



# Monthly Progress Report June 2018

Stage	Measure	Description	June 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018
<b>Progress</b>	Homes and businesses ready-to-connect	The number of homes and businesses that can connect to a plan over the nbn™ access network by ordering via a phone and internet provider.	5,400,000	6,100,000	6,200,000	6,300,000	6,500,000	6,600,000	6,700,000	7,000,000
	Homes and businesses connected	The number of homes and businesses connected to a plan over the nbn™ access network through a phone and internet provider.	2,400,000	3,400,000	3,500,000	3,600,000	3,700,000	3,800,000	3,900,000	4,000,000
<b>Connect</b>	Right first time installations	The percentage of homes and businesses that have their nbn™ equipment installed without additional work from NBN Co the first time the installation is attempted.	87%	86%	86%	89%	87%	91%	91%	92%
	Meeting agreed installation times	The percentage of homes and businesses that NBN Co connects to the nbn™ access network within timeframes agreed with phone and internet providers.	92%	94%	93%	92%	92%	93%	94%	95%
<b>Use</b>	Average network bandwidth congestion	The average number of minutes of bandwidth congestion per week per service calculated across all phone and internet providers across the whole network excluding nbn™ Sky Muster™ services.	323 (5 hours & 23 minutes)	90 (1 hour & 30 minutes)	14 minutes	12 minutes	18 minutes	18 minutes	18 minutes	25 minutes
	Fixed Line network congestion	The estimated monthly average percentage of homes and businesses who experience nbn™ access network congestion.	0.039 %	0.097%	0.142%	0.119%	0.068%	0.073%	0.089%	0.081%
	Uptake to higher wholesale plans	The percentage of homes and businesses on a 50Mbps (download) wholesale speed plan or higher; and 25Mbps (download) wholesale speed plan or lower, purchased from a phone or internet provider.	16%	16%	18%	25%	37%	42%	44%	45%
			84%	84%	82%	75%	63%	58%	56%	55%
Network availability	Percentage of time the nbn™ 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%	99.9%	99.9%	99.9%	99.9%	100%	100%	100%	
<b>Fix</b>	Meeting agreed fault restoration times	The percentage of faults that NBN Co resolves within the timeframes agreed with phone and internet providers.	70%	82%	79%	85%	83%	87%	90%	90%
	Faults per 100 connected homes and businesses	The number of faults on the nbn™ access network per 100 homes or businesses per month.	1.0	1.1	1.1	1.0	1.0	0.9	1.0	0.9

It is important that this Progress Report is read in conjunction with the information on nbn's website at [nbn.com.au/updates](http://nbn.com.au/updates)