

## Customers and communities

By evolving the nbn™ network and focusing on issues that matter to its customers and communities, NBN Co is enabling social and economic opportunities for all.

### Material topics and objectives

- Social equity – create social equity through digital inclusion and capability, to maximise the benefits of connectivity for all Australians
- Economic contribution – empower individuals, businesses and communities to stimulate economic productivity and growth

### Key actions

#### Digital inclusion and capability

- NBN Co's network investment plan, a \$4.5 billion commitment to advance the capability, reach and value of the nbn™ network
- Helping Australians to connect to services over the nbn™ network, including industry engagement and programs for unconnected and underserved customer segments

#### Aboriginal and Torres Strait Islander reconciliation

- Reconciliation Action Plan

### Value created

- 
**Australia's digital backbone**
- 
**Customer experience and industry enablement**
- 
**Sustainable financial growth**

### FY21 performance

Premises Ready to Connect (RTC)

**12m**

Homes and businesses connected

**8.2m**

Customers on a 50 Mbps plan or higher<sup>1</sup>

**75%**

Customer take-up

**68.6%**

Reconciliation Action Plan (RAP) outcomes progress

Less than one year into RAP IV, 54 of 118 actions are complete or in progress (45.8%), as at end of June 2021

### Customer health and safety

- Processes and industry agreements to manage migration activities for vulnerable customers
- Processes and COVID-19 safe work protocols to protect the health and safety of members of the public during build and connection activities

### Economic empowerment and stimulation

- nbn™ Business Fibre Zones and business nbn™ Satellite Service
- Increasing digital opportunities in regional Australia across segments including agriculture, business, arts, education, health, tourism and First Peoples

### Future focus

- Continue network investment plan to support digital inclusion and capability
- Creation of digital opportunities with a focus on supporting low income families, Indigenous, seniors and those with disabilities
- Continue to engage with stakeholders and communities across Australia to lift digital capability
- Continue implementation of RAP IV, focusing on efforts to increase employee awareness and engagement and connect communities safely
- Focus on creating digital opportunities for all Australians by partnering with government, Retail Service Provider (RSPs), industry and community groups, engaging stakeholders through targeted initiatives to address digital inclusion and capability barriers, and increasing awareness of the nbn™ network's capability, coverage and connectivity options

1. In this metric, '50 Mbps (download) wholesale speed plan' includes wholesale plans available to RSPs with download speeds of 50 Mbps and 25-50 Mbps.