,413	47,281	44,081	44,750	47,304	566,944
		# Met	44,816	46,995	62,447	49,663	39,852	46,462	45,755	47,402	47,275	44,078	44,742	47,295	566,782
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Major/Minor Rural	# Total	8,835	8,990	11,311	9,401	7,808	8,649	8,801	9,008	8,968	8,630	8,929	9,057	108,387
		# Met	8,834	8,988	11,309	9,399	7,801	8,642	8,801	9,008	8,967	8,626	8,926	9,054	108,355
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Remote	# Total	231	222	299	227	230	210	250	242	227	314	346	402	3,200



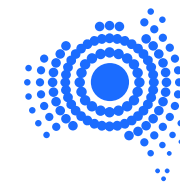
	# Met	231	222	299	227	230	209	250	242	227	314	346	402	3,199
	Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A.1.1.5 Results for Service Levels for Standard Connections: HFC Network (Part A, cl. 1.1(a))

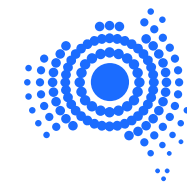
Service Class	Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Service Class 21	Urban	# Total	875	792	927	1,057	830	1,037	956	982	1,050	914	996	971	11,387
		# Met	789	702	829	952	730	932	880	908	997	868	935	920	10,442
		Performance	90%	89%	89%	90%	88%	90%	92%	92%	95%	95%	94%	95%	92%
Service Class 22	Urban	# Total	1,411	1,376	1,582	1,661	1,149	1,481	1,241	1,285	1,345	1,139	1,167	1,156	15,993
		# Met	1,259	1,217	1,451	1,508	1,051	1,369	1,152	1,199	1,266	1,049	1,063	1,077	14,661
		Performance	89%	88%	92%	91%	91%	92%	93%	93%	94%	92%	91%	93%	92%
Service Class 23	Urban	# Total	6,907	6,820	7,490	7,794	5,356	6,780	6,225	6,038	6,188	5,169	5,387	5,369	75,523
		# Met	6,449	6,297	7,007	7,347	5,090	6,424	5,918	5,775	5,919	4,952	5,163	5,124	71,465
		Performance	93%	92%	94%	94%	95%	95%	95%	96%	96%	96%	96%	95%	95%
Service Class 24	Urban	# Total	27,282	28,464	39,009	29,974	24,010	28,710	28,541	31,433	31,324	28,626	30,756	32,265	360,394
		# Met	25,820	27,147	37,566	28,407	22,711	27,333	27,302	30,060	29,900	27,391	28,768	30,847	343,252
		Performance	95%	95%	96%	95%	95%	95%	96%	96%	95%	96%	94%	96%	95%

A.1.1.6 Results for Service Levels for Standard Connections: FTTC Network (Part A, cl. 1.1(a))

Service Class	Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Service Class 31	Urban	# Total	357	324	397	455	323	382	338	374	355	301	315	301	4,222
		# Met	331	304	370	428	297	358	317	349	329	293	304	282	3,962
		Performance	93%	94%	93%	94%	92%	94%	94%	93%	93%	97%	97%	94%	94%
	Major/Minor Rural	# Total	60	51	53	67	43	66	38	48	52	33	37	34	582
		# Met	54	46	50	62	37	60	32	45	49	31	35	31	532
		Performance	90%	90%	94%	93%	86%	91%	84%	94%	94%	94%	95%	91%	91%
	Remote	# Total	2	4	2	1	-	-	5	4	4	3	-	3	28

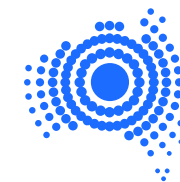


		# Met	2	4	2	1	-	-	5	4	4	3	-	3	28
		Performance	100%	100%	100%	100%	-	-	100%	100%	100%	100%	-	100%	100%
Service Class 32	Urban	# Total	1,264	1,195	1,341	1,385	983	1,185	1,178	985	1,176	886	955	933	13,466
		# Met	1,115	1,070	1,189	1,226	875	1,076	1,080	916	1,085	821	892	870	12,215
		Performance	88%	90%	89%	89%	89%	91%	92%	93%	92%	93%	93%	93%	93%
	Major/Minor Rural	# Total	153	147	153	163	120	155	110	104	164	108	92	90	1,559
		# Met	133	131	129	146	97	140	100	98	153	100	86	84	1,397
		Performance	87%	89%	84%	90%	81%	90%	91%	94%	93%	93%	93%	93%	93%
	Remote	# Total	1	5	3	3	4	3	3	2	1	3	1	1	30
		# Met	1	5	3	3	4	3	3	2	1	3	1	1	30
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Service Class 33	Urban	# Total	669	613	662	678	456	598	515	477	512	432	414	440	6,466
		# Met	643	580	636	654	444	576	497	467	505	418	403	421	6,244
		Performance	96%	95%	96%	96%	97%	96%	97%	98%	99%	97%	97%	97%	96%
	Major/Minor Rural	# Total	100	97	77	104	57	77	65	57	59	58	69	54	874
		# Met	95	89	73	95	56	71	62	54	57	57	65	54	828
		Performance	95%	92%	95%	91%	98%	92%	95%	95%	97%	98%	94%	100%	95%
	Remote	# Total	2	3	1	-	2	2	1	1	-	2	1	2	17
		# Met	2	3	1	-	2	2	1	1	-	2	1	2	17
		Performance	100%	100%	100%	-	100%	100%	100%	100%	-	100%	100%	100%	100%
Service Class 34	Urban	# Total	15,382	15,318	19,203	16,662	13,114	15,660	15,026	15,961	17,069	15,171	15,421	16,123	190,110
		# Met	15,238	15,161	19,071	16,532	13,020	15,546	14,916	15,870	16,986	15,078	15,340	16,062	188,820
		Performance	99%	99%	99%	99%	99%	99%	99%	99%	99%	100%	99%	99%	100%
	Major/Minor Rural	# Total	1,153	1,168	1,260	1,160	944	1,159	1,133	1,065	1,276	1,110	1,164	1,175	13,767
		# Met	1,140	1,160	1,242	1,147	932	1,149	1,124	1,060	1,267	1,105	1,161	1,167	13,654
		Performance	99%	99%	99%	99%	99%	99%	99%	99%	100%	99%	100%	100%	99%
	Remote	# Total	20	23	23	32	24	23	27	27	25	33	32	47	336
		# Met	20	23	23	31	24	22	27	27	25	33	32	47	334
		Performance	100%	100%	100%	97%	100%	96%	100%	100%	100%	100%	100%	100%	100%



A.1.1.7 Results for Service Levels for Priority Assistance Connections: Performance by Geography & Service Class (Part A, cl. 1.1(b))

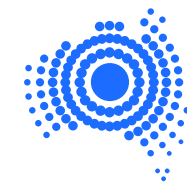
Service Class	Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total	
Service Class 3	Urban	# Total	152	161	186	215	148	247	209	262	289	376	327	307	2,879	
		# Met	152	161	185	213	146	243	208	257	287	376	326	304	2,858	
		Performance	100%	100%	99%	99%	99%	98%	100%	98%	99%	100%	100%	100%	99%	99%
	Major Rural	# Total	14	10	10	9	15	10	9	9	6	25	30	19	35	192
		# Met	14	10	10	9	15	10	9	9	6	25	30	18	35	191
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%	100%	99%
	Minor Urban	# Total	4	3	3	2	5	13	1	6	12	15	15	10	9	83
		# Met	4	3	3	2	5	12	1	5	12	15	15	10	9	81
		Performance	100%	100%	100%	100%	100%	92%	100%	83%	100%	100%	100%	100%	100%	98%
	Remote	# Total	-	-	-	-	1	-	-	-	-	-	2	3	1	7
		# Met	-	-	-	-	1	-	-	-	-	-	2	3	1	7
		Performance	-	-	-	-	100%	-	-	-	-	-	100%	100%	100%	100%
Service Class 13	Urban	# Total	196	198	210	237	190	252	248	242	258	228	225	225	2,709	
		# Met	195	198	210	237	190	252	246	242	258	228	225	225	2,706	
		Performance	99%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%
	Major Rural	# Total	42	54	57	43	32	66	37	64	49	44	47	47	38	573
		# Met	42	54	57	43	32	66	37	64	49	44	47	47	38	573
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Minor Rural	# Total	19	15	17	14	24	29	15	22	26	18	31	22	252	
		# Met	19	15	17	14	24	29	15	22	26	18	31	22	252	
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Remote	# Total	2	2	-	-	3	1	1	1	1	-	1	3	3	17
		# Met	2	2	-	-	3	1	1	1	1	-	1	3	3	17
		Performance	100%	100%	-	-	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Service Class 24	Urban	# Total	108	104	99	119	80	121	110	118	114	115	96	116	1,300	
		# Met	106	104	99	119	80	121	108	117	114	113	94	116	1,291	



		Performance	98%	100%	100%	100%	100%	100%	98%	99%	100%	98%	98%	100%	99%
Service Class 34	Urban	# Total	30	32	34	38	38	46	40	39	44	45	47	45	478
		# Met	30	32	34	38	38	46	40	39	44	45	47	45	478
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Major Rural	# Total	6	5	3	4	4	6	2	9	3	7	1	4	54
		# Met	6	5	3	4	4	6	2	9	3	7	1	4	54
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Minor Rural	# Total	2	5	1	3	4	2	2	5	1	2	2	1	30
		# Met	2	5	1	3	4	2	2	5	1	2	2	1	30
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Remote	# Total	-	-	-	-	-	-	1	1	-	-	-	-	2
		# Met	-	-	-	-	-	-	1	1	-	-	-	-	2
		Performance	-	-	-	-	-	-	100%	100%	-	-	-	-	100%

A.1.1.8 Results for Service Levels for Accelerated Connections: Fibre Network (Part A, cl. 1.1(b))

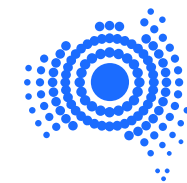
Service Class	Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Service Class 1	Urban	# Total	500	378	304	409	345	392	388	364	430	364	353	365	4,592
		# Met	401	286	217	330	260	305	289	283	344	285	275	266	3,541
		Performance	80%	76%	71%	81%	75%	78%	74%	78%	80%	78%	78%	73%	77%
	Major Rural	# Total	64	53	49	61	64	54	68	53	55	49	49	54	673
		# Met	54	41	46	52	57	49	66	48	47	45	42	46	593
		Performance	84%	77%	94%	85%	89%	91%	97%	91%	85%	92%	86%	85%	88%
	Minor Rural	# Total	28	21	6	22	30	26	20	18	31	19	18	19	258
		# Met	27	18	6	19	28	23	18	16	28	17	18	18	236
		Performance	96%	86%	100%	86%	93%	88%	90%	89%	90%	89%	100%	95%	91%
Service Class 2	Urban	# Total	50	55	57	63	42	63	39	56	49	41	39	36	590
		# Met	38	48	46	52	37	56	32	47	44	38	32	34	504
		Performance	76%	87%	81%	83%	88%	89%	82%	84%	90%	93%	82%	94%	85%



	Major Rural	# Total	3	9	3	2	1	5	7	3	3	2	1	3	42
		# Met	3	7	3	2	1	5	5	3	3	2	1	3	38
		Performance	100%	78%	100%	100%	100%	100%	71%	100%	100%	100%	100%	100%	90%
	Minor Rural	# Total	-	1	2	2	3	3	2	4	3	3	-	2	25
		# Met	-	0	2	2	3	1	2	3	3	3	-	2	21
		Performance	-	0%	100%	100%	100%	33%	100%	75%	100%	100%	-	100%	84%

A.1.1.9 Results for Service Levels for Accelerated Connections: FTTB & FTTN Network (Part A, cl. 1.1(b))

Service Class	Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Service Class 11	Urban	# Total	394	339	355	353	260	336	308	279	302	238	189	177	3,530
		# Met	318	279	301	299	222	281	252	238	258	208	154	148	2,958
		Performance	81%	82%	85%	85%	85%	84%	82%	85%	85%	87%	81%	84%	84%
	Major Rural	# Total	108	88	96	124	75	103	89	74	71	49	52	50	979
		# Met	90	76	84	117	67	100	79	65	69	45	50	44	886
		Performance	83%	86%	88%	94%	89%	97%	89%	88%	97%	92%	96%	88%	91%
	Minor Rural	# Total	64	61	43	64	41	47	34	40	49	30	27	38	538
		# Met	57	55	38	59	37	44	32	38	48	29	23	35	495
		Performance	89%	90%	88%	92%	90%	94%	94%	95%	98%	97%	85%	92%	92%
Service Class 12	Urban	# Total	419	387	430	431	295	353	337	318	317	232	215	258	3,992
		# Met	352	312	362	364	241	293	286	258	260	198	174	209	3,309
		Performance	84%	81%	84%	84%	82%	83%	85%	81%	82%	85%	81%	81%	83%
	Major Rural	# Total	55	49	49	45	30	53	44	42	28	27	29	23	474
		# Met	48	48	45	42	28	49	43	42	25	25	29	21	445
		Performance	87%	98%	92%	93%	93%	92%	98%	100%	89%	93%	100%	91%	94%
	Minor Rural	# Total	21	18	26	21	19	16	21	14	24	18	11	18	227
		# Met	21	18	26	20	19	16	21	13	23	18	11	18	224
		Performance	100%	100%	100%	95%	100%	100%	100%	93%	96%	100%	100%	100%	99%

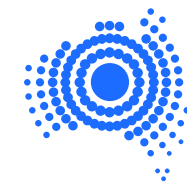


A.1.1.10 Results for Service Levels for Accelerated Connections: HFC Network (Part A, cl. 1.1(b))

Service Class	Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Service Class 21	Urban	# Total	159	105	114	128	108	129	120	130	111	120	90	126	1,440
		# Met	105	71	87	96	80	92	89	90	83	94	72	87	1,046
		Performance	66%	68%	76%	75%	74%	71%	74%	69%	75%	78%	80%	69%	73%
Service Class 22	Urban	# Total	160	156	144	181	108	129	125	116	96	81	83	81	1,460
		# Met	131	128	117	159	87	108	105	98	79	67	69	68	1,216
		Performance	82%	82%	81%	88%	81%	84%	84%	84%	82%	83%	83%	84%	83%
Service Class 23	Urban	# Total	147	115	120	128	84	113	108	109	90	63	78	54	1,209
		# Met	118	86	102	110	65	89	93	90	78	52	61	36	980
		Performance	80%	75%	85%	86%	77%	79%	86%	83%	87%	83%	78%	67%	81%

A.1.1.11 Results for Service Levels for Accelerated Connections: FTTC Network (Part A, cl. 1.1(b))

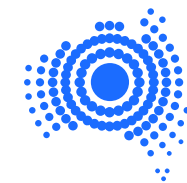
Service Class	Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total	
Service Class 31	Urban	# Total	38	32	39	38	32	39	40	29	41	34	18	26	406	
		# Met	25	25	30	29	26	29	30	15	31	25	12	19	296	
		Performance	66%	78%	77%	76%	81%	74%	75%	52%	76%	74%	67%	73%	73%	
	Major Rural	# Total	3	1	3	5	1	3	3	3	1	4	2	2	-	28
		# Met	3	1	3	5	1	3	3	3	0	3	2	2	-	26
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	0%	75%	100%	100%	-	93%
	Minor Rural	# Total	4	4	2	7	2	4	4	4	3	5	-	1	4	37
		# Met	2	4	1	6	2	4	3	3	2	5	-	1	2	31
		Performance	50%	100%	50%	86%	100%	100%	75%	67%	100%	-	100%	50%	85%	



Service Class 32	Urban	# Total	153	179	135	156	80	116	103	94	101	82	82	68	1,349
		# Met	121	147	111	124	63	93	79	73	89	69	68	58	1,095
		Performance	79%	82%	82%	79%	79%	80%	77%	78%	88%	84%	83%	85%	81%
	Major Rural	# Total	19	27	24	17	17	17	18	7	8	10	10	9	183
		# Met	15	22	23	17	16	16	18	7	8	10	9	9	170
		Performance	79%	81%	96%	100%	94%	94%	100%	100%	100%	100%	100%	90%	100%
	Minor Rural	# Total	5	9	7	12	6	10	3	6	7	3	2	5	75
		# Met	5	8	7	12	6	9	3	5	7	3	2	5	72
		Performance	100%	89%	100%	100%	100%	90%	100%	83%	100%	100%	100%	100%	97%
Service Class 33	Urban	# Total	3	1	1	3	1	2	-	1	-	-	-	-	12
		# Met	1	1	0	2	1	0	-	0	-	-	-	-	5
		Performance	33%	100%	0%	67%	100%	0%	-	0%	-	-	-	-	42%
Service Class 34	Urban	# Total	-	2	1	2	1	-	-	1	2	3	-	2	14
		# Met	-	2	0	1	0	-	-	1	1	1	-	2	8
		Performance	-	100%	0%	50%	0%	-	-	100%	50%	33%	-	100%	57%

A.1.1.12 Results for Service Levels for Service Transfer Orders (Part A, cl. 1.1(c))

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
# Total	34,660	35,081	88,146	44,537	35,032	40,046	42,388	50,774	48,609	42,136	43,892	48,960	554,261
# Met	34,565	35,011	88,069	44,450	34,939	39,971	42,317	50,718	48,563	42,076	43,822	48,878	553,379
Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



A.1.2 End User Connections – Performance Objectives (Part A, cl. 1.2(a))

Performance Objectives for End User Connections as applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
Standard Connections	90% or more
Accelerated Connections	90% or more
Service Transfer Orders	95% or more
Priority Assistance Connections	100%

A.1.2.1 Results for Performance Objectives for Standard Connections

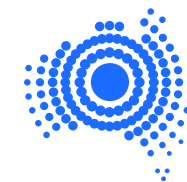
	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
# Total	171,703	177,257	229,697	191,576	157,007	182,936	180,484	190,067	191,112	176,018	182,218	190,099	2,220,174
# Met	168,310	173,574	225,948	187,775	153,943	179,511	177,411	187,066	188,177	173,564	179,005	187,242	2,181,526
Performance	98%	98%	98%	98%	98%	98%	98%	98%	98%	99%	98%	98%	98%

A.1.2.2 Results for Performance Objectives for Accelerated Connections

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
# Total	2,397	2,090	2,010	2,274	1,645	2,013	1,881	1,762	1,827	1,470	1,349	1,415	22,133
# Met	1,935	1,683	1,657	1,919	1,347	1,665	1,548	1,435	1,536	1,236	1,105	1,129	18,195
Performance	81%	81%	82%	84%	82%	83%	82%	81%	84%	84%	82%	80%	82%

A.1.2.3 Results for Performance Objectives for Service Transfer Orders

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
#Total	34,660	35,081	88,146	44,537	35,032	40,046	42,388	50,774	48,609	42,136	43,892	48,960	554,261



# Met	34,565	35,011	88,069	44,450	34,939	39,971	42,317	50,718	48,563	42,076	43,822	48,878	553,379
Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A.1.2.4 Results for Performance Objectives for Priority Assistance Connections

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
# Total	575	589	620	684	544	793	675	775	821	883	811	806	8,576
# Met	572	589	619	682	542	788	670	768	819	881	807	803	8,540
Performance	99%	100%	100%	100%	100%	99%	99%	99%	100%	100%	100%	100%	99%

A.2 End User Connection Appointments and Professional Wiring Services

A.2.1 Results for Service Levels (Part A, cl. 2.1)

			Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Actual Appointments Kept	Attend a premises at a particular time	# Total	-	3	1	-	1	-	-	1	-	-	-	1	7
		# Met	-	3	1	-	1	-	-	1	-	-	-	1	7
		Performance	-	100%	100%	-	100%	-	-	100%	-	-	-	-	100%
	Attend a premises within a 4 hour period	# Total	39,109	40,749	43,326	49,831	40,104	52,048	48,471	49,325	54,202	49,932	55,477	59,218	581,792
		# Met	37,681	39,170	41,904	47,959	38,409	50,194	46,866	47,671	52,500	48,031	53,165	56,495	560,045
		Performance	96%	96%	97%	96%	96%	96%	97%	97%	97%	97%	96%	96%	95%
Initial Actual Appointments rescheduled	Attend a premises at a particular time	# Total	1	2	-	-	-	-	-	-	-	-	-	-	3
		# Met	0	0	-	-	-	-	-	-	-	-	-	-	0
		Performance	0%	0%	-	-	-	-	-	-	-	-	-	-	-
	Attend a premises within a 4 hour period	# Total	36,870	39,718	40,870	49,221	38,523	48,639	44,158	45,231	49,971	46,862	52,506	55,563	548,132
		# Met	929	1,116	936	1,263	1,134	1,135	944	1,067	1,109	1,324	1,568	1,868	14,393
		Performance	3%	3%	2%	3%	3%	2%	2%	2%	2%	3%	3%	3%	3%



Initial Actual Appointments that were previously rescheduled kept	Attend a premises at a particular time	# Total	-	-	-	-	-	-	-	-	-	-	-	-	-	
		# Met	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		Performance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Attend a premises within a 4 hour period	# Total	324	366	426	-	369	560	432	476	458	548	848	782	5,964	
		# Met	294	314	381	-	329	518	404	438	413	491	784	725	5,446	
		Performance	91%	86%	89%	-	89%	93%	94%	92%	90%	90%	92%	93%	91%	

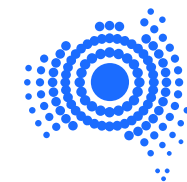
nbn does not currently offer Appointments to attend a Premises with an Appointment window of: 'within a period between 4 and 5 hours' for Premises in Major Rural Areas, Minor Rural Areas, Remote Areas, Isolated Areas or Limited Access Areas. Consequently, there is no performance data for the Service Levels applying to such Appointments.

A.2.2 Results for Performance Objectives (Part A, cl. 2.2)

Performance Objectives for End User Connection Appointments and Professional Wiring Services as applicable at the Review Period as follows:

Commitment	Performance Objective
Actual Appointments (excluding any initial Actual Appointments that were previously rescheduled) kept in accordance with the Service Levels	90% or more
Initial Actual Appointments rescheduled	5% or less
Initial Actual Appointments that were previously rescheduled kept in accordance with the Service Levels	95% or more

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
	# Total	39,109	40,752	43,327	49,831	40,105	52,048	48,471	49,326	54,202	49,932	55,477	59,219	581,799
	# Met	37,681	39,173	41,905	47,959	38,410	50,194	46,866	47,672	52,500	48,031	53,165	56,496	560,052



Actual Appointments Kept	Performance	96%	96%	97%	96%	96%	96%	97%	97%	97%	96%	96%	95%	96%
Initial Actual Appointments rescheduled	# Total	36,871	39,720	40,870	49,221	38,523	48,639	44,158	45,231	49,971	46,862	52,506	55,563	548,135
	# Met	929	1,116	936	1,263	1,134	1,135	944	1,067	1,109	1,324	1,568	1,868	14,393
	Performance	3%	3%	2%	3%	3%	2%	2%	2%	2%	3%	3%	3%	3%
Initial Actual Appointments that were previously rescheduled kept	# Total	324	366	426	375	369	560	432	476	458	548	848	782	5,964
	# Met	294	314	381	355	329	518	404	438	413	491	784	725	5,446
	Performance	91%	86%	89%	95%	89%	93%	94%	92%	90%	90%	92%	93%	91%

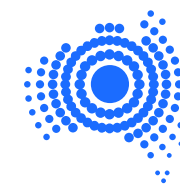
A.3 Activations

A.3.1 Results for Service Levels and Performance Objectives (Part A, cl. 3.1, 3.2)

Performance Objectives for Activations as applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
CVC Activation	90% or more
NNI Group Activation	90% or more
NNI Link Activation	90% or more
V-NNI Activation	90% or more

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
CVC Activation	# Total	30	33	71	81	63	55	63	65	186	35	32	155	869



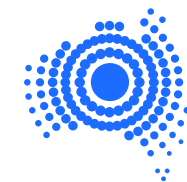
	# Met	30	33	71	80	63	54	63	65	186	35	32	155	867
	Performance	100%	100%	100%	99%	100%	98%	100%	100%	100%	100%	100%	100%	100%
NNI Activation	# Total	16	18	30	22	21	34	16	14	9	19	11	32	242
	# Met	16	18	30	22	21	34	16	14	9	19	11	32	242
NNI-LINK Activation	# Total	72	14	7	10	31	22	62	85	29	32	123	36	523
	# Met	72	14	7	10	31	22	62	85	29	32	123	36	523
V-NNI Activation	# Total	9	6	48	42	24	22	68	40	73	13	29	120	494
	# Met	9	6	48	42	24	22	68	40	73	13	29	120	494
	Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A.4 Completion Advices

A.4.1 Results for Performance Objectives (Part A, cl. 4.1)

Performance Objectives in respect of End User Connections for **nbn**[®] Ethernet (FTTB) or **nbn**[®] Ethernet (FTTN) as applicable at the Review Period as follows:

Activity	Performance Objective
Completion Advices delivered within 30 minutes from the time of completion of the End User Connection	70% or more
Completion Advices delivered within 1 hour from the time of completion of the End User Connection	95% or more
Completion Advices delivered by 5:00pm on the next Business Day after the time of completion of the End User Connection	99% or more



		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
End User Connections, <30 MIN	# Total	48,891	51,458	49,530	51,550	42,980	49,443	47,484	47,509	47,877	44,761	44,718	46,080	572,281
	# Met	46,181	48,739	46,507	48,015	40,444	46,288	46,964	46,890	46,477	43,306	44,228	45,654	549,693
	Performance	94.5%	94.7%	93.9%	93.1%	94.1%	93.6%	98.9%	98.7%	97.1%	96.7%	98.9%	99.1%	96.1%
End User Connections, <60 MIN	# Total	48,891	51,458	49,530	51,550	42,980	49,443	47,484	47,509	47,877	44,761	44,718	46,080	572,281
	# Met	48,435	51,142	49,051	50,962	42,530	48,834	47,270	47,292	46,892	43,628	44,480	45,923	566,439
	Performance	99%	99%	99%	99%	99%	99%	100%	100%	98%	97%	99%	100%	99%
End User Connections, <=5PM NEXT BUSINESS DAY	# Total	48,891	51,458	49,530	51,550	42,980	49,443	47,484	47,509	47,877	44,761	44,718	46,080	572,281
	# Met	48,891	51,458	49,530	51,550	42,980	49,443	47,484	47,509	47,877	44,761	44,717	46,080	572,280
	Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%

A.4.2 Results for Performance Objectives for Service Transfer Orders (Part A, cl. 4.2)

Performance Objectives in respect of Service Transfer Orders as applicable at the Review Period as follows:

Activity	Performance Objective
Completion Advices delivered within 30 minutes from the time of completion of the service transfer	90% or more
Completion Advices delivered within 1 hour from the time of completion of the service transfer	95% or more

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Completion Advices delivered within 30 minutes	# Total	34,660	35,081	88,146	44,537	35,032	40,046	42,388	50,774	48,609	42,136	43,892	48,960	554,261
	# Met	34,660	35,077	88,140	44,532	35,022	40,042	42,377	50,767	48,608	42,129	43,886	48,943	554,183
	Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Completion Advices delivered within 1 hour	# Total	34,660	35,081	88,146	44,537	35,032	40,046	42,388	50,774	48,609	42,136	43,892	48,960	554,261
	# Met	34,660	35,078	88,141	44,533	35,022	40,042	42,383	50,768	48,608	42,130	43,886	48,945	554,196
	Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



A.5 Network Activity

A.5.1 Results for Performance Objectives for Network Activities (Part A, cl. 5.1)

Performance Objectives in respect of in respect of Network Activities performed by **nbn** as applicable at the Review Period as follows:

Activity	Performance Objective
For a Network Activity performed in respect of a TC-4 Ordered Product, the Network Activity is completed on or before the TC-4 Target Network Activity Date.	90% or more
For a Network Activity performed in respect of a TC-2 Ordered Product, the Network Activity is completed on or before the date that is 125 Business Days from the Network Activity Designation Date.	90% or more

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
TC4	# Total	501	578	504	668	543	804	781	884	980	547	599	596	7,985
	# Met	501	572	499	648	527	772	726	800	854	490	561	567	7,517
	Performance	100%	99%	99%	97%	97%	96%	93%	90%	87%	90%	94%	95%	94%
TC2	# Total	5	4	3	3	2	3	1	1	3	4	2	3	34
	# Met	2	2	3	3	2	2	1	1	0	2	2	2	22
	Performance	40%	50%	100%	100%	100%	67%	100%	100%	0%	50%	100%	67%	65%

A.5.2 Results for Performance Objectives for Network Activities Updates (Part A, cl. 5.2)

Performance Objectives in respect of in respect of Network Activity updates applicable at the Review Period as follows:

Activity	Performance Objective
Provide an Initial Network Activity Update within 20 Business Days after the Network Activity Designation Date.	90% or more



Provide an Estimated Network Activity Date within 30 Business Days after the Network Activity Designation Date.	90% or more
---	-------------

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Initial Network Activity Update	# Total	586	855	789	757	471	658	649	647	621	577	551	561	7,722
	# Met	572	846	778	748	457	647	634	637	614	573	547	559	7,612
	Performance	98%	99%	99%	99%	97%	98%	98%	98%	99%	99%	99%	100%	99%
Estimated Network Activity Date	# Total	546	830	740	759	439	646	634	652	618	551	524	542	7,481
	# Met	532	813	726	730	426	625	618	636	612	544	522	540	7,324
	Performance	97%	98%	98%	96%	97%	97%	97%	97%	98%	99%	99%	100%	98%

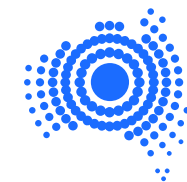
A.6 Interference Mitigation (Part A, cl. 6.1)

There were no Interference Events in the Review Period. Accordingly, no data is available in respect of **nbn**'s performance relative to this Performance Objective.

A.7 Trouble ticket Management

A.7.1 Results for Service Levels for Trouble Ticket management (Part A, cl. 7.1)

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Send either an Accepted Notification or a More Information Required Notification.	# Total	104,076	102,246	110,748	108,216	81,392	89,118	77,936	69,972	74,191	75,092	79,558	84,569	1,057,114
	# Met	104,055	102,198	110,706	108,160	81,386	89,100	77,907	69,963	74,164	75,075	79,118	84,518	1,056,350
	Performance	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	99.9%



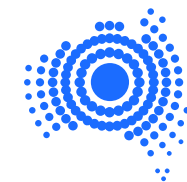
Confirm whether or not RSP has fully complied with a More Information Required Notification.	# Total	21,649	21,544	24,162	23,427	17,502	20,443	16,084	13,089	15,864	14,477	16,165	16,672	221,078
	# Met	20,873	20,657	22,541	22,401	16,972	19,859	15,596	12,698	15,395	14,002	15,562	16,049	212,605
	Performance	96.4%	95.9%	93.3%	95.6%	97.0%	97.1%	97.0%	97.0%	97.0%	96.7%	96.3%	96.3%	96.2%
Respond to a "No – Trouble Ticket is Not Resolved Notification".	# Total	10,357	9,977	10,095	10,163	7,808	8,540	7,513	5,619	6,805	6,483	7,382	7,511	98,253
	# Met	9,606	9,417	9,351	9,413	7,363	8,069	7,043	5,187	6,371	6,027	6,884	7,054	91,785
	Performance	92.7%	94.4%	92.6%	92.6%	94.3%	94.5%	93.7%	92.3%	93.6%	93.0%	93.3%	93.9%	93.4%

A.7.2 Results for Performance Objectives for Trouble Ticket management (Part A, cl. 7.2)

Performance Objectives in respect of Trouble Ticket management applicable at the Review Period as follows:

Activity	Performance Objective
Trouble Ticket management Activities performed in accordance with the relevant Service Levels	90% or more

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Total	136,082	133,767	145,005	141,806	106,702	118,101	101,533	88,680	96,860	96,052	103,105	108,752	1,376,445
# Met	134,534	132,272	142,598	139,974	105,721	117,028	100,546	87,848	95,930	95,104	101,564	107,621	1,360,740
Performance	99%	99%	98%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%



A.8 Service Fault Rectification

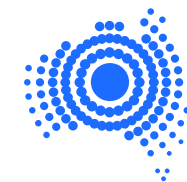
A.8.1 Results for Service Levels for End User Fault rectification (Part A, cl. 8.1)

A.8.1.1 FTTP, FTTN, FTTC, FTTB, HFC, Wireless Networks

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Urban	# Total	59,278	57,667	63,773	61,088	45,428	50,524	43,802	38,274	42,179	42,787	44,503	47,039	596,342
	# Met	54,647	53,403	59,164	57,052	42,519	47,163	41,327	35,836	39,744	40,278	41,542	43,663	556,338
	Performance	92%	93%	93%	93%	94%	93%	94%	94%	94%	94%	94%	93%	93%
Major/ Minor Rural	# Total	7,006	7,299	7,439	8,381	6,495	6,238	5,569	5,263	5,440	5,294	5,566	6,043	76,033
	# Met	5,970	6,213	6,355	7,382	5,712	5,619	5,029	4,688	4,921	4,801	4,907	5,248	66,845
	Performance	85%	85%	85%	88%	88%	90%	90%	89%	90%	91%	88%	87%	88%
Remote	# Total	1,516	1,529	1,459	1,285	1,260	1,172	1,160	1,093	1,175	1,155	1,255	1,335	15,394
	# Met	1,449	1,436	1,385	1,240	1,182	1,118	1,100	1,026	1,109	1,110	1,163	1,239	14,557
	Performance	96%	94%	95%	96%	94%	95%	95%	94%	94%	94%	96%	93%	93%

A.8.1.2 Satellite Network

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Urban	# Total	56	129	107	104	73	67	25	20	33	21	25	18	678
	# Met	48	105	72	71	57	54	23	16	30	19	23	16	534
	Performance	86%	81%	67%	68%	78%	81%	92%	80%	91%	90%	92%	89%	79%
Major/ Minor Rural	# Total	151	158	181	176	103	121	116	83	101	103	101	94	1,488
	# Met	139	150	157	141	96	111	112	81	97	99	96	85	1,364
	Performance	92%	95%	87%	80%	93%	92%	97%	98%	96%	96%	95%	90%	92%
Remote	# Total	18	14	28	22	30	25	29	18	26	28	16	27	281
	# Met	18	13	26	22	30	24	28	18	25	28	15	26	273
	Performance	100%	93%	93%	100%	100%	96%	97%	100%	96%	100%	94%	96%	97%
Isolated	# Total	57	51	68	58	50	52	45	26	38	24	31	35	535
	# Met	57	50	64	52	47	46	43	25	38	24	31	35	512



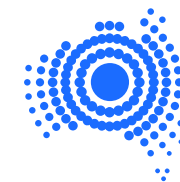
	Performance	100%	98%	94%	90%	94%	88%	96%	96%	100%	100%	100%	100%	96%
--	-------------	------	-----	-----	-----	-----	-----	-----	-----	------	------	------	------	-----

A.8.1.3 Results for Service Levels for Priority Assistance Fault rectification (Part A, cl. 8.2)

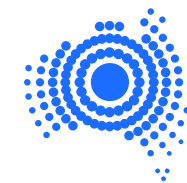
		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Urban Area, Major Rural Area or Minor Rural Area. Remote Area where Priority Assistance Fault does not require external or internal plant work or nbn attendance at Premises	# Total	966	1,021	926	919	660	733	622	531	501	612	626	670	8,787
	# Met	933	984	875	893	611	699	589	506	488	585	595	649	8,407
	Performance	97%	96%	94%	97%	93%	95%	95%	95%	97%	96%	95%	97%	96%
Remote Area where Priority Assistance Fault requires external or internal plant work or nbn attendance at Premises	# Total	1	1	2	5	3	3	2	2	1	2	3	3	28
	Met	1	1	2	4	3	3	2	2	1	2	3	3	27
	Met	100%	100%	100%	80%	100%	100%	100%	100%	100%	100%	100%	100%	96%
Total	# Total	967	1,022	928	924	663	736	624	533	502	614	629	673	8,815
	# Met	934	985	877	897	614	702	591	508	489	587	598	652	8,434
	Performance	97%	96%	95%	97%	93%	95%	95%	95%	97%	96%	95%	97%	96%

A.8.1.4 Results for Service Levels for Network Fault Response and rectification (Part A, cl. 8.3)

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total	
Priority 1	Response	# Total	94	192	59	176	131	73	202	82	52	96	32	362	1,551
		# Met	87	159	53	144	122	25	107	55	28	55	29	332	1,196
		Performance	93%	83%	90%	82%	93%	34%	53%	67%	54%	57%	91%	92%	77%



	Rectified	# Total	6	12	5	11	14	5	11	9	3	8	5	24	113
		# Met	5	12	5	11	14	5	10	9	3	8	5	23	110
		Performance	83%	100%	100%	100%	100%	100%	91%	100%	100%	100%	100%	96%	97%
Priority 2	Response	# Total	841	1,015	776	759	831	690	858	631	545	1,031	568	1,191	9,736
		# Met	823	997	746	746	799	680	738	527	495	1,017	534	1,172	9,274
		Performance	98%	98%	96%	98%	96%	99%	86%	84%	91%	99%	94%	98%	95%
	Rectified	# Total	56	59	53	53	52	47	43	31	36	42	37	74	583
		# Met	56	57	53	53	52	47	42	30	35	42	37	71	575
		Performance	100%	97%	100%	100%	100%	100%	98%	97%	97%	100%	100%	96%	99%
Priority 3	Response	# Total	21,608	26,810	27,870	29,545	20,683	20,436	20,261	18,173	23,998	27,207	29,711	30,440	296,742
		# Met	21,333	26,793	27,206	29,022	20,589	20,286	20,038	17,718	23,878	27,049	29,607	30,158	293,677
		Performance	99%	100%	98%	98%	100%	99%	99%	97%	99%	99%	100%	99%	99%
	Rectified	# Total	1,967	2,013	2,132	2,305	1,678	1,760	1,730	1,567	2,178	2,468	2,437	2,513	24,748
		# Met	1,935	1,981	2,103	2,269	1,636	1,735	1,706	1,529	2,147	2,434	2,397	2,469	24,341
		Performance	98%	98%	99%	98%	97%	99%	99%	98%	99%	99%	98%	98%	98%
Priority 4	Response	# Total	13,336	13,101	14,418	14,744	12,070	14,742	11,535	9,430	11,226	11,922	11,102	13,083	150,709
		# Met	13,244	13,089	14,340	14,630	12,053	14,729	11,507	9,346	11,174	11,910	11,052	13,038	150,112
		Performance	99%	100%	99%	99%	100%	100%	100%	99%	100%	100%	100%	100%	100%
	Rectified	# Total	3,198	3,193	3,421	3,440	2,814	3,541	2,495	2,092	2,515	2,655	2,648	3,095	35,107
		# Met	3,175	3,168	3,400	3,406	2,787	3,518	2,471	2,057	2,478	2,625	2,617	3,061	34,763
		Performance	99%	99%	99%	99%	99%	99%	99%	98%	99%	99%	99%	99%	99%

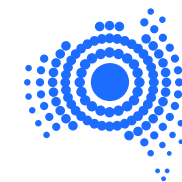


A.8.1.5 Results for Performance Objectives (Part A, cl. 8.4)

Performance Objectives in respect of Service Fault Rectification applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
End User Faults (excluding Priority Assistance Faults) rectified in accordance with the relevant Service Levels	90% or more
Priority Assistance Faults rectified in accordance with the relevant Service Levels	100%
Network Faults Responded to in accordance with the relevant Service Levels	90% or more
Network Faults rectified in accordance with the relevant Service Levels	90% or more

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
End User Faults (excluding Priority Assistance Faults) rectified in accordance with the relevant Service Levels	# Total	68,082	66,847	73,055	71,114	53,439	58,199	50,746	44,777	48,992	49,412	51,497	54,591	690,751
	# Met	62,328	61,370	67,223	65,960	49,643	54,135	47,662	41,690	45,964	46,359	47,777	50,312	640,423
	Performance	92%	92%	92%	93%	93%	93%	94%	93%	94%	94%	93%	92%	93%
Priority Assistance Faults rectified in accordance with the relevant Service Levels	# Total	967	1,022	928	924	663	736	624	533	502	614	629	673	8,815
	# Met	934	985	877	897	614	702	591	508	489	587	598	652	8,434
	Performance	97%	96%	95%	97%	93%	95%	95%	95%	97%	96%	95%	97%	96%
Network Faults Responded to in accordance with the	# Total	35,879	41,118	43,123	45,224	33,715	35,941	32,856	28,316	35,821	40,256	41,413	45,076	458,738
	# Met	35,487	41,038	42,345	44,542	33,563	35,720	32,390	27,646	35,575	40,031	41,222	44,700	454,259

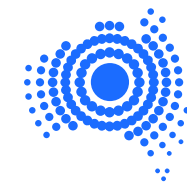


relevant Service Levels	Performance	99%	100%	98%	98%	100%	99%	99%	98%	99%	99%	100%	99%	99%
Network Faults rectified in accordance with the relevant Service Levels	# Total	5,227	5,277	5,611	5,809	4,558	5,353	4,279	3,699	4,732	5,173	5,127	5,706	60,551
	# Met	5,171	5,218	5,561	5,739	4,489	5,305	4,229	3,625	4,663	5,109	5,056	5,624	59,789
	Performance	99%	99%	99%	99%	98%	99%	99%	98%	99%	99%	99%	99%	99%

A.9 Enhanced Fault Rectification

A.9.1 Results for Service Levels for Enhanced Fault rectification: Urban or No Visit Required to Premises (Part A, cl. 9.1)

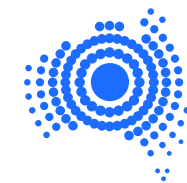
		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Enhanced-4	# Total	-	-	2	2	1	-	1	2	2	2	5	2	19
	# Met	-	-	1	2	1	-	0	2	2	1	2	1	12
	Performance	-	-	50%	100%	100%	-	0%	100%	100%	50%	40%	50%	63%
Enhanced-4 (24/7)	# Total	6	2	-	4	2	7	4	1	2	5	2	5	40
	# Met	3	2	-	2	1	5	2	1	2	5	2	2	27
	Performance	50%	100%	-	50%	50%	71%	50%	100%	100%	100%	100%	40%	68%
Enhanced-6	# Total	2	-	-	-	1	1	-	-	-	-	-	-	4
	# Met	2	-	-	-	1	0	-	-	-	-	-	-	3
	Performance	100%	-	-	-	100%	0%	-	-	-	-	-	-	75%
Enhanced-6 (24/7)	# Total	2	-	-	-	1	1	-	-	-	-	-	-	4
	# Met	2	-	-	-	1	0	-	-	-	-	-	-	3
	Performance	100%	-	-	-	100%	0%	-	-	-	-	-	-	75%
Enhanced-8	# Total	2	2	1	4	1	2	2	3	3	4	4	1	29
	# Met	2	1	1	3	1	2	1	3	3	3	1	1	22
	Performance	100%	50%	100%	75%	100%	100%	50%	100%	100%	75%	25%	100%	76%
Enhanced-8 (24/7)	# Total	6	4	4	8	2	5	3	2	-	2	3	3	42
	# Met	4	3	4	8	1	2	3	2	-	2	3	3	35



	Performance	67%	75%	100%	100%	50%	40%	100%	100%	-	100%	100%	100%	83%
Enhanced-12	# Total	170	151	212	194	149	130	132	142	147	130	150	152	1,859
	# Met	149	140	185	171	129	121	123	133	130	121	141	147	1,690
	Performance	88%	93%	87%	88%	87%	93%	93%	94%	88%	93%	94%	97%	91%
Enhanced-12 (24/7)	# Total	137	131	177	184	146	152	170	124	123	175	163	162	1,844
	# Met	115	110	148	161	122	136	153	112	103	164	145	141	1,610
	Performance	84%	84%	84%	88%	84%	89%	90%	90%	84%	94%	89%	87%	87%
Total Urban	# Total	323	290	396	396	302	290	312	274	277	318	327	325	3,837
	# Met	275	256	339	347	256	266	282	253	240	296	294	295	3,399
	Performance	85%	88%	86%	88%	85%	92%	90%	92%	87%	93%	90%	91%	89%

A.9.2 Results for Service Levels for Enhanced Fault rectification: Major and Minor Rural where plant work or nbn attendance required (Part A, cl. 9.1)

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Enhanced-4 (24/7)	# Total	-	-	1	-	1	1	1	1	-	2	-	-	7
	# Met	-	-	1	-	1	1	1	0	-	2	-	-	6
	Performance	-	-	100%	-	100%	100%	100%	100%	0%	-	100%	-	-
Enhanced-6 (24/7)	# Total	1	-	-	-	-	-	-	-	-	-	-	-	1
	# Met	1	-	-	-	-	-	-	-	-	-	-	-	1
	Performance	100%	-	-	-	-	-	-	-	-	-	-	-	100%
Enhanced-8	# Total	1	1	-	-	-	-	1	-	-	-	1	-	4
	# Met	1	1	-	-	-	-	1	-	-	-	1	-	4
	Performance	100%	100%	-	-	-	-	100%	-	-	-	100%	-	100%
Enhanced-8 (24/7)	# Total	-	-	1	-	-	-	2	-	1	1	1	-	6
	# Met	-	-	1	-	-	-	1	-	1	1	1	-	5
	Performance	-	-	100%	-	-	-	50%	-	100%	100%	100%	-	83%
Enhanced-12	# Total	38	31	24	27	25	21	24	34	27	29	21	20	321
	# Met	36	31	24	26	22	21	23	34	27	29	20	19	312
	Performance	95%	100%	100%	96%	88%	100%	96%	100%	100%	100%	95%	95%	97%
Enhanced-12 (24/7)	# Total	18	15	22	28	23	20	20	23	18	23	22	25	257



	# Met	17	14	20	27	19	19	19	23	18	23	21	24	244
	Performance	94%	93%	91%	96%	83%	95%	95%	100%	100%	100%	95%	96%	95%
Total Major or Minor Rural	# Total	58	47	48	55	49	42	48	58	46	55	45	45	596
	# Met	55	46	46	53	42	41	45	57	46	55	43	43	572
	Performance	95%	98%	96%	96%	86%	98%	94%	98%	100%	100%	96%	96%	96%

A.9.3 Results for Service Levels for Enhanced Fault rectification: Remote where plant work or nbn attendance required (Part A, cl. 9.1)

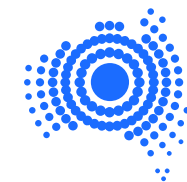
		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Enhanced-12	# Total	-	-	-	-	-	-	-	-	-	1	-	-	1
	# Met	-	-	-	-	-	-	-	-	-	1	-	-	1
	Performance	-	-	-	-	-	-	-	-	-	100%	-	-	100%
Enhanced-12 (24/7)	# Total	-	2	-	-	-	-	-	-	1	-	1	1	5
	# Met	-	1	-	-	-	-	-	-	1	-	1	1	4
	Performance	-	50%	-	-	-	-	-	-	100%	-	100%	100%	80%
Total Remote	# Total	-	2	-	-	-	-	-	-	1	1	1	1	6
	# Met	-	1	-	-	-	-	-	-	1	1	1	1	5
	Performance	-	50%	-	-	-	-	-	-	100%	100%	100%	100%	83%

A.9.4 Results for Performance Objectives for Enhanced Fault rectification (Part A, cl.9.2)

Performance Objectives in respect of Enhanced Fault rectification applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
Enhanced Fault rectification	95% or more

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
# Total	381	339	444	451	351	339	360	332	324	374	373	371	4,439
# Met	330	303	385	400	298	307	327	310	287	352	338	339	3,976



Performance	87%	89%	87%	89%	85%	91%	91%	93%	89%	94%	91%	91%	90%
-------------	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----

A.10 Performance Incident Rectification

A.10.1 Results for Service Levels for End User Incident rectification (Part A, cl. 10.1)

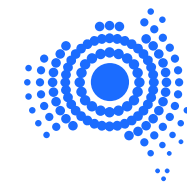
		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Urban Area	# Total	3,094	3,386	3,485	2,912	2,595	2,916	2,629	2,476	2,583	2,524	3,193	3,303	35,096
	# Met	3,009	3,288	3,388	2,799	2,492	2,806	2,581	2,404	2,483	2,444	3,066	3,144	33,904
	Performance	97%	97%	97%	96%	96%	96%	98%	97%	96%	97%	96%	95%	97%
Major Or Minor Rural Area	# Total	613	680	697	496	531	577	531	522	592	501	660	563	6,963
	# Met	594	655	680	475	522	567	518	512	581	494	647	541	6,786
	Performance	97%	96%	98%	96%	98%	98%	98%	98%	98%	99%	98%	96%	97%
Remote Area	# Total	13	25	20	11	14	22	8	5	10	14	18	19	179
	# Met	13	24	20	11	14	22	8	5	10	14	18	19	178
	Performance	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%

A.10.2 Results for Performance Objective (Part A, cl. 10.2)

Performance Objectives in respect of Performance Incident rectification applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
End User Incidents rectified in accordance with the relevant Service Levels	80% or more

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
# Total	3,720	4,091	4,202	3,419	3,140	3,515	3,168	3,003	3,185	3,039	3,871	3,885	42,238
# Met	3,616	3,967	4,088	3,285	3,028	3,395	3,107	2,921	3,074	2,952	3,731	3,704	40,868
Performance	97%	97%	97%	96%	96%	97%	98%	97%	97%	97%	96%	95%	97%



A.11 End User Fault rectification Appointments

A.11.1 Results for Service Levels for kept End User Fault rectification Appointments (Part A, cl. 11.1)

			Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Grand Total
Actual Appointments Kept	Attend a premises at a particular time	# Total	-	-	-	-	-	-	-	-	-	-	-	-	-
		# Met	-	-	-	-	-	-	-	-	-	-	-	-	-
		Performance	-	-	-	-	-	-	-	-	-	-	-	-	-
	Attend a premises within a 4 hour period	# Total	82,329	86,842	86,196	83,502	63,144	69,750	60,074	53,799	55,886	58,271	63,214	66,801	829,808
		# Met	79,529	83,811	83,294	80,583	60,841	67,370	58,099	52,191	54,353	56,541	61,136	64,757	802,505
		Performance	97%	97%	97%	97%	96%	97%	97%	97%	97%	97%	97%	97%	97%
Initial Actual Appointments rescheduled	Attend a premises at a particular time	# Total	-	-	-	-	-	-	-	-	-	-	-	-	-
		# Met	-	-	-	-	-	-	-	-	-	-	-	-	-
		Performance	-	-	-	-	-	-	-	-	-	-	-	-	-
	Attend a premises within a 4 hour period	# Total	84,350	88,740	87,960	85,175	64,221	71,822	62,171	55,894	57,637	60,810	66,073	69,041	853,894
		# Met	2,253	2,448	2,280	2,348	1,818	1,884	1,552	1,262	1,228	1,379	1,751	1,669	21,872
		Performance	3%	3%	3%	3%	3%	3%	2%	2%	2%	2%	3%	2%	3%
Initial Actual Appointments that were previously rescheduled kept	Attend a premises at a particular time	# Total	-	-	-	-	-	-	-	-	-	-	-	-	-
		# Met	-	-	-	-	-	-	-	-	-	-	-	-	-
		Performance	-	-	-	-	-	-	-	-	-	-	-	-	-
	Attend a premises within a 4 hour period	# Total	423	484	428	435	302	315	326	214	233	263	287	280	3,990
		# Met	392	444	396	396	267	289	296	196	215	240	269	255	3,655
		Performance	93%	92%	93%	91%	88%	92%	91%	92%	92%	91%	94%	91%	92%

nbn does not currently offer Appointments to attend a Premises with an Appointment window of: 'within a period between 4 and 5 hours' for Premises in Major Rural Areas, Minor Rural Areas, Remote Areas, Isolated Areas or Limited Access Areas. Consequently, no performance data is available.

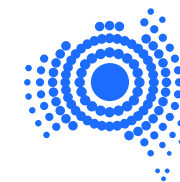


A.11.2 Results for Performance Objectives for End User Fault rectification Appointments (Part A, cl. 11.2)

Performance Objectives in respect of End User Fault rectification Appointments applicable at the Review Period as follows:

Commitment	Performance Objective
Actual Trouble Ticket Appointments (excluding any initial Actual Trouble Ticket Appointments that were previously rescheduled) kept in accordance with the Service Levels	90% or more
Initial Actual Trouble Ticket Appointments rescheduled	5% or less
Initial Actual Trouble Ticket Appointments that were previously rescheduled kept in accordance with the Service Levels	95% or more

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Actual Trouble Ticket Appointments kept in accordance with Service Levels	# Total	82,329	86,842	86,196	83,502	63,144	69,750	60,074	53,799	55,886	58,271	63,214	66,801	829,808
	# Met	79,529	83,811	83,294	80,583	60,841	67,370	58,099	52,191	54,353	56,541	61,136	64,757	802,505
	Performance	97%	97%	97%	97%	96%	97%	97%	97%	97%	97%	97%	97%	97%
Initial Actual Trouble Ticket Appointments rescheduled	# Total	84,350	88,740	87,960	85,175	64,221	71,822	62,171	55,894	57,637	60,810	66,073	69,041	853,894
	# Met	2,253	2,448	2,280	2,348	1,818	1,884	1,552	1,262	1,228	1,379	1,751	1,669	21,872
	Performance	3%	3%	3%	3%	3%	3%	2%	2%	2%	2%	3%	2%	3%
Initial Actual Trouble Ticket Appointments that were previously rescheduled kept in accordance with Service Levels	# Total	423	484	428	435	302	315	326	214	233	263	287	280	3,990
	# Met	392	444	396	396	267	289	296	196	215	240	269	255	3,655
	Performance	93%	92%	93%	91%	88%	92%	91%	92%	92%	91%	94%	91%	92%



A.12 Voiceband Reinstatement and Transition Reversals

A.12.1 Results for Performance Objectives for Voiceband Reinstatement and Transition Reversals (Part A, cl. 12.1)

Performance Objectives in respect of 2.12 Voiceband Reinstatement and Transition Reversals applicable at the Review Period as follows:

nbn will aim to complete 90% or more of all Voiceband Reinstatements and Transition Reversals in 4 Business Days from the time of acknowledgement by **nbn** of its acceptance of a Service Request for a Voiceband Reinstatement or Transition Reversal (as the case may be).

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
#Met	-	1	-	-	2	0	-	1	-	-	-	-	4
# Total	-	1	-	-	3	1	-	1	-	-	-	-	6
Performance	-	100%	-	-	67%	0%	-	100%	-	-	-	-	67%

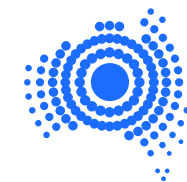
A.13 Modifications

A.13.1 Results for Service Levels and Performance Objective for Access Component Modifications: No Attendance Required (Part A, cl. 13.1(a) and 13.3)

Performance Objectives in respect of Access Component Modifications No Attendance Required applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
Access Component Modification (no attendance at Premises required)	90% or more

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
# Total	118,106	131,076	145,394	310,766	361,607	521,664	284,360	161,239	332,382	224,215	237,662	924,018	3,752,489
# Met	118,083	131,066	145,367	310,281	360,390	512,450	282,921	157,359	331,802	223,793	236,476	847,030	3,657,018
Performance	100%	100%	100%	100%	100%	98%	99%	98%	100%	100%	100%	92%	97%



A.13.2 Results for Service Levels for Access Component Modifications in respect of the Fibre Network, FTTB Network, FTTN Network, FTTC Network, HFC Network and Wireless Network: Attendance Required (Part A, cl.13.1(b)(i))

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Urban	# Total	7	6	12	11	7	12	12	9	14	16	10	10	126
	# Met	6	6	11	11	6	10	12	9	13	16	10	9	119
	Performance	86%	100%	92%	100%	86%	83%	100%	100%	93%	100%	100%	90%	94%
Major & Minor Rural	# Total	-	1	-	1	-	-	-	5	2	1	5	1	16
	# Met	-	1	-	1	-	-	-	5	2	1	5	1	16
	Performance	-	100%	-	100%	-	-	-	100%	100%	100%	100%	100%	100%
Rural	# Total	-	-	-	-	-	-	-	-	-	-	-	-	-
	# Met	-	-	-	-	-	-	-	-	-	-	-	-	-
	Performance	-	-	-	-	-	-	-	-	-	-	-	-	-

A.13.3 Results for Service Levels for Access Component Modifications in respect of Satellite Network: Attendance Required (Part A, cl.13.1(b)(ii))

		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Urban, Major Rural, Minor Rural or Remote	# Total	-	-	-	-	-	-	-	-	-	-	-	-	-
	# Met	-	-	-	-	-	-	-	-	-	-	-	-	-
	Performance	-	-	-	-	-	-	-	-	-	-	-	-	-
Isolated	# Total	-	-	-	-	-	-	-	-	-	-	-	-	-
	# Met	-	-	-	-	-	-	-	-	-	-	-	-	-
	Performance	-	-	-	-	-	-	-	-	-	-	-	-	-

A.13.4 Results for Performance Objective for Access Component Modifications: Attendance Required (Part A, cl. 13.3)

Performance Objectives in respect of Access Component Modifications Attendance Required applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
Access Component Modification (attendance at Premises required)	90% or more



	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
# Total	7	7	12	12	7	12	12	14	16	17	15	11	142
#Met	6	7	11	12	6	10	12	14	15	17	15	10	135
Performance	86%	100%	92%	100%	86%	83%	100%	100%	94%	100%	100%	91%	95%

A.13.5 Results for Service Level and Performance objective for Connectivity Component Modifications (Part A, cl.13.2)

Performance Objectives in respect of Connectivity Component Modifications applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
CVC modifications	90% or more

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
# Total	59,077	72,509	71,972	87,634	67,730	110,248	118,658	100,632	112,605	104,776	103,818	111,090	1,120,749
# Met	59,076	72,509	71,953	87,607	67,729	109,653	118,279	100,469	112,380	104,625	103,224	110,606	1,118,110
Performance	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%	100%	100%

A.13.6 Results for Notification of Exceeded Configured Peak (Part A, cl. 13.3)

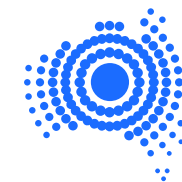
nbn has not measured or reported on the Notification of Exceeded Configured Peak Bandwidth Event Performance Objective as it related only to the supply of nbn’s Multicast service, which was withdrawn prior to the Review Period.

A.14 Disconnection

A.14.1 Results for Service Level and Performance Objective for Access Component Disconnections (Part A, cl. 14.1, 14.2)

Performance Objectives in respect of Access Component Disconnections applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
------------------------	-----------------------



Access Component Disconnection	90% or more
--------------------------------	-------------

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
# Total	170,983	170,947	207,317	182,217	158,674	197,439	180,359	196,081	190,391	180,602	188,581	195,658	2,219,249
# Met	170,972	170,940	207,299	182,173	158,623	197,408	180,330	196,061	190,382	180,588	188,561	195,624	2,218,961
Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A.15 Network Utilisation Availability

A.15.1 Results for Performance Objective for Network Availability (Part A, cl. 15.2)

Performance Objectives in respect of Network Availability applicable at the Review Period as follows:

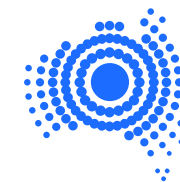
99.90% in respect of all relevant ordered products supplied to all of **nbn**'s retail service providers over the **nbn**® Network other than those supplied by means of the Satellite Network; and

99.70% in respect of all relevant ordered products supplied to all of **nbn**'s retail service providers over the **nbn**® Network by means of the Satellite Network.

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
All Tech except Satellite	99.95%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.95%
SAT	99.78%	99.84%	99.84%	99.84%	99.84%	99.84%	99.84%	99.88%	99.88%	99.88%	99.91%	99.91%	99.78%

A.15.2 Results for Performance Objective for Network Utilisation (Part A, cl. 15.4)

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
>70% Utilised for >= 30 Minutes	-	-	-	1	-	1	5	7	3	4	2	7	30
Exceed Threshold >= 3 Times in 21 Days	-	-	-	0	-	0	0	2	0	0	0	2	4
Performance Utilisation Management	-	-	-	-	-	-	-	100%	-	-	-	100%	100%



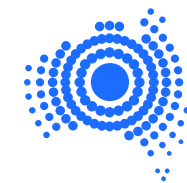
A.16 Fibre Connect Connection

A.16.1 Results for Service Levels for Fibre Connect Connections: FTTC to FTTP (F.10)

Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Urban	# Total	1,932	2,445	2,537	3,373	2,964	3,854	3,298	3,369	3,385	3,558	4,824	5,337	40,876
	# Met	1,770	2,274	2,348	3,154	2,688	3,230	2,569	2,694	2,871	3,263	4,485	4,948	36,294
	Performance	92%	93%	93%	94%	91%	84%	78%	80%	85%	92%	93%	93%	89%
Major/Minor Rural	# Total	104	131	150	213	189	222	251	264	247	274	315	332	2692
	# Met	96	107	131	188	156	169	162	181	203	244	290	304	2,231
	Performance	92%	82%	87%	88%	83%	76%	65%	69%	82%	89%	92%	92%	83%
Remote	# Total	1	3	4	1	12	10	12	9	8	11	19	11	101
	# Met	1	3	4	1	12	5	6	6	5	9	12	10	74
	Performance	100%	100%	100%	100%	100%	50%	50%	67%	63%	82%	63%	91%	73%

A.16.2 Results for Service Levels for Fibre Connect Connections: FTTN to FTTP (F.10)

Location		Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Urban	# Total	2,431	3,417	3,807	6,115	5,744	8,152	8,501	9,605	11,141	10,778	12,531	13,499	95,721
	# Met	2,201	3,210	3,319	5,673	5,111	7,087	7,375	8,668	10,109	10,167	11,525	11,722	86,167
	Performance	91%	94%	87%	93%	89%	87%	87%	90%	91%	94%	92%	87%	90%
Major/Minor Rural	# Total	280	417	428	566	571	872	919	974	1077	973	1083	1241	9,401
	# Met	275	407	403	529	522	769	805	864	946	910	1000	1102	8,532
	Performance	98%	98%	94%	93%	91%	88%	88%	89%	88%	94%	92%	89%	91%
Remote	# Total	-	-	-	-	-	-	1	8	6	1	6	7	29
	# Met	-	-	-	-	-	-	1	8	6	1	6	7	29
	Performance	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%



A.16.3 Performance Objective for On Demand Connections (F.11)

Performance Objectives in respect of On-Demand Fibre Connections applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
On-Demand Fibre Connections	80% or more
On-Demand Fibre Connections	90% or more (from 22 March 2023)

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
# Total	4,748	6,413	6,926	10,268	9,480	13,110	12,982	14,229	15,864	15,595	18,778	20,427	148,820
# Met	4,343	6,001	6,205	9,545	8,489	11,260	10,918	12,421	14,140	14,594	17,318	18,093	133,327
Performance	91%	94%	90%	93%	90%	86%	84%	87%	89%	94%	92%	89%	90%

