



Our customers, communities and partners

# Customer experience, partnerships and connected communities



## NBN Co aims to continually improve customers’ experience of its network and service and to work collaboratively with Government, Retail Service Providers, key stakeholders and regulators to drive industry growth and sustainability.

We are constantly evolving our network to ensure customers, businesses and communities are able to access the tools and services they need to succeed in a digital world.

To deliver its purpose and lift the digital capability of Australia, NBN Co aims to grow the number of people who connect to our network and provide the best possible customer experience.

As the way we live and work changes, the need to be digitally connected becomes increasingly important and this continues to drive strong demand for wholesale broadband services. Now, with more than 8.5 million residential homes and businesses connected to the nbn® network as at 30 June 2022, the Company’s commitment to provide the best possible customer experience is more important than ever.

We continue to focus on customer experience, improving access, value and use of the nbn® network for people across Australia. To sustainably deliver excellent customer service, NBN Co depends on a telecommunications industry that can connect with customers and provide them with the services they need to unlock the benefits of digital connectivity.

This involves continuing our partnership with Retail Service Providers (RSPs) to deliver wholesale broadband services and connect customers’ premises. The Company engages with the wider industry and with regulators and works with service delivery partners to

connect customers and restore any faults quickly and efficiently.

As well as the growth in the number of homes and businesses connected to the nbn® network, we have also seen consistent demand for higher speed tier products. At the end of FY22, 76 per cent of services were connected to plans based on wholesale speed tiers with peak downloads of 50 Mbps or higher, and 18 per cent were on plans offering wholesale peak download speeds of 100 Mbps or higher. This higher speed tier mix followed on from the success of last year’s Focus on Fast campaign, which helped internet retailers showcase the benefits that higher speed plans have on the home internet experience of customers.

Throughout FY22, NBN Co strove to deliver its commitment to providing a great customer experience. Delivering continuous improvements to customer experience is our highest priority and we work with Retail Service Providers and regulators to set out and deliver clear, accountable service standards.

Whilst many communities across Australia were impacted by severe weather conditions, which led to higher network outages and fault rates, NBN Co was able to maintain high network availability of 99.95 per cent. Despite the difficulties in accessing weather affected areas to restore services, NBN Co finished FY22 with over 90 per cent of accepted faults resolved within our target time frames.

### FY2022 highlights

# 8.5m

Homes and businesses connected

FY21: 8.2m

# 76%

Customers on a wholesale 50Mbps download plan or higher

FY21: 75%

# 304

Business Fibre Zones

FY21: 240

## Pricing evolution

Throughout FY22, the Company continued to work closely with the Australian Competition and Consumer Commission (ACCC), RSPs and industry groups on its Special Access Undertaking (SAU) variation process. The SAU is the regulatory framework that is used to regulate wholesale access to the **nbn**<sup>®</sup> network. The SAU variation process is guided by four key objectives:

- ensuring good value for customers
- providing greater certainty and predictability of wholesale pricing for retailers
- ensuring NBN Co remains sustainable, in order to meet its financial commitments and invest in the network to meet the increasing speed and data demands of customers
- establishing an effective regulatory framework that supports efficient investment in and efficient use of the network.

In line with the key objectives of the SAU variation process, the Company remains committed to evolving its wholesale pricing and products to support retailers and achieve a mutual goal of delivering the best possible experience for customers.

After lodgement of its SAU variation proposal in March 2022, the Company engaged in detailed consultation with the new government and the ACCC and sought further feedback from RSPs and consumer advocacy groups involved in the process.

The Company withdrew its original proposal at the end of July 2022 and plans to submit a revised SAU variation later in 2022.

NBN Co is working towards the acceptance of an SAU variation which delivers an appropriate long-term regulatory framework, serves the future needs of customers and enables the Company to achieve government policy objectives.

## Service excellence

NBN Co is committed to delivering an improved experience for field technicians working on the **nbn**<sup>®</sup> network.

Through an extensive strategic program, new capabilities have been developed and deployed for field technicians to improve the experience for our customers and phone and internet service providers.

Throughout FY22, the Company has been engaged with key stakeholders including unions, delivery partners and technicians to evolve the way of working for field technicians and improve how we service our network for both connections and assurance.

We aim to make improvements to the utilisation of field technicians, the mobility tools they use in the field, and implement a new and simplified schedule of rates for completed work, which will come into place later this year.





### Making it easier to work with NBN Co

We want to make it easier to work with us, so we are transforming our business with new and better ways of doing things.

### We are innovating our technologies by making them simpler, more user-friendly and also reducing costs.

One of our critical transformation programs is called Enterprise Simplicity 2025, which aims to drive innovation across our technologies, making them simpler, more user-friendly and, at the same time, seeking to reduce our costs and the cost of doing business with us.

This builds on our earlier Systems Digital Roadmap (SDR) initiative, which was designed to streamline our legacy IT systems and processes.

As part of our commitment to continuous improvement and reducing complexity, we are focused on – partner simplicity, data simplicity, network assurance simplicity, operational simplicity and technology simplicity.

This is aimed at reducing complexity as we meet the needs of our people, while also helping us work better with RSPs.

We aim to make it easier for our partners to integrate their processes and systems with ours so they can better support their own customers' needs. And we are working to simplify partner portals where RSPs can self-serve information about products, technology or reporting.

We are working in close consultation with RSPs to upgrade and enhance our interfaces – from making them easier to use, to adding new features, functionality and information that our partners need and value.

Process and system simplification also drives cost-efficiencies, and this will help free up savings for crucial things like ongoing network upgrades.

## Connected communities

As Australia's digital backbone, the **nbn**<sup>®</sup> network plays a crucial role in supporting our nation's productivity, economic prosperity, social connectivity and digital inclusion.

While our ongoing network upgrades are continuing to deliver greater capability, we want to ensure that the social and economic opportunities enabled by fast broadband are accessible to everyone across Australia.

The Company supports people in need through initiatives including a national program for lowest-income households, Seniors and Indigenous Australians.

Our Communities in Isolation Program is helping enable broadband access for Indigenous communities in 52 locations. We aim to extend this to more communities soon.

NBN Co's Digital Inclusion for Online Learning pilot program is designed for up to 250 families.

Through this, we are partnering with stakeholders across the education sector and internet retailers to support students with online learning opportunities at home.

We aim to scale up this online learning program so even more school aged children from low-income families can get support.

The Company is working with the Victorian State Government and Local Government on the development of a pilot program that would involve the installation of Enterprise Ethernet to provide Wi-Fi within a social housing development.

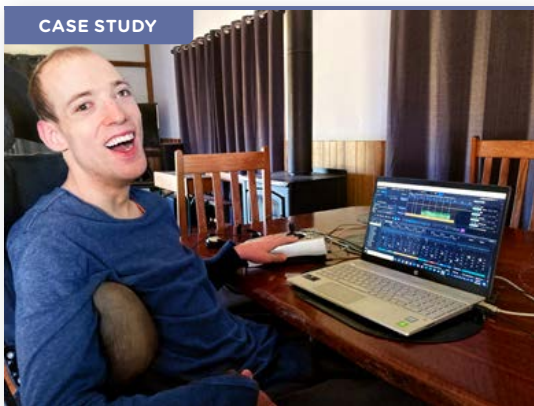
Through this, we want to enable the delivery of affordable internet to unconnected public housing residents.

We are also working on delivering the new Government's commitment of providing 30,000 families with no internet at home with free internet services.

NBN Co will continue to work with all levels of government, internet providers and advocacy groups to help create a more digitally equal society where no-one is left behind.

The Company informs and drives co-investment opportunities with state governments and raises awareness of the **nbn**<sup>®</sup> offering in metropolitan centres across the country. The team works with key local and national stakeholders including small to medium businesses, smart cities, new developments and vulnerable groups.

The Company has close partnerships with stakeholder groups including the Australian Chamber of Commerce, National Retail Association, Tech Council of Australia, and the Australian Communications Consumer Action Network, and plays a crucial role in enabling smart cities, working across the government and private sector.



### CASE STUDY

## Innovating for accessibility

Innovate with **nbn** Grants Program winner Nathan Johnston is helping people with disability to connect, share and network with like-minded people.

See more online

at [nbn.tm/DisabilityClub](https://nbn.tm/DisabilityClub)



CASE STUDY

## Meaningful community contributions

Adelaide Hills O&G is using a state-of-the-art digitally capable ultrasound machine to deliver real-time scanning onsite and streamed to specialist sonologists, radiologists and maternal foetal medicine specialists for rural South Australians over the **nbn**<sup>®</sup> network.

See more online

at [nbn.tm/AdelaideHillsOandG](https://nbn.tm/AdelaideHillsOandG)



### Supporting vulnerable customers

NBN Co recognises the importance of having access to an active service for people living in their own home, who have a dependency on connectivity for their personal safety or protection.

Over the past year, our team of 40 dedicated Priority Assistance staff have supported Retail Service Providers who offer Priority Assistance, including processing over 7,356 Priority Assistance Connections (99.8 per cent activated within 24 hours) and resolving over 15,345 Priority Assistance Incidents (95 per cent within 24 hours).

The Company also released a new support process in June 2021, which enables RSPs to escalate urgent customer cases. This provides 24/7 Service Assurance support and Connection support from 7am to 7pm Monday to Saturday.

People with medical alarms who register with the Medical Alarm Register (MAR) are supported by our dedicated support teams who work with individuals to confirm their **nbn**<sup>®</sup> service and medical alarms are connected and operating on the **nbn**<sup>®</sup> network.

NBN Co has also provided more than 6,500 eligible people with a financial incentive to upgrade their old medical alarm to a new device

that is compatible with the **nbn**<sup>®</sup> network and also provides mobile network and battery back-up capabilities.

NBN Co is the founding digital technology partner of the \$3.9 million WA Digital Inclusion Partnership, a three-year project that aims to support the digital skills and capabilities of front-line community service workers and the vulnerable people they serve.

Funded by Lotterywest, a statutory authority of the WA Government, and with support from NBN Co, the project is a collaboration of 23 leading service organisations and aims to support more than 100,000 people in metro and regional Western Australia. Commencing in July 2022, the project addresses the three key barriers to digital inclusion - Ability, Access and Affordability.

This includes a Digital Skills Training Program for 1,500 front-line community service workers, educating and supporting 45,000 vulnerable people to build their skills to safely utilise online and government services. It will educate and support at least 50,000 vulnerable people to safely access local community digital devices, skills, hubs, facilities and provide support and make affordable devices available for up to 2,000 vulnerable people.

## Supporting communities

NBN Co is committed to enabling technology for many individuals, businesses, schools, hospitals, farms and communities in regional Australia.

NBN Co's Regional Development and Engagement (RDE) business unit, brings together all aspects of the **nbn**<sup>®</sup> Fixed Wireless and Satellite teams to ensure that meeting the needs of regional customers remains a priority.

RDE also has a team of telecommunications advisers and stakeholder managers based in regional and remote locations around the country who promote and assist understanding of the **nbn**<sup>®</sup> network, research emerging technologies and assist planning for network improvements across regional Australia.

The Company has people on the ground, actively engaged with communities to inform, educate and listen to issues and opportunities and be the voice of the customer back into NBN Co.

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### **NBN Co has a strong focus on being a trusted voice and ally for those living within regional and remote communities.**

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The Company works with communities to create better partnerships and deliver initiatives that will help lift the digital capability of regional areas.

The team works on the ground, supporting communities in their time of need, enabling temporary connectivity for not only emergency services, but those people who are physically impacted in times of crisis – so they can stay connected to their friends and family.

Team members were deployed to support the response to the New South Wales floods in March 2021 and in March 2022, and Cyclone Niran which impacted Queensland earlier in 2021.

As team members live and work locally, they understand first-hand the connectivity challenges communities may face.

Community engagement managers are based in 22 regions across regional and rural Australia and are tasked with developing and fostering relationships with local stakeholders, representing regional communities and businesses to identify and resolve local issues and demonstrating how the **nbn**<sup>®</sup> network can be leveraged to realise opportunities.

Supporting the team are regionally based community ambassadors who engage with organisations and individuals to build digital capability through the delivery of targeted programs and campaigns.

The community ambassadors work closely with a wide range of community groups and not-for-profit organisations with a particular focus on seniors and a focus on e-safety and scams awareness. Presentations are available for community groups upon request and tailored to audience needs to ensure no-one is left behind as our digital needs continue to evolve.

We worked with local communities to secure co-funding through the North Queensland Telecommunications and Energy Improvement Grant program.

The project, totalling almost \$2 million, will convert up to 207 premises from **nbn**<sup>®</sup> Fixed Wireless to **nbn**<sup>®</sup> FTTP technology in the town of Bowen in the Whitsunday region of Queensland.

These upgrades will enable faster and more future-proof broadband connectivity for residents and businesses in Bowen, as well as enhancing disaster resilience and recovery for the wider region.



## Support for Satellite customers

NBN Co's Satellite network showed great resilience with the additional demands placed on it through COVID-19. The Company was able to pull together specific tactical offers to assist customers in regional and remote Australia. From August to December 2021, NBN Co provided support to RSPs which have **nbn**® Sky Muster® customers, by providing additional usage benefits as customer needs changed during regional lockdowns.

In December 2021, we made changes to our Sky Muster product, which cemented as a permanent change, the most recent COVID-19 offer to support RSPs and their customers during lockdown. This was a 5 gigabyte increase in the average peak download data allowance per user on average, over a four-week rolling period across all CVC (Connectivity Virtual Circuit) classes.

The Company provided an additional boost which will increase the average peak download data for Sky Muster by another 5 gigabyte increase over a four-week rolling period across all CVCs by mid-2022.

This latest announcement means that by July 2022, Sky Muster peak download data allowances will have increased by a total of 10 gigabytes over a four-week rolling period across all CVC classes since late December 2021.

And this will increase to 90 gigabytes average per user over a four-week rolling period by the end of the recently announced Fixed Wireless Network enhancement rollout.

## Working with Industries

Our RDE team also works closely with industry partners in sectors including agriculture, small business, health, education, tourism, the arts and Indigenous communities.

The team works closely with representatives from within industry and communities to go beyond discussing the basic internet connection to maximising the benefits from their connection.

An example of these partnerships is shown by the work performed to support Australia's farmers in making the most of the digital technology available to them and help ensure they have the ability to connect with business communities around the world.

In doing so, we aim to help farming businesses save time, and increase their revenue through the use of new, connected digital agriculture devices.

Digital farming has the potential to add \$20.3 billion to the value of Australian agriculture per annum, and by 2030, more than \$15.6 billion of this revenue could be enabled by the internet.

Together with key partners in the agricultural supply chain, we're helping farmers discover new and innovative ways of connecting to advisers, consumers and new markets globally.

**nbn** in the Paddock is a discussion paper released by the Company in December 2021 with a focus on connecting Australia's agricultural landscape. NBN Co subsequently held four industry roundtables to seek feedback from stakeholders on the establishment of a Quality Assurance Mark (QA) to support on-farm connectivity for Australian agriculture.



## NBN Co continues to dedicate significant resources and capital to helping remote and regional areas of Australia to stay connected.

### First Peoples

NBN Co's vision for reconciliation is to be deeply engaged and connected with First Peoples' cultures and aspirations for digital inclusion.

The Company released its fourth Reconciliation Action Plan (RAP) in 2020. This has an increased emphasis on digital inclusion and our internal reconciliation journey.

This includes:

- Deploying community Wi-Fi solutions in 93 communities across Australia, enabling access to essential services such as telehealth, MyGov, online education and mentoring services. We aim to roll this out to a further 7 communities
- Increasing digital ability through culturally led cyber safety awareness and education

- Building strategic partnerships with key First Peoples' stakeholders, leaders and organisations such as the JT Academy – JTLeadLikeAGirl, Koori Mail, Jawun partnership and ABCN mentoring of First Peoples' students.

NBN Co continues to dedicate significant resources and capital to helping remote and regional areas of Australia to stay connected and make households and businesses aware of their broadband options.

This includes a focus on Indigenous and isolated communities, through collaboration with government agencies, peak organisations and engaging with regional stakeholders and communities.

NBN Co's Communities in Isolation program was established to connect remote Indigenous communities through a single wireless access point within key locations in the community, such as healthcare centres or community halls. To date, NBN Co has delivered 103 installations, with a further 7 to be installed in the latter half of 2022. These services will remain in operation for a minimum of three years.

The Company is also undertaking a community-wide Wi-Fi proof of concept which has connected four remote Indigenous communities via a meshed Wi-Fi solution available across each community and is being used extensively. Services will remain in operation for an initial three-year period.

### CASE STUDY

## Affordable digital health care

Seven health care centres within the Laynhapuy Homelands in North East Arnhem Land were enabled with an **nbn**<sup>®</sup> Sky Muster<sup>®</sup> connection, computer with camera and microphone, and video calling software.

See more online

at [nbn.tm/Laynhapuy](https://nbn.tm/Laynhapuy)





NBN Co has developed plans to further scale the community-wide Wi-Fi to reach a further 36 Indigenous communities, should government funding be made available to support the expansion of the initiative.

The Company recently announced a new three-year collaboration with Jawun, a not-for-profit entity dedicated to improving the capacity of Indigenous leaders, organisations, and communities to achieve their own development goals. The collaboration will see up to 12 NBN Co employees seconded into Indigenous organisations across Australia, using their expertise to help communities enhance their digital capability.

The experience, either on country or virtual, working with Indigenous organisations, and then coming back to continue their own reconciliation journey, offers our secondees both a personal and professional development opportunity. Our association with Jawun is a tangible way for our people to live the NBN Co purpose of lifting the digital capability of Australia.

Our collaboration with Jawun builds on NBN Co's ongoing commitment to working with First Peoples.

### Modern slavery and ethical supply chain

NBN Co acknowledges the complexity of Environmental, Social and Governance (ESG) risks associated with its supply chain, and the importance of managing these to mitigate negative impacts on the Company's stakeholders, including workers and communities. These risks include human rights, labour rights and modern slavery, corruption, health and safety of workers, and environmental impacts.

The **nbn**® Supplier Code of Conduct (the Code) articulates NBN Co's expectations of its suppliers in terms of responsible procurement and is formally incorporated into all major contracts.

The Code's principles emphasise and promote the shared commitment with suppliers to ethical, safe, and socially responsible practices and behaviours. NBN Co expects its suppliers, including all associated entities or individuals, to comply with the Code.

The Code outlines minimum standards for human rights and workplace relations, health, safety and

environment, ethical behaviour and good business practices, and management systems.

NBN Co's approach to the management of modern slavery risks is supported by governance, reporting and procedures, and is outlined in the Company's Modern Slavery Statements.

In FY22, NBN Co established a Modern Slavery Working Group. This cross-functional team, with representatives from Procurement, Sustainability, Employee Relations and Legal, began implementation of a Modern Slavery Workplan, with progress reported to the Sustainability Sub-Committee of the Executive Committee.

The workplan includes actions to:

- Further strengthen risk management and due diligence processes over the Company's supply chain and operations
- Undertake risk assessments and audits on the Company's supply chain and operations
- Build internal capability
- Test preparedness of grievance response mechanisms
- Explore opportunities for industry collaboration and information sharing to address modern slavery risks across common supply chains.

Following completion of the risk assessments initiated in FY22, the Modern Slavery working group is expected to undertake additional due diligence on suppliers and operations. See the Company's FY21 Modern Slavery Statement for more details on NBN Co's approach.

#### FUTURE FOCUS

- Develop products and pricing that are more modular, flexible and simple to meet the diverse needs of customers
- Deliver on our Enterprise Simplicity program as we strive to remain a highly efficient wholesaler
- Increase collaboration with RSPs to deliver excellent customer experience, reduce cost and drive industry sustainability
- Develop NBN Co's Reconciliation Action Plan (RAP) V