



# Media release

Tuesday 13 March 2018

## NBN Co to publish customer experience progress report

### New monthly report to track service and quality improvements on the nbn™ broadband access network

NBN Co today underlined its continued commitment to customer experience with the launch of a new monthly progress report to allow Australians to track its performance in improving services delivered on the **nbn™** access network.

The report documents NBN Co's performance in improving its service quality, co-operation with industry partners and progress with the network rollout.

It includes key measures such as the number of homes and businesses which can connect to the **nbn™** access network, network congestion levels, the percentage of homes and businesses on a 50mbps (download) wholesale speed plan or higher, installations completed right the first time and the average number of faults.

#### **NBN Co's Chief Customer Officer – Residential, Brad Whitcomb said:**

"We have listened to the community's feedback and want to assure all Australians that end-user's customer experience is the number one priority of every employee working at NBN Co.

"Our team has been working very hard over the course of the last 12 months as the network became available to a critical mass, to help ensure the experience of connecting and using services over the **nbn™** access network is meeting and exceeding end-user's expectations.

"Significant progress has been made to improve the speeds delivered during peak hours, with internet and phone providers now provisioning more bandwidth on the network than before we announced our new wholesale pricing options. This has helped to relieve bandwidth congestion on the network from an average of around four hours to 12 minutes per week and to deliver improved broadband services for millions of Australians.

"We've also demonstrated we will prioritise the experience of people who have connected to the **nbn™** access network, over the pace of rollout, by temporarily pausing sales on our HFC network until we can ensure the network delivers the optimal service it is capable of.

"The rollout of the **nbn™** access network is an industrywide transformation of our nation's telecommunications services and impacts every Australian – it's critical that we continue to strengthen our systems and processes with our retail customers and delivery partners to ensure we are collectively prioritising customer experience.

"We will continue to keep the Australian public abreast of the initiatives being undertaken to ensure continued improvement and commit to demonstrate our progress by making our results available to the public."



The rollout of the **nbn™** access network is now more than halfway built with around one in three Australian homes and businesses already connected. NBN Co remains on track to complete the rollout of the network and connect eight million homes and businesses by the end of 2020.

**NBN Co's February 2018 monthly progress report includes:**

*\*The **nbn™** access network is wholesale only – we supply services and infrastructure to phone and internet providers, who sell plans to you, the end user. To give you a clearer understanding of how we're taking action, we've put together some metrics below. These relate to services NBN Co delivers to phone or internet providers and the physical connection of homes and businesses to our **nbn™** infrastructure. The metrics do not cover services supplied by providers to end users, nor your experience with your phone or internet provider. All of our metrics are based on averages, summaries and simplifications - your experience may vary considerably. Please see 'Important notes' below.*

Measure	Description	February 2017	August 2017	November 2017	February 2018
<b>Homes and businesses ready-to-connect</b>	The number of homes and businesses that can connect to a plan over the <b>nbn™</b> access network by ordering via a phone and internet provider.	4,200,000	5,800,000	6,500,000	6,300,000
<b>Homes and businesses connected</b>	The number of homes and businesses connected to a plan over the <b>nbn™</b> access network through a phone and internet provider.	1,900,000	2,800,000	3,300,000	3,600,000
<b>Right first time installations</b>	The percentage of homes and businesses that have their <b>nbn™</b> equipment installed without additional work from NBN Co the first time the installation is attempted.	87.00	87.00	87.00	89.00
<b>Meeting agreed installation times</b>	The percentage of homes and businesses that NBN Co connects to the <b>nbn™</b> access network within timeframes agreed with phone and internet providers.	91.00	90.00	92.00	92.00
<b>Average network bandwidth congestion</b>	The average number of minutes of bandwidth congestion per week per service.	290 (4 hours 50 minutes)	297 (4 hour 57minutes)	231 (3 hours & 51 minutes)	12
<b>Fixed Line network congestion</b>	The estimated monthly average percentage of homes and businesses who experience <b>nbn™</b> access network congestion.	0.034	0.100	0.168	0.119



Measure	Description	February 2017	August 2017	November 2017	February 2018
<b>Uptake to higher wholesale plans</b>	The percentage of homes and businesses on a 50Mbps (download) wholesale speed plan or higher; and	16.00	16.00	16.00	25.00
	25Mbps (download) wholesale speed plan or lower, purchased from a phone or internet provider.	84.00	84.00	84.00	75.00
<b>Network availability</b>	Percentage of time the <b>nbn™</b> access network is available and operating. This is calculated per NBN Co's agreed service levels with phone and internet providers. This excludes planned network outages.	100.0	100.0	99.9	99.9
<b>Meeting agreed fault restoration times</b>	The percentage of faults that NBN Co resolves within the timeframes agreed with phone and internet providers.	72.00	77.00	80.00	85.00
<b>Faults per 100 connected homes and businesses</b>	The number of faults on the <b>nbn™</b> access network per 100 homes or businesses per month.	0.90	1.10	1.20	1.00

Please visit [nbn.com.au/updates](http://nbn.com.au/updates) for more information.



Brad Whitcomb  
Chief Customer Officer, Residential

[Hear more](#) from NBN Co's Chief Customer Officer – Residential, Brad Whitcomb

ENDS



## Important notes:

- **Right first time installations** – typically excludes end-user cancellations, end-user or service provider initiated reschedules and other things outside of NBN Co's control such as bad weather. This measure covers the installation of equipment that does not require more than one appointment. It does not cover successful connections to a plan over the **nbn™** access network through a phone and internet provider.
- **Meeting agreed installation times** – varies by **nbn™** access network type and available infrastructure at the premises. This metric does not include Priority Access connections. The Wholesale Broadband Agreement includes provisions around calculation and time measurement.
- **Average network bandwidth congestion** – calculated across all bandwidth purchased by all phone and internet providers across the whole network and excludes **nbn™** Sky Muster™ services. While bandwidth congestion is caused by the level of provisioning of capacity by the phone and internet providers, there are also other types of congestion which may occur on the **nbn™** access network.
- **Fixed Line network congestion** – calculated based on how NBN Co utilises certain parts of the **nbn™** Fixed Line access network that are shared by phone and internet providers. This measure does not include Sky Muster™ satellite and **nbn™** Fixed Wireless. This metric does not consider any bandwidth congestion which is measured separately.
- **Uptake to higher wholesale plans** '50Mbps (download) wholesale speed plan' includes wholesale plans with download speeds including both 50Mbps and 25-50Mbps plans that NBN Co provides to phone and internet providers. NBN Co wholesale speed tiers available to your phone and internet provider vary depending on the **nbn™** access network type in your area. Your experience, including the speeds actually achieved over the **nbn™** access network, depends on the technology over which services are delivered to your premises and some factors outside our control including your equipment quality, software, signal quality, broadband plans and how your phone or internet provider designs its network.
- **Network availability** – The Wholesale Broadband Agreement includes detailed rules for defining and measuring network availability and includes a number of exceptions such as planned outages. This metric is has been rounded to the nearest one decimal place.
- **Meeting agreed fault restoration times** – measures individual service faults, not network related faults which are tracked separately. The measure also excludes faults not related to the **nbn™** access network. The agreed service levels vary depending on the location of the premises, and are different for the **nbn™** Sky Muster™ Satellite network. The Wholesale Broadband Agreement includes detailed rules for defining "nbn faults" and measuring **nbn™** access network performance. This does not include Priority Assistance Faults or Enhanced Faults.
- **Faults per 100 connected homes and businesses** – measures individual service faults, not network related faults which are tracked separately. This also excluded faults not related to the **nbn™** access network.

## Media resources:

Click [here](#) for video grabs

Click [here](#) for audio grabs

Click [here](#) for PDF monthly progress report

Click [here](#) for images



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