NBN service quality and network performance Record Keeping Rule

Competition and Consumer Act 2010

The AUSTRALIAN COMPETITION AND CONSUMER COMMISSION makes these Rules under subsection 151BU(1) of the *Competition and Consumer Act 2010* as set out in the attachment.

Dated 2 April 2024

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Anna Brakey
Commissioner
Australian Competition and Consumer Commission

NBN service quality and network performance Record Keeping Rule

Issued under section 151BU of the *Competition and Consumer Act 2010*

1. TITLE

(1)   These rules, made by the Australian Competition and Consumer Commission (ACCC) pursuant to section 151BU of the *Competition and Consumer Act 2010* (the Act), may be referred to as the NBN service quality and network performance Record Keeping Rule (Rules).

2. COMMENCEMENT

(1)   These Rules come into effect as follows:

(a) Rule 5(19) on 1 January 2025

(b) each Rule other than Rule 5(19), on 1 July 2024.

(2)   These Rules will expire 5 years after 1 July 2024.

3. APPLICATION

(1)   These Rules apply to NBN Co Limited (ACN 136 533 741).

(2)   These Rules apply in relation to NBN Co's supply of nbn® Ethernet Ordered Products only. For clarity, these Rules do not require NBN Co to provide any reporting with respect to any other product or service supplied by NBN Co.

4. INTERPRETATION

(1)   The following terms have the meaning set out in this clause.

(a) '**ACCC'** means the Australian Competition and Consumer Commission.

(b) **'Accelerated Connection'** means the connection and activation of the access components:

i.   Where RSP or a Downstream Service Provider proposes to supply a standard telephone service to an End User at a Premises that is an inactive premises for that End User; and

ii.   Which is ordered by RSP as an 'Accelerated Connection'.

(c) '**Act'** means the Competition and Consumer Act 2010.

(d) '**Business Day'** means any day other than a Saturday, Sunday or public holiday in the States or Territories where the relevant works or tasks are being carried out.

(e) **'Busy Period'** means 7pm-11pm.

(f) **Cell Group'** means a group of cells associated by configuration and accessible for service to a single NBN Co Fixed Wireless end user.

(g) '**Consumer'** means a person who has a contract with a carriage service provider for the supply of a telecommunications service. It does not include a carriage service provider acquiring a telecommunications service in its capacity as a carriage service provider for the purposes of resale.

(h) '**Corrective Actions'** means all steps that are reasonably practicable in the circumstances that NBN Co will undertake to address the non-achievement of a Performance Objective.

(i) '**Data Transfer Rate'** means the average number of bits per second transferred from a data source to a data destination.

(j) '**Dropout'** means a temporary loss of connectivity arising other than in connection with:

   i. An excluded event or customer event; or

   ii. An Outage (except where the temporary loss of connectivity is contributed to by an Emergency Outage performed in response to an existing Service Fault or Performance Incident where an End User has reported the failure to their RSP and the RSP has raised a Trouble Ticket in respect of that failure.)

(k) '**Emergency Outage'** means an Outage in relation to one or more nbn® Ethernet Ordered Products which NBN Co reasonably determines to be necessary to respond to the occurrence of:

   i. An Emergency, a Service Fault, a Performance Incident (as those terms are defined in the WBA Dictionary as at 1 December 2023 or an Enterprise Ethernet Fault, or

   ii. An emergency, a service fault, a performance incident of an enterprise ethernet fault under an Other Wholesale Broadband Agreement, or

   iii. Any circumstance that is likely to give rise to an event set out in paragraphs i or ii.

(l) '**End User'** means a person who is the ultimate recipient or user of an RSP Product or Downstream Product.

(m) '**Fault'** means a Service Fault in respect of which a Service Fault Trouble Ticket has been accepted by NBN Co.

(n) '**Fixed Wireless'** means the Wireless Network that is owned or controlled by, or operated by or on behalf of NBN Co.

(o) '**FTTB Network'** means the fibre to the building network that is owned or controlled by or operated by or on behalf of under contract to NBN Co or related bodies corporate.

(p) '**FTTC Network**' means the fibre to the curb network that is owned or controlled by or operated by or on behalf of under contract to NBN Co or related bodies corporate.

(q) '**FTTN Network'** means the fibre to the node network that is owned or controlled by or operated by or on behalf of under contract to NBN Co or related bodies corporate.

(r) '**FTTP Network'** means the fibre to the premises network that is owned or controlled by or operated by or on behalf of under contract to NBN Co or related bodies corporate.

(s) '**FTTP Upgrade'** means a Premise that is upgraded from FTTN, FTTC or Fixed Wireless to the FTTP Network.

(t) '**HFC Network'** means the hybrid fibre coaxial cable network that is owned or controlled by or operated by or on behalf of under contract to NBN Co or related bodies corporate.

(u) '**Isolated Area'** means any area within the footprint of the NBN Co Network which is defined as a 'Very Remote' or 'Remote' geographical area in the 'Accessibility Remoteness Index of Australia plus (ARIA+)' published by the Australian Population and Migration Research Centre of the University of Adelaide as at 26 April 2016.

(v) '**Limited Access Area'** means any area within the footprint of the NBN Co Network that cannot reasonably be accessed by road and would require some element of air or water transportation, including where the area would otherwise be an Urban Area, Major Rural Area, Minor Rural Area, Remote Area or Isolated Area.

(w) '**Major Rural Area'** means an urban centre or other recognised community grouping with a population greater than 2,500 but less than 10,000 people.

(x) '**Minor Rural Area'** means an urban centre, locality or recognised community grouping with a population greater than 200 but not more than 2,500 people.

(y) '**NBN**' means National Broadband Network.

(z) '**NBN Co'** means NBN Co Limited (ACN 136 533 741).

(aa) '**Network Activity'** means, in relation to an Ordered Product, any action determined by NBN Co as reasonable to ameliorate the line rate at the NBN Co Downstream Network Boundary used to serve the Premises so that it is capable of achieving the PIR Objective or CIR Objective (as relevant).

(bb) '**Network Availability'** means the percentage of time the nbn network is available and operating, rounded to two decimal places.

(cc) '**Network Busy Period Performance**' means the average of all busy period (7-11pm) TR-143 Test Speed results from a Cell Group over the previous 30-day period, expressed in Mbps, calculated for uplink and downlink.

(dd) '**Network Fault'** means a Service Fault affecting multiple Ordered Products.

(ee) '**Network Unavailability'** means the percentage of time the nbn network is unavailable, rounded to two decimal places.

(ff) '**New Service Never Worked'** means an Ordered Product that was considered to have been successfully connected by NBN Co in respect of which:

    i.   a Service Fault Trobule Ticket was raised within 20 Business Days of the Ordered Product being connected, and

    ii.   upon investigation of the Service Fault, NBN Co subsequently identified that the Ordered Product had never worked.

(gg) '**Ordered Product**' means a product that has been validly ordered by an RSP and accepted by NBN Co or supplied by NBN Co to an RSP.

(hh) '**Performance Incident**' means a Performance Incident as that term is defined in the WBA Dictionary as at 1 December 2023, in respect of which a Trouble Ticket has been accepted by NBN Co.

(ii) '**Performance Objective**' means a performance objective set out in the nbn® Ethernet Service Level Schedule.

(jj) '**Planned Outage**' means an Outage in relation to one or more nbn® Ethernet Ordered Products that is notified by NBN Co to an RSP and is not an Emergency Outage.

(kk) '**Premises**' means each of the following where NBN serviceable:

   i. an addressable location currently used on an on-going basis for residential, business (whether for profit or not), government, health or educational purposes,

   ii. a school as defined by the Department of Education, Employment and Workplace Relations,

   iii. a location within a new development at an addressable location for which NBN Co is the wholesale provider of last resort,

   iv. an addressable location for a standard telephone service which is activated in compliance with the universal service obligation,

   v. a payphone which is activated in compliance with the USO or which is otherwise specified by NBN Co as a premises from time to time,

   vi. a location which NBN Co is directed by the Shareholder Ministers to connect to, or to be connected by, the NBN Co Network,

   vii. a non-addressable location that is capable of connection of a type agreed by NBN Co with the Shareholder Ministers,

   viii. a multi dwelling unit common area, and

   ix. any other location to which NBN Co supplies a Product that has been introduced by NBN Co.

(ll) '**Priority Assistance**' means priority assistance supplied to a Contracted End User who suffers, or has a member of their household who suffers, from a diagnosed life-threatening medical condition and is eligible for priority assistance in accordance with Industry Code ACIF C609:2007 (Priority Assistance for Life Threatening Medical Conditions) or any carrier licence condition.

(mm) '**Rebate**' means a rebate paid by NBN Co to an RSP, including a Commercial Rebate.

(nn) '**Recurring Faults**' means services experiencing 3 or more faults in any 60-day reporting period or services experiencing 4 or more faults in any 12-month reporting period.

(oo) '**Remote Area**' means an area in which the relevant Premises is located which is not an Urban Area, Major Rural Area, Minor Rural Area, Isolated Area or Limited Access Area.

(pp) '**Reporting Period'** means each 3-month period ending on 31 March, 30 June, 30 September and 31 December in a year, or any part thereof.

(qq) '**Right-First-Time'** means a connection where additional work from NBN Co was not required after the first time the installation was attempted when connecting to the NBN network for the first time.

(rr) '**RSP'** means Retail Service Provider.

(ss) '**Rules'** means these NBN service quality and network performance Record Keeping Rules.

(tt) '**Satellite Network'** means the satellite network that is owned or controlled by, or operated by or on behalf of NBN Co or any bodies corporate related to NBN Co.

(uu) '**Service Class'** means the classification of a Premises according to the status of the physical infrastructure applicable to that Premises.

(vv) '**Service Levels'** means a standard relating to the service quality or service performance of an Ordered Product provided by NBN Co that specifies service levels or service performance objectives and any:

    i. rebates payable by NBN Co in respect of any failure by NBN Co to meet such service levels or service performance objectives, and

    ii. corrective action required by NBN Co to remedy any such failure.

(ww) '**Service Transfers'** means an activity where there is a transfer of an Ordered Product in respect of a Premises from one RSP to another.

(xx) '**Shared Network Resource'** means NBN Co's transit backhaul network between the POI and the following point by network:

    iii. the optical line terminator for the Fibre Network and FTTC Network,

    iv. the access aggregation switch for the FTTB Network and the FTTN Network,

    v. the cable modem termination system for the HFC Network, and

    vi. the combined packet gateway for the Wireless Network.

(yy) '**Standard Connection'** means the connection and activation of the access components in respect of a premises which is not an Accelerated Connection or a Priority Assistance Connection.

(zz) '**Stop-the-Clock event'** means an event within the lifecycle of an activity for which NBN Co start or stop measuring performance of the activity against the relevant Service Level.

(aaa) '**TR.143 Speed Tests**' means throughput tests used by NBN Co to measure end user speeds according to the TR.143 standard as defined by the Broadband Forum.

(bbb) '**Trouble Ticket'** means a notification and record of fault raised by an RSP with NBN Co.

(ccc) '**Urban Area'** means an urban centre with a population equal to or greater than 10,000 people.

(2)   Unless a contrary intention appears, where a term is not defined in these Rules but is defined in the WBA dictionary as at 1 December 2023, the WBA dictionary meaning as at 1 December 2023 shall apply.

(3)   Unless a contrary intention appears, an expression used in these Rules that is also used in the *Competition and Consumer Act 2010* (Cth) has the same meaning in these Rules as it does in the *Competition and Consumer Act 2010* (Cth).

(4)   Unless a contrary intention appears, where a term is not defined in this Record Keeping Rule, in the WBA Dictionary as at 1 December 2023 or in the *Competition and Consumer Act 2010* (Cth), the ordinary meaning shall apply.

5.   RECORD KEEPING

Record keeping rules for Standard Connections

(1)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing the number of Standard Connections by:

(a) Geographic location,

(b) Relevant service class, and

(c) Timeframe to connect, noting the number of connections subject to Stop-the Clock events.

Record keeping rules for Priority Assistance Connections

(2)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing the number of Priority Assistance Connections by:

(a) Geographic location,

(b) Relevant service class, and

(c) Timeframe to connect, noting the number of connections subject to Stop-the Clock events.

Record keeping rules for Accelerated Connections

(3)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing the number of Accelerated Connections by:

(a) Geographic location,

(b) Relevant service class, and

(c) Timeframe to connect, noting the number of connections subject to Stop-the Clock events.

Record keeping rules for Right-First-Time Connections

(4)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing by geographic location and access network:

(a) The number of Right-First-Time and New Service Never Worked (NSNW) physical connections, and

(b) The time taken to rectify and confirm active connection.

Record keeping rules for Service Transfers

(5)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing the number of days taken by NBN Co to transfer services from one RSP to another, by geographic location, service transfer type and access network.

Record keeping rules for Appointment keeping

(6)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing:

(a) The number of Standard connections, Priority Assistance connections, Accelerated connections and Fault rectification appointments that meet NBN Co's service levels for scheduled appointment windows, by geographic location, and

(b) Where appointments were not met or re-scheduled, whether this was due to NBN Co or RSP/end users.

Record keeping rules for Service Faults

(7)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing the number of Faults for End Users and the time taken to rectify by:

(a) Timeframe,

(b) Geographic location,

(c) Access network,

(d) NBN Co technician attendance, and

(e) The number of Fault rectifications subject to Stop-the Clock events.

Record keeping rules for Service Faults for Priority Assistance End Users

(8)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing the number of Faults for Priority Assistance End Users and the time taken to rectify by:

(a) Timeframe,

(b) Geographic location,

(c) Access network,

(d) NBN Co technician attendance, and

(e) The number of Fault rectifications subject to Stop-the Clock events.

Record keeping rules for Performance Incidents

(9)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing:

    (a) The number of Performance Incidents and the time taken to rectify these by timeframe, geographic location for the FTTN, FTTC and HFC access networks, and

    (b) The number of services experiencing Performance Incidents designated for Network Activity.

Record keeping rules for Network Faults

(10)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing the number of Network Faults and how long it takes NBN Co to rectify by:

    (a) State and Territory,

    (b) Number of services impacted, and

    (c) Timeframes.

Record keeping rules for Recurring Faults

(11)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing:

    (a) The number of services experiencing 3 or more Faults in any 60 day period (where the 3rd or any subsequent Fault occurs during the reporting period),

    (b) The number of services experiencing 4 or more Faults in any 12 month period (where the 4th or any subsequent Fault occurs during the reporting period), and

    (c) by access network and geographic location.

Record keeping rules for Dropouts

(12)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing the number of services experiencing Dropouts by:

    (a) Volume of Dropouts by month,

    (b) Access network (excluding Fixed Wireless and Satellite), and

    (c) Geographic location.

Record keeping rules for Planned and Emergency Outages

(13)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing the following information:

    (a) The volume of Planned Outages by timeframe (being time the technician starts and ends onsite), estimated outage duration, and access type,

    (b) The time the majority of the Planned Outage took place,

(c) The percentage and volume of Planned Outage notifications by timeframe prior to the outage, and access type,

(d) The percentage of Planned Outages which occurred within the proposed scheduled window as contained in the Planned Outage notice by access type, and

(e) The volume of Emergency Outages by timeframe (being time the technician starts and ends onsite), estimated outage duration, and access type.

Record keeping rules for Speed Performance of FTTP, FTTN, FTTC and HFC Networks

(14) For each Reporting Period, NBN Co must establish and maintain an electronic record containing the estimated number of fixed line services capable of achieving maximum Data Transfer Peak Information Rates (PIR) and the number of active services achieving the maximum PIR for both downlink and uplink by:

(a) Geographic location,

(b) Access network, and

(c) Speed tier.

Record keeping rules for Speed Performance of the Fixed Wireless Network

(15) For each Reporting Period, NBN Co must establish and maintain an electronic record containing the following Fixed Wireless Speed Performance information:

(a) The monthly percentage of the Fixed Wireless Network and Fixed Wireless Services in Operation with an average busy period downlink and uplink performance in each specified Network Busy Period Performance category, based on NBN Co's TR.143 Speed Tests,

(b) The monthly percentage of Cell Groups in each specified downlink and uplink performance category during the Busy Period (7-11pm) and Rest of Day (11pm-7pm), based on NBN Co's TR.143 Speed Tests,

(c) The monthly percentage of Fixed Wireless cells on a backhaul link with a 28-day busy hour link packet loss of less than 0.25% (to 2 decimal places),

(d) The monthly average busy period downlink and uplink performance of services on the Fixed Wireless Plus, Fixed Wireless Home Fast and Fixed Wireless Superfast plans,

(e) The monthly total Fixed Wireless cells, backhaul links, congested backhaul links, LOC IDs of congested Fixed Wireless backhaul links, and the list of Cell Groups that fall within each specified Network Busy Period Performance category,

(f) The number of Fixed Wireless premises upgraded during the reporting period and the number of premises migrated from NBN Satellite to the NBN Fixed Wireless network by State and Territory, and

(g) The number of Fixed Wireless premises on a version 1, version 2, version 3, or version 4 W-NTD.

Record keeping rules for Shared Network Resource Utilisation

(16) For each Reporting Period, NBN Co must establish and maintain an electronic record containing:

(a) the total number of transit links,

(b) the percentage of transit links with utilisation rates in the following utilisation rate ranges where the Shared Network Resource exceeded the minimum utilisation rate in the applicable range for a continuous period of 30 minutes or more on at least 3 separate days within any rolling 30 day period:

  i.   90% utilisation, not including excess utilisation due to a one-off network event (such as fail-over to a reduced capacity secondary link)

  ii.   80% but less than 90% utilisation,

  iii.   70% but less than 80% utilisation,

  iv.   60% but less than 70% utilisation,

  v.   50% but less than 60% utilisation,

  vi.   40% but less than 50% utilisation,

  vii.   30% but less than 40% utilisation,

  viii.   20% but less than 30% utilisation,

  ix.   10% but less than 20% utilisation, and

(c) Electronic records for 16(a) and (b) above aggregated by access networks as follows:

  i.   FTTP and FTTC Networks,

  ii.   FTTB and FTTN Networks,

  iii.   HFC Network, and

  iv.   Fixed Wireless Network.

Record keeping rules for Network Activity

(17) For each Reporting Period, NBN Co must establish and maintain an electronic record containing the number of services designated for Network Activity during the reporting period:

(a) Completed during the Reporting Period, by timeframe from the date of designation,

(b) As at the end of the Reporting Period, by timeframe from the date of designation, and

(c) Transferred to the FTTP Upgrade program during the reporting period, by timeframe from the date of designation.

Record keeping rules for Fibre to the Premises Upgrade progress

(18)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing the number of premises upgraded to FTTP by Design, Construction, Ready to Order and Connected status for FTTN, FTTC and Fixed Wireless networks.

Record keeping rules for Rebates payable to RSPs

(19)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing:

(a) The number of services for which a Rebate was payable by NBN Co by rebate category and access type,

(b) The number of services for which a Rebate was capped by rebate category and access type, and

(c) The percentage of Rebates paid in the Reporting Period which was longer than two billing cycles since confirmation of the Rebate.

Record keeping rules for Corrective Actions

(20)   For each Reporting Period, NBN Co must establish and maintain an electronic record containing the following Corrective Actions information taken by NBN Co for not meeting Performance Objectives:

(a) The service level activity for which the applicable Performance Objective was not met,

(b) The Target Performance Objective,

(c) The actual performance for the months not meeting Performance Objectives in the Reporting Period,

(d) A summary of reasons for not meeting the Performance Objective, and

(e) A summary of the types of Corrective Action proposed to meet the Performance Objective, where Performance Objectives have not been met for 3 consecutive months.

Record keeping rules for Network Availability

(21)   For each Reporting Period, NBN Co must establish and maintain an electronic record showing:

(a) Network Availability as a percentage across the NBN Co Network excluding the Satellite network and excluding intentional outages and events outside NBN Co's control.

(b) Network Availability as a percentage across the NBN Co Satellite network excluding intentional outages and events outside NBN Co's control.

(c) Network Unavailability as a percentage across the NBN Co Network (excluding the Satellite network):

i.   due to intentional outages,

ii.   due to events outside NBN Co's control, and

iii.   the total including both intentional outages and events outside NBN Co's control.

(d) Network Unavailability as a percentage across the NBN Co Satellite network:

i.   due to intentional outages,

ii.   due to events outside NBN Co's control, and

iii.   the total including both intentional outages and events outside NBN Co's control.

Duration for which records must be kept

(22)   A record made under Rules 5(1) – 5(21) must be kept by NBN Co for 5 years from the date on which the record is made.

6.   REPORTING REQUIREMENTS

(1)   NBN Co must provide the ACCC with a report containing the information required to be kept by Rules 5(1) to 5(21) of these Rules as follows:

(a) In relation to Rule 5(19), for each Reporting Period from 1 January 2025

(b) In relation to each rule other than Rule 5(19), for each Reporting Period from 1 July 2024.

(2)   A report must be lodged with the ACCC:

(a) within 60 calendar days of the end of each Reporting Period falling within 2024, and

(b) within 30 calendar days of the end of each Reporting Period from 1 January 2025 onwards.

(3)   A report under Rule 6(1)(a) must be prepared and submitted electronically in Microsoft Excel format and in the form specified in **Schedule A**.

(4)   A report under Rule 6(1)(b) must be prepared and submitted electronically in Microsoft Excel format and in the form specified in **Schedule A**, excluding the form for Rule 5(19).

(5)   A report under Rule 6(1) must be provided to the ACCC by email to ServiceLevelsRKR@accc.gov.au.

(6)   If in preparing a report in respect of a Reporting Period, NBN Co varies the method of defining, recording, and reporting information from the method that was used in the report for the previous Reporting Period in a manner that has had, or may have had a material impact on the data included in the report, NBN Co must update the ACCC with:

      (a) A description of the new method of defining, recording and reporting information; and

      (b) The reasons for why NBN Co has chosen to change its method of defining, recording and reporting information.

(7)   A report under Rule 6(1) must be accompanied by a signed declaration of a responsible officer of NBN Co in the form of **Schedule B.**

Note: Under section 151BV of the Act, a person who, in purported compliance with a requirement imposed by the Rules, makes a record of any matter or thing in such a way that it does not correctly record the matter or thing commits an offence punishable on conviction by imprisonment for a term not exceeding 6 months.

Schedule A

Template for Preparation of Reports 15

NBN service quality and network performance Record Keeping Rule
Issued under s 151BU of the *Competition and Consumer Act 2010*

NBN Co: *(please complete)*
Reporting Period and Year: *20XX-20YY*

Instructions

This template is to be read in conjunction with the NBN service quality and network performance
Record Keeping Rule.

It is designed to provide a template for submission of information and is not a complete
statement of obligations under the Rules.

Metric 1 Standard Connections – Location, Service Class[1] and number of days to connect

Urban Area (Service Level 1 BD)				
Service Class	≤ 1 BD	> 1 to ≤ 3 BD	> 3BD	Average (median)
Service Class 3 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 6 (Fixed Wireless)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 9 (Satellite)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 13 (FTTB)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 13 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 24 (HFC)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 34 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events			
Connections subject to 'Stop-the-clock' events	[Insert –subset of Total]	[Insert – Insert – subset of Total]	[Insert – Insert – subset of Total]	NA
Major/Minor Rural Area (Service Level 1 BD)				
	≤ 1 BD	> 1 to ≤ 3 BD	> 3BD	Average (median)
Service Class 3 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 6 (Fixed Wireless)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 9 (Satellite)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 13 (FTTB)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 13 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 34 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events			

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[1] Service Class numbers for metrics 1-3 are as defined in the WBA dictionary as at 1 December 2023.

Connections subject to 'Stop-the-clock' events	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
Remote Area (Service Level 1 BD)				
	≤ 1 BD	> 1 to ≤ 3 BD	> 3BD	Average (median)
Service Class 3 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 6 (Fixed Wireless)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 9 (Satellite)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 13 (FTTB)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 13 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 34 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events			
Connections subject to 'Stop-the-clock' events	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
Isolated Area (Service Level 1 BD)				
	≤ 1 BD	> 1 to ≤ 3 BD	> 3BD	Average (median)
Service Class 3 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 9 (Satellite)	[Insert]	[Insert]	[Insert]	[Insert]
	Number of connections subject to Stop-the-Clock events			
Connections subject to 'Stop-the-clock' events	[Insert]	[Insert]	[Insert]	NA
Limited Access Area (Service Level 1 BD)				
	≤ 1 BD	> 1 to ≤ 3 BD	> 3BD	Average (median)
Service Class 9 (Satellite)	[Insert]	[Insert]	[Insert]	[Insert]
	Number of connections subject to Stop-the-Clock events			
Connections subject to 'Stop-the-clock' events	[Insert]	[Insert]	[Insert]	NA

Urban Area (Service Level 9 BD)					
	≤ 5 BD	> 5 to ≤ 9 BD	> 9 to ≤ 15 BD	> 15 BD	Average (median)
Service Class 2 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 5 (Fixed Wireless)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 12 (FTTB)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 12 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Classes 22, 23 (HFC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Classes 32, 33, 34(FTTC-NCD Shortfall) (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events				
Connections subject to 'Stop-the-clock' events	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
Urban Area (Service Level 14 BD)					
	≤ 7 BD	> 7 to ≤ 14 BD	> 14 to ≤ 21 BD	> 21 BD	Average (median)
Service Class 1 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 11 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 21 (HFC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 31 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events				

Connections subject to 'Stop-the-clock' events	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
Major/Minor Rural Area (Service Level 14 BD)					
	≤ 7 BD	> 7 to ≤ 14 BD	> 14 to ≤ 21 BD	> 21 BD	Average (median)
Service Class 2 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Network Service Class 5 (Fixed Wireless)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 12 (FTTB)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 12 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Classes 32, 33, 34(FTTC-NCD Shortfall) (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events				
Connections subject to 'Stop-the-clock' events	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
Major/Minor Rural Area (Service Level 19 BD)					
	≤ 10 BD	> 10 to ≤ 19 BD	> 19 to ≤ 30 BD	> 30 BD	Average (median)
Service Class 1 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 11 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 31 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events				
Connections subject to 'Stop-the-clock' events	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
Remote Area (Service Level 19 BD)					

	≤ 10 BD	> 10 to ≤ 19 BD	> 19 to ≤ 30 BD	> 30 BD	Average (median)
Service Class 1 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 2 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 5 (Fixed Wireless)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 11 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 12 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 12 (FTTB)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 31 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Classes 32, 33, 34(FTTC-NCD Shortfall) (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events				
Connections subject to 'Stop-the-clock' events	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
	Urban Area (Service Level 20 BD)				
	≤ 10 BD	> 10 to ≤ 20 BD	> 20 to ≤ 30 BD	> 30 BD	Average (median)
Service Class 8 (Satellite)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Number of connections subject to Stop-the-Clock events				
Connections subject to 'Stop-the-clock' events	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	NA
	Major/Minor Rural Area (Service Level 20 BD)				
	≤ 10 BD	> 10 to ≤ 20 BD	> 20 to ≤ 30 BD	> 30 BD	Average (median)
Service Class 8 (Satellite)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Number of connections subject to Stop-the-Clock events				

Connections subject to 'Stop-the-clock' events	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	NA
Remote Area (Service Level 20 BD)					
	≤ 10 BD	> 10 to ≤ 20 BD	> 20 to ≤ 30 BD	> 30 BD	Average (median)
Service Class 8 (Satellite)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Number of connections subject to Stop-the-Clock events				
Connections subject to 'Stop-the-clock' events	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	NA
Isolated Area (Service Level 35 BD)					
	≤ 17 BD	> 17 to ≤ 35 BD	> 35 to ≤ 52 BD	> 52 BD	Average (median)
Service Class 2 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 8 (Satellite)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Number of connections subject to Stop-the-Clock events				
Connections subject to 'Stop-the-clock' events	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	NA
Isolated Area (Service Level 40 BD)					
	≤ 20 BD	> 20 to ≤ 40 BD	> 40 to ≤ 60 BD	> 60 BD	Average (median)
Service Class 1 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Number of connections subject to Stop-the-Clock events				
Connections subject to 'Stop-the-clock' events	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	NA

Metric 2 Priority Assistance (PA) Connections – Location, Service Class and number of days to connect

Urban Area (Service Level 24 hours)			
Service class	≤ 24 hours	> 24 to ≤ 48 hours	> 48 hours	Average hours (median)
Service class 3 PA connections (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 13 PA connections (FTTB)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 13 PA connections (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 24 PA connections (HFC)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 34 PA connections (FTTC) **(Where no FTTC-NCD Shortfall applies)**	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events			
Connections subject to 'Stop-the-clock' events	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA
Major Rural Areas (Service Level 24 hours)			
	≤ 24 hours	> 24 to ≤ 48 hours	> 48 hours	Average hours (median)
Service class 3 PA connections (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 13 PA connections (FTTB)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 13 PA connections (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 34 PA connections (FTTC) **(Where no FTTC-NCD Shortfall applies)**	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events)			
Connections subject to 'Stop-the-clock' events	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA

Minor Rural Areas (Service Level 24 hours)				
	≤ 24 hours	> 24 to ≤ 48 hours	> 48 hours	Average hours
Service class 3 PA connections (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 13 PA connections (FTTB)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 13 PA connections (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 34 PA connections (FTTC) (Where no FTTC-NCD Shortfall applies)	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events			
Connections subject to 'Stop-the-clock' events	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA
Remote Area (Service Level 48 hours)				
	≤ 24 hours	> 24 to ≤ 48 hours	> 48 hours	Average hours (median)
Service class 3 PA connections (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 13 PA connections (FTTB)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 13 PA connections (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 34 PA connections (FTTC) (Where no FTTC-NCD Shortfall applies)	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events			
Connections subject to 'Stop-the-clock' events	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA

Isolated Area (Service Level 48 hours)				
	≤ 24 hours	> 24 to ≤ 48 hours	> 48 hours	Average hours (median)
Service class 3 PA connections (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 13 PA connections (FTTB)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 13 PA connections (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]
Service class 34 PA connections (FTTC) (Where no FTTC-NCD Shortfall applies)	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to Stop-the-Clock events			
Connections subject to 'Stop-the-clock' events	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA

Metric 3 Accelerated Connections – Location, Service Class and number of days to connect

Urban Area (Service Level 4 BD)					
Service Class	≤ 2 BD	> 2 to ≤ 4 BD	> 4 to ≤ 6 BD	> 6 BD	Average (median)
Service Class 1 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 2 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 11 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 12 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 21 (HFC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 22 (HFC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 23 (HFC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 31 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 32 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 33 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 34 (FTTC) **(Where an FTTC-NCD Shortfall applies)**	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert total]	[Insert total]	[Insert total]	[Insert total]	NA
	Number of connections subject to Stop-the-Clock events				
Connections subject to 'Stop-the-clock' events	[Insert –subset of total]	[Insert –subset of total	[Insert –subset of total	[Insert –subset of total	NA
Major Rural Area (Service Level 9 BD)					
	≤ 5 BD	> 5 to ≤ 9 BD	> 9 to ≤ 15 BD	> 15 BD	Average (median)
Service Class 1 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

	≤ 7 BD	> 7 to ≤ 14 BD	> 14 to ≤ 21BD	> 21 BD	Average (median)
Service Class 2 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 11 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 12 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 31 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 32 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 33 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 34 (FTTC) **(Where an FTTC-NCD Shortfall applies)**	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert total]	[Insert total]	[Insert total]	[Insert total]	NA
	Number of connections subject to Stop-the-Clock events				
Connections subject to 'Stop-the-clock' events	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA
Minor Rural Area (Service Level 14 BD)					
	≤ 7 BD	> 7 to ≤ 14 BD	> 14 to ≤ 21BD	> 21 BD	Average (median)
Service Class 1 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 2 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 11 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 12 (FTTN)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 31 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 32 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 33 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Service Class 34 (FTTC)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

(Where an FTTC-NCD Shortfall applies)					
Total	[Insert total]	[Insert total]	[Insert total]	[Insert total]	NA
	Number of connections subject to Stop-the-Clock events				
Connections subject to 'Stop-the-clock' events	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA

Metric 4 Right-First-Time connections and those requiring additional work

FTTP Network						
		Urban Area				
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 1 BD	> 1 to ≤ 2 BD	> 2 BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
		Major/Minor Rural Area				
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 2 BD	> 2 to ≤ 4 BD	> 4 to ≤ 6 BD	> 6 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
		Remote Area				
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 3 BD	> 3 to ≤ 4 BD	> 4 to ≤ 6 BD	> 6 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

FTTB Network						
	Urban Area					
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 1 BD	> 1 to ≤ 2 BD	> 2 BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
	Major/Minor Rural Area					
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 2 BD	> 2 to ≤ 4 B	> 4 to ≤ 6 BD	> 6 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Remote Area					
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 3 BD	> 3 to ≤ 4 BD	> 4 to ≤ 6 BD	> 6 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

FTTN Network						
Urban Area						
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 1 BD	> 1 to ≤ 2 BD	> 2 BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
Major/Minor Rural Area						
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 2 BD	> 2 to ≤ 4 B	> 4 to ≤ 6 BD	> 6 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Remote Area						
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 3 BD	> 3 to ≤ 4 BD	> 4 to ≤ 6 BD	> 6 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

FTTC Network						
		Urban Area				
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 1 BD	> 1 to ≤ 2 BD	> 2 BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
		Major/Minor Rural Area				
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 2 BD	> 2 to ≤ 4 B(change window)	> 4 to ≤ 6 BD	> 6 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
		Remote Area				
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 3 BD	> 3 to ≤ 4 BD	> 4 to ≤ 6 BD	> 6 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

HFC Network					
	Urban Area				
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.			
		≤ 1 BD	> 1 to ≤ 2 BD	> 2 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Fixed Wireless Network						
	Urban Area					
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 1 BD	> 1 to ≤ 2 BD	> 2 BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
	Major/Minor Rural Area					
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 2 BD	> 2 to ≤ 4 B	> 4 to ≤ 6 BD	> 6 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Remote Area					
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 3 BD	> 3 to ≤ 4 BD	> 4 to ≤ 6 BD	> 6 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Satellite Network						
	Urban Area					
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 1 BD	> 1 to ≤ 2 BD	> 2 BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
	Major/Minor Rural Area					
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 3 BD	> 3 to ≤ 4 B	> 4 to ≤ 6 BD	> 6 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Remote Area					
Right-First-Time total connections	Failed connection – New Service Never Worked Physical	Time taken to rectify fault and confirm connection. Time starts from when NBN Co accept trouble ticket within the first 20 business days of a physical connection.				
		≤ 4 BD	> 4 to ≤ 6 BD	> 6 to ≤ 8 BD	> 8 BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Metric 5 Service Transfers – Location and number of days to implement transfer

FTTP Network	Urban Area		Major/Minor Rural Area	
	≤ 1 BD	> 1 BD	≤ 1 BD	> 1 BD
Transfers	[Insert]	[Insert]	[Insert]	[Insert]
Transfers: Connect Outstanding	[Insert]	[Insert]	[Insert]	[Insert]
Transfers: Reversal	[Insert]	[Insert]	[Insert]	[Insert]

FTTB Network	Urban Area		Major/Minor Rural Area	
	≤ 1 BD	> 1 BD	≤ 1 BD	> 1 BD
Transfers	[Insert]	[Insert]	[Insert]	[Insert]
Transfers: Connect Outstanding	[Insert]	[Insert]	[Insert]	[Insert]
Transfers: Reversal	[Insert]	[Insert]	[Insert]	[Insert]

FTTN Network	Urban Area		Major/Minor Rural Area	
	≤ 1 BD	> 1 BD	≤ 1 BD	> 1 BD
Transfers	[Insert]	[Insert]	[Insert]	[Insert]
Transfers: Connect Outstanding	[Insert]	[Insert]	[Insert]	[Insert]
Transfers: Reversal	[Insert]	[Insert]	[Insert]	[Insert]

FTTC Network	Urban Area		Major/Minor Rural Area	
	≤ 1 BD	> 1 BD	≤ 1 BD	> 1 BD
Transfers	[Insert]	[Insert]	[Insert]	[Insert]
Transfers: Connect Outstanding	[Insert]	[Insert]	[Insert]	[Insert]
Transfers: Reversal	[Insert]	[Insert]	[Insert]	[Insert]

HFC Network	Urban Area	
	≤ 1 BD	> 1 BD
Transfers	[Insert]	[Insert]
Transfers: Connect Outstanding	[Insert]	[Insert]
Transfers: Reversal	[Insert]	[Insert]

Fixed Wireless Network	Urban Area		Major/Minor Rural Area	
	≤ 1 BD	> 1 BD	≤ 1 BD	> 1 BD
Transfers	[Insert]	[Insert]	[Insert]	[Insert]
Transfers: Connect Outstanding	[Insert]	[Insert]	[Insert]	[Insert]
Transfers: Reversal	[Insert]	[Insert]	[Insert]	[Insert]

Satellite Network	Urban Area		Major/Minor Rural Area		Remote Area		Limited Access Area	
	≤ 1 BD	> 1 BD	≤ 1 BD	> 1 BD	≤ 1 BD	> 1 BD	≤ 1 BD	> 1 BD
Transfers	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Transfers: Connect Outstanding	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Transfers: Reversal	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Metric 6 Connection and Fault Rectification Appointment Keeping

Urban Area					
Connections appointment keeping: attend premises <u>within a 4 hour period</u> or 15 minutes thereafter					
Total appointments	Appointment did not start or was re-scheduled due to RSP/End user	Met the appointment time that was not previously re-scheduled	Met the appointment time that was previously re-scheduled	Did not meet the appointment window due to NBN Co	Re-scheduled the appointment to a future date due to NBN Co
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Fault rectification appointment keeping: attend premises <u>within a 4 hour period</u> or 15 minutes thereafter					
Total appointments	Appointment did not start or was re-scheduled due to RSP/End user	Met the appointment time that was not previously re-scheduled	Met the appointment time that was previously re-scheduled	Did not meet the appointment window due to NBN Co	Re-scheduled the appointment to a future date due to NBN Co
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Major Rural Area					
Connections appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u>					
Total appointments	Appointment did not start or was re-scheduled due to RSP/End user	Met the appointment time that was not previously re-scheduled	Met the appointment time that was previously re-scheduled	Did not meet the appointment window due to NBN Co	Re-scheduled the appointment to a future date due to NBN Co
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Fault rectification appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u>					

Total appointments	Appointment did not start or was re-scheduled due to RSP/End user	Met the appointment time that was not previously re-scheduled	Met the appointment time that was previously re-scheduled	Did not meet the appointment window due to NBN Co	Re-scheduled the appointment to a future date due to NBN Co
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Minor Rural Area

Connections appointment keeping: attend premises within a period of between 4 and 5 hours or 45 minutes thereafter

Total appointments	Appointment did not start or was re-scheduled due to RSP/End user	Met the appointment time that was not previously re-scheduled	Met the appointment time that was previously re-scheduled	Did not meet the appointment window due to NBN Co	Re-scheduled the appointment to a future date due to NBN Co
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Fault rectification appointment keeping: attend premises within a period of between 4 and 5 hours or 45 minutes thereafter

Total appointments	Appointment did not start or was re-scheduled due to RSP/End user	Met the appointment time that was not previously re-scheduled	Met the appointment time that was previously re-scheduled	Did not meet the appointment window due to NBN Co	Re-scheduled the appointment to a future date due to NBN Co
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Remote Area

Connections appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u> or 45 minutes thereafter

Total appointments	Appointment did not start or was re-scheduled due to RSP/End user	Met the appointment time that was not previously re-scheduled	Met the appointment time that was previously re-scheduled	Did not meet the appointment window due to NBN Co	Re-scheduled the appointment to a future date due to NBN Co
	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Fault rectification appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u> or 45 minutes thereafter

Total appointments	Appointment did not start or was re-scheduled due to RSP/End user	Met the appointment time that was not previously re-scheduled	Met the appointment time that was previously re-scheduled	Did not meet the appointment window due to NBN Co	Re-scheduled the appointment to a future date due to NBN Co
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Isolated Area

Connections appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u> or 45 minutes thereafter

Total appointments	Appointment did not start or was re-scheduled due to RSP/End user	Met the appointment time that was not previously re-scheduled	Met the appointment time that was previously re-scheduled	Did not meet the appointment window due to NBN Co	Re-scheduled the appointment to a future date due to NBN Co
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Fault rectification appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u> or 45 minutes thereafter

Total appointments	Appointment did not start or was re-scheduled due to RSP/End user	Met the appointment time that was not previously re-scheduled	Met the appointment time that was previously re-scheduled	Did not meet the appointment window due to NBN Co	Re-scheduled the appointment to a future date due to NBN Co
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Limited Access Area					

Connections appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u> or 45 minutes thereafter

Total appointments	Appointment did not start or was re-scheduled due to RSP/End user	Met the appointment time that was not previously re-scheduled	Met the appointment time that was previously re-scheduled	Did not meet the appointment window due to NBN Co	Re-scheduled the appointment to a future date due to NBN Co
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Fault rectification appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u> or 45 minutes thereafter

Total appointments	Appointment did not start or was re-scheduled due to RSP/End user	Met the appointment time that was not previously re-scheduled	Met the appointment time that was previously re-scheduled	Did not meet the appointment window due to NBN Co	Re-scheduled the appointment to a future date due to NBN Co
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Metric 7 Faults frequency and time taken to rectify Fault

	Total no. of faults – Urban Area	Urban Area & other locations: <u>Not requiring</u> external/internal plant work or nbn attendance at Premises (Service Level: 5pm next BD)			
		No. rectified within ≤ 1 BD	No. rectified between > 1 to ≤ 2 BD	No. rectified in > 2 BD	No. rectified subject to STC events
FTTP Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTB Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTN Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTC Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
HFC Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Fixed Wireless Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Satellite Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Total no. of faults – Urban Area	Urban Areas: <u>Requiring</u> external/internal plant work or nbn attendance at premises (Service Level: 5pm third BD)			
		No. rectified within ≤ 3 BD	No. rectified between > 3 to ≤ 8 BD	No. rectified in > 8 BD	No. rectified subject to STC events
Satellite Network	[insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Total no. of faults – Major/Minor Rural Areas	Major/Minor Rural Areas: <u>Requiring</u> external/internal plant work or nbn attendance at Premises (Service Level: 5pm second BD)			

		No. rectified within ≤ 2 BD	No. rectified between > 2 to ≤ 8 BD	No. rectified in > 8 BD	No. rectified subject to STC events
FTTP Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTB Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTN Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTC Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Fixed Wireless Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Total no. of faults – Remote Areas	**Remote Areas: <u>Requiring</u> external/internal plant work or nbn attendance at Premises (Service Level: 5pm third BD)**			
		No. rectified within ≤ 3 BD	No. rectified between > 3 to ≤ 8 BD	No. rectified in > 8 BD	No. rectified subject to STC events
FTTP Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTB Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTN Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTC Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Fixed Wireless Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Total no. of faults – Major/Minor Rural Areas	**Major/Minor Rural Areas: <u>Requiring</u> external/internal plant work or nbn attendance at Premises (Service Level: 5pm third BD)**			
		No. rectified within ≤ 3 BD	No. rectified between > 3 to ≤ 8 BD	No. rectified in > 8 BD	No. rectified subject to STC events

Satellite Network	[insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Total no. of faults – Remote Areas	**Remote Areas: Requiring external/internal plant work or nbn attendance at Premises (Service Level: 5pm third BD)**			
		No. rectified within ≤ 3 BD	No. rectified between > 3 to ≤ 8 BD	No. rectified in > 8 BD	No. rectified subject to STC events
FTTP Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTB Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTN Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTC Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Fixed Wireless Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Total no. of faults – Remote areas	**Remote Areas: Requiring external/internal plant work or nbn attendance at premises (Service Level: 5pm fourth BD)**			
		No. rectified within ≤ 4 BD	No. rectified between > 4 to ≤ 8 BD	No. rectified in > 8 BD	No. rectified subject to STC events
Satellite Network	[insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Total no. of faults – Isolated Areas	**Isolated Areas: Requiring external/internal plant work or nbn attendance at Premises (Service Level: 5pm tenth BD)**			
		No. rectified within ≤ 10 BD	No. rectified between > 10 to ≤ 20 BD	No. rectified in > 20 BD	No. rectified subject to STC events
FTTP Network	[insert]	[Insert]	[Insert]	[Insert]	[Insert]
Satellite Network	[insert]	[Insert]	[Insert]	[Insert]	[Insert]

Metric 8: Faults frequency – Location and time taken to rectify service faults for Priority Assistance End Users

Urban Areas (Service Level: 24 hours)			
	Total no. of Priority Assistance faults – Urban Areas	No. PA services rectified ≤ 24 hours	No. PA services rectified > 24 to ≤ 48 hours	No. PA services rectified > 48 hours
FTTP Network	[Insert]	[Insert]	[Insert]	[Insert]
FTTB Network	[Insert]	[Insert]	[Insert]	[Insert]
FTTN Network	[Insert]	[Insert]	[Insert]	[Insert]
FTTC Network	[Insert]	[Insert]	[Insert]	[Insert]
HFC Network	[Insert]	[Insert]	[Insert]	[Insert]

Minor/Major Rural Areas (Service Level: 24 hours)			
	Total no. of Priority Assistance faults – Urban Areas	No. PA services rectified ≤ 24 hours	No. PA services rectified > 24 to ≤ 48 hours	No. PA services rectified > 48 hours
FTTP Network	[Insert]	[Insert]	[Insert]	[Insert]
FTTB Network	[Insert]	[Insert]	[Insert]	[Insert]
FTTN Network	[Insert]	[Insert]	[Insert]	[Insert]
FTTC Network	[Insert]	[Insert]	[Insert]	[Insert]
HFC Network	[Insert]	[Insert]	[Insert]	[Insert]

Remote Areas Not requiring plant work or nbn attendance (Service Level: 24 hours)			
	Total no. of Priority Assistance faults – Urban Areas	No. PA services rectified	No. PA services rectified	No. PA services rectified

	≤ 24 hours	> 24 to ≤ 48 hours	> 48 hours
FTTP Network	[Insert]	[Insert]	[Insert]	[Insert]
FTTB Network	[Insert]	[Insert]	[Insert]	[Insert]
FTTN Network	[Insert]	[Insert]	[Insert]	[Insert]
FTTC Network	[Insert]	[Insert]	[Insert]	[Insert]
HFC Network	[Insert]	[Insert]	[Insert]	[Insert]

Remote Areas: <u>Requiring</u> plant work or nbn attendance at Premises (Service Level: 48 hours)			
	Total no. of Priority Assistance faults – Remote Areas requiring plant work or attendance	No. PA services rectified ≤ 48 hours	No. PA services rectified > 48 to ≤ 96 hours	No. PA services rectified > 96 hours
FTTP Network	[Insert]	[Insert]	[Insert]	[Insert]
FTTB Network	[Insert]	[Insert]	[Insert]	[Insert]
FTTN Network	[Insert]	[Insert]	[Insert]	[Insert]
FTTC Network	[Insert]	[Insert]	[Insert]	[Insert]

Metric 9: Performance Incidents – Location, Service level and time taken to rectify

Total no. of performance incidents		Urban Area (Service Level: 5pm seventh BD)				No. of services designated for network activity
Urban Area		No. rectified ≤ 7 BD	No. rectified > 7 to ≤ 14 BD	No. rectified > 14 to ≤ 21 BD	No. rectified > 21 BD	
FTTN Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTC Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
HFC Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Total no. of performance incidents		Major/Minor Rural Areas: (Service Level: 5pm tenth BD)				No. of services designated for network activity
Major/Minor Rural Areas		No. rectified ≤ 10 BD	No. rectified > 10 to ≤ 20 BD	No. rectified > 20 to ≤ 30 BD	No. rectified > 30 BD	
FTTN Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTC Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Total no. of performance incidents		Remote Areas: (Service Level: 5pm fifteenth BD)				No. of services designated for network activity
Remote Areas		No. rectified ≤ 15 BD	No. rectified > 15 to ≤ 30 BD	No. rectified > 30 to ≤ 45 BD	No. rectified > 45 BD	
FTTN Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTC Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Metric 10: Network Faults* – Location, number and volume of services impacted and time to rectify

State/Territory	Services impacted	Volume of Network Faults (according to rectification time)	
	Priority 1 (>5,000 services impacted)	≤ 6 hours	>6 hours
Queensland	[Insert]	[Insert]	[Insert]
New South Wales	[Insert]	[Insert]	[Insert]
Victoria	[Insert]	[Insert]	[Insert]
South Australia	[Insert]	[Insert]	[Insert]
Western Australia	[Insert]	[Insert]	[Insert]
Tasmania	[Insert]	[Insert]	[Insert]
ACT	[Insert]	[Insert]	[Insert]
Northern Territory	[Insert]	[Insert]	[Insert]
Non-location specific network faults	N/A	[Insert]	[Insert]
	Priority 2 (501 to 5,000 services impacted)	≤12 hours	>12 hours
Queensland	[Insert]	[Insert]	[Insert]
New South Wales	[Insert]	[Insert]	[Insert]
Victoria	[Insert]	[Insert]	[Insert]
South Australia	[Insert]	[Insert]	[Insert]
Western Australia	[Insert]	[Insert]	[Insert]
Tasmania	[Insert]	[Insert]	[Insert]
ACT	[Insert]	[Insert]	[Insert]
Northern Territory	[Insert]	[Insert]	[Insert]
Non-location specific network faults	N/A	[Insert]	[Insert]
	Priority 3 (121 to 500 services impacted)	≤20 hours	>20 hours
Queensland	[Insert]	[Insert]	[Insert]

New South Wales	[Insert]	[Insert]	[Insert]
Victoria	[Insert]	[Insert]	[Insert]
South Australia	[Insert]	[Insert]	[Insert]
Western Australia	[Insert]	[Insert]	[Insert]
Tasmania	[Insert]	[Insert]	[Insert]
ACT	[Insert]	[Insert]	[Insert]
Northern Territory	[Insert]	[Insert]	[Insert]
Non-location specific network faults	N/A	[Insert]	[Insert]
	Priority 4 (1 to 120 services impacted)	≤28 hours	>28 hours
Queensland	[Insert]	[Insert]	[Insert]
New South Wales	[Insert]	[Insert]	[Insert]
Victoria	[Insert]	[Insert]	[Insert]
South Australia	[Insert]	[Insert]	[Insert]
Western Australia	[Insert]	[Insert]	[Insert]
Tasmania	[Insert]	[Insert]	[Insert]
ACT	[Insert]	[Insert]	[Insert]
Northern Territory	[Insert]	[Insert]	[Insert]
Non-location specific network faults	N/A	[Insert]	[Insert]

*Note there may be a small number of Network Faults under a designated priority level which impact a different volume of services different to the standard volume associated with that priority level.

Metric 11: Recurring Faults – Location, number of services and access type

	The total number of services experiencing 3+ faults in any 60-day reporting period (where the 3rd or any subsequent fault occurs during the reporting period)				The total number of services experiencing 4+ faults in any 12-month reporting period (where the 4th or any subsequent fault occurs during the reporting period).			
Access Type	Urban Area	Major Rural Area	Minor Rural Area	Remote Area	Urban Area	Major Rural Area	Minor Rural Area	Remote Area
FTTP Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTB Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTN Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
FTTC Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
HFC Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Fixed Wireless Network	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Metric 12: Dropouts – Location, volume of dropouts and access type

FTTP Network			
Volume of dropouts by month	**Number of services impacted by location of premises**		
	Urban Area	**Major Rural**	**Minor Rural Area**
1 to ≤ 4 dropouts	[Insert]	[Insert]	[Insert]
>4 to ≤ 7 dropouts	[Insert]	[Insert]	[Insert]
> 7 dropouts	[Insert]	[Insert]	[Insert]

FTTB Network			
Volume of dropouts by month	**Number of services impacted by location of premises**		
	Urban Area	**Major Rural**	**Minor Rural Area**
1 to ≤ 4 dropouts	[Insert]	[Insert]	[Insert]
>4 to ≤ 7 dropouts	[Insert]	[Insert]	[Insert]
> 7 dropouts	[Insert]	[Insert]	[Insert]

FTTN Network			
Volume of dropouts by month	**Number of services impacted by location of premises**		
	Urban Area	**Major Rural**	**Minor Rural Area**
1 to ≤ 4 dropouts	[Insert]	[Insert]	[Insert]
>4 to ≤ 7 dropouts	[Insert]	[Insert]	[Insert]
> 7 dropouts	[Insert]	[Insert]	[Insert]

FTTC Network			
Volume of dropouts by month	**Number of services impacted by location of premises**		
	Urban Area	**Major Rural**	**Minor Rural Area**
1 to ≤ 4 dropouts	[Insert]	[Insert]	[Insert]
>4 to ≤ 7 dropouts	[Insert]	[Insert]	[Insert]
> 7 dropouts	[Insert]	[Insert]	[Insert]

HFC Network	
Volume of dropouts by month	**Number of services impacted by location of premises**
	Urban Area
1 to ≤ 4 dropouts	[Insert]
>4 to ≤ 7 dropouts	[Insert]
> 7 dropouts	[Insert]

Metric 13: Planned and Emergency Outages – Volume and duration

Volume of Planned Outages (does not include outages driven by 3rd parties or Planned Outages to support on Demand Fibre Connections)				
FTTP Network				
Outages timeframe (change window)	**Outages impacting 1<120 services**	**Outages impacting 121<500 services**	**Outages impacting 501<5000 services**	**Outages impacting >5000 services**
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage Duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:00am - 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Volume of Planned Outages (does not include outages driven by 3rd parties or Planned Outages to support on Demand Fibre Connections)				
FTTB Network				
Outages timeframe (change window)	**Outages impacting 1<120 services**	**Outages impacting 121<500 services**	**Outages impacting 501<5000 services**	**Outages impacting >5000 services**
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage Duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:00am - 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Volume of Planned Outages (does not include outages driven by 3rd parties or Planned Outages to support on Demand Fibre Connections)				
FTTN Network				
Outages timeframe (change window)	**Outages impacting 1<120 services**	**Outages impacting 121<500 services**	**Outages impacting 501<5000 services**	**Outages impacting >5000 services**
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage Duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:00am - 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Volume of Planned Outages (does not include outages driven by 3rd parties or Planned Outages to support on Demand Fibre Connections)				
FTTC Network				
Outages timeframe (change window)	**Outages impacting 1<120 services**	**Outages impacting 121<500 services**	**Outages impacting 501<5000 services**	**Outages impacting >5000 services**
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage Duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:00am - 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Volume of Planned Outages (does not include outages driven by 3rd parties or Planned Outages to support on Demand Fibre Connections)				
HFC Network				
Outages timeframe (change window)	Outages impacting 1<120 services	Outages impacting 121<500 services	Outages impacting 501<5000 services	Outages impacting >5000 services
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage Duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:00am - 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Volume of Planned Outages (does not include outages driven by 3rd parties or Planned Outages to support on Demand Fibre Connections)				
Fixed Wireless Network				
Outages timeframe (change window)	**Outages impacting 1<120 services**	**Outages impacting 121<500 services**	**Outages impacting 501<5000 services**	**Outages impacting >5000 services**
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage Duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:00am - 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Volume of Planned Outages (does not include outages driven by 3rd parties or Planned Outages to support on Demand Fibre Connections)				
Satellite Network				
Outages timeframe (change window)	**Outages impacting 1<120 services**	**Outages impacting 121<500 services**	**Outages impacting 501<5000 services**	**Outages impacting >5000 services**
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage Duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:00am - 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Notification timeframe (*Does not include outages caused by 3rd parties (e.g. planned power outages)*)	**Number and percentage of Planned Outages within timeframe**						
	FTTP Network	**FTTB Network**	**FTTN Network**	**FTTC Network**	**HFC Network**	**Fixed Wireless Network**	**Satellite Network**
≤ 1 Business Day's notice	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]
	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]

> 1 to ≤ 5 Business Days' notice	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]
	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]
> 5 to ≤ 10 Business Days' notice	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]
	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]
> 10 Business Days' notice	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]
	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]

Number and percentage of Planned Outages which occurred entirely within the proposed scheduled window as contained in the Planned Outage notice						
FTTP Network	FTTB Network	FTTN Network	FTTC Network	HFC Network	Fixed Wireless Network	Satellite Network
[insert]	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]
[insert %]	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]	[insert %]

Emergency Outages by volume and timeframe				
FTTP Network				
Outage timeframe	Outages impacting 1<120 services	Outages impacting 121<500 services	Outages impacting 501<5000 services	Outages impacting >5000 services
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				

6:01am – 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Emergency Outages by volume and timeframe				
FTTB Network				
Outage timeframe	Outages impacting 1<120 services	Outages impacting 121<500 services	Outages impacting 501<5000 services	Outages impacting >5000 services
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:01am – 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Emergency Outages by volume and timeframe				
FTTN Network				
Outage timeframe	Outages impacting 1<120 services	Outages impacting 121<500 services	Outages impacting 501<5000 services	Outages impacting >5000 services
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:01am – 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Emergency Outages by volume and timeframe				
FTTC Network				
Outage timeframe	Outages impacting 1<120 services	Outages impacting 121<500 services	Outages impacting 501<5000 services	Outages impacting >5000 services
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:01am – 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Emergency Outages by volume and timeframe				
HFC Network				
Outage timeframe	Outages impacting 1<120 services	Outages impacting 121<500 services	Outages impacting 501<5000 services	Outages impacting >5000 services
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:01am – 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Emergency Outages by volume and timeframe				
Fixed Wireless Network				
Outage timeframe	Outages impacting 1<120 services	Outages impacting 121<500 services	Outages impacting 501<5000 services	Outages impacting >5000 services
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:01am – 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Emergency Outages by volume and timeframe				
Satellite Network				
Outage timeframe	Outages impacting 1<120 services	Outages impacting 121<500 services	Outages impacting 501<5000 services	Outages impacting >5000 services
Outages started and finished ≤ 1 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 1 to ≤ 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished > 3 BD	[Insert]	[Insert]	[Insert]	[Insert]
Estimated Outage duration (average)	[Insert]	[Insert]	[Insert]	[Insert]
Time majority of outage took place				
6:01am – 10:59pm	[Insert]	[Insert]	[Insert]	[Insert]
11:00pm – 6:00am	[Insert]	[Insert]	[Insert]	[Insert]

Metric 14: Speed performance of FTTP, FTTN, FTTC and HFC networks

Fixed line speed capability and number of services – Downlink			
FTTP Network			
The **estimated and active** number of fixed line services capable of achieving maximum data transfer Peak Information Rates			
Urban area			
Peak Information Rate – Downlink	**Estimated number of services capable of achieving maximum PIR**	**Estimated number of services as a proportion of the total fixed line network services**	**Number of active services achieving the maximum PIR**
< 25 Mbps	[Insert]	[Insert]	[Insert]
≥ 25 to < 50 Mbps	[Insert]	[Insert]	[Insert]
≥50 to < 75 Mbps	[Insert]	[Insert]	[Insert]
≥75 to < 100 Mbps	[Insert]	[Insert]	[Insert]
≥100Mbps < 249Mbps	[Insert]	[Insert]	[Insert]
≥250Mbps < 1Gbps	[Insert]	[Insert]	[Insert]
Minor/Major Rural area			
Peak Information Rate – Downlink	**Estimated number of services capable of achieving maximum PIR**	**Estimated number of services as a proportion of the total fixed line network services**	**Number of active services achieving the maximum PIR**
< 25 Mbps	[Insert]	[Insert]	[Insert]

≥ 25 to < 50 Mbps	[Insert]	[Insert]	[Insert]
≥50 to < 75 Mbps	[Insert]	[Insert]	[Insert]
≥75 to < 100 Mbps	[Insert]	[Insert]	[Insert]
≥100Mbps < 249Mbps	[Insert]	[Insert]	[Insert]
≥250Mbps < 1Gbps	[Insert]	[Insert]	[Insert]
FTTN Network			
The estimated and active number of fixed line services capable of achieving maximum data transfer Peak Information Rates			
Urban area			
Peak Information Rate – Downlink	**Estimated number of services capable of achieving maximum PIR**	**Estimated number of services as a proportion of the total fixed line network services**	**Number of active services achieving the maximum PIR**
< 25 Mbps	[Insert]	[Insert]	[Insert]
≥ 25 to < 50 Mbps	[Insert]	[Insert]	[Insert]
≥50 to < 75 Mbps	[Insert]	[Insert]	[Insert]
≥75 to < 100 Mbps	[Insert]	[Insert]	[Insert]
≥100Mbps < 249Mbps	[Insert]	[Insert]	[Insert]
≥250Mbps < 1Gbps	[Insert]	[Insert]	[Insert]
Minor/Major Rural area			

Peak Information Rate – Downlink	Estimated number of services capable of achieving maximum PIR	Estimated number of services as a proportion of the total fixed line network services	Number of active services achieving the maximum PIR
< 25 Mbps	[Insert]	[Insert]	[Insert]
≥ 25 to < 50 Mbps	[Insert]	[Insert]	[Insert]
≥50 to < 75 Mbps	[Insert]	[Insert]	[Insert]
≥75 to < 100 Mbps	[Insert]	[Insert]	[Insert]
≥100Mbps < 249Mbps	[Insert]	[Insert]	[Insert]
≥250Mbps < 1Gbps	[Insert]	[Insert]	[Insert]
FTTC Network			
The **estimated and active** number of fixed line services capable of achieving maximum data transfer Peak Information Rates			
Urban area			
Peak Information Rate – Downlink	Estimated number of services capable of achieving maximum PIR	Estimated number of services as a proportion of the total fixed line network services	Number of active services achieving the maximum PIR
< 25 Mbps	[Insert]	[Insert]	[Insert]
≥ 25 to < 50 Mbps	[Insert]	[Insert]	[Insert]
≥50 to < 75 Mbps	[Insert]	[Insert]	[Insert]
≥75 to < 100 Mbps	[Insert]	[Insert]	[Insert]

≥100Mbps < 249Mbps	[Insert]	[Insert]	[Insert]
≥250Mbps < 1Gbps	[Insert]	[Insert]	[Insert]
Minor/Major Rural area			
Peak Information Rate – Downlink	**Estimated number of services capable of achieving maximum PIR**	**Estimated number of services as a proportion of the total fixed line network services**	**Number of active services achieving the maximum PIR**
< 25 Mbps	[Insert]	[Insert]	[Insert]
≥ 25 to < 50 Mbps	[Insert]	[Insert]	[Insert]
≥50 to < 75 Mbps	[Insert]	[Insert]	[Insert]
≥75 to < 100 Mbps	[Insert]	[Insert]	[Insert]
≥100Mbps < 249Mbps	[Insert]	[Insert]	[Insert]
≥250Mbps < 1Gbps	[Insert]	[Insert]	[Insert]
HFC Network			
The estimated and active number of fixed line services capable of achieving maximum data transfer Peak Information Rates			
Urban area			
Peak Information Rate – Downlink	**Estimated number of services capable of achieving maximum PIR**	**Estimated number of services as a proportion of the total fixed line network services**	**Number of active services achieving the maximum PIR**
< 25 Mbps	[Insert]	[Insert]	[Insert]

≥ 25 to < 50 Mbps	[Insert]	[Insert]	[Insert]
≥50 to < 75 Mbps	[Insert]	[Insert]	[Insert]
≥75 to < 100 Mbps	[Insert]	[Insert]	[Insert]
≥100Mbps < 249Mbps	[Insert]	[Insert]	[Insert]
≥250Mbps < 1Gbps	[Insert]	[Insert]	[Insert]

s.

Fixed line speed capability and number of services – Uplink	
FTTP Network	
The **actual** number of fixed line services capable of achieving a maximum data transfer rate	
Urban area	
Peak Information Rate - Uplink	**Number of services**
< 5 Mbps	[Insert]
≥ 5 to < 10 Mbps	[Insert]
≥ 10 to < 20 Mbps	[Insert]
≥ 20 Mbps	[Insert]
Minor/Major Rural area	
Peak Information Rate - Uplink	**Number of services**
< 5 Mbps	[Insert]
≥ 5 to < 10 Mbps	[Insert]
≥ 10 to < 20 Mbps	[Insert]
≥ 20 Mbps	[Insert]
FTTN Network	
The **actual** number of fixed line services capable of achieving a maximum data transfer rate	
Urban area	

Peak Information Rate - Uplink	Number of services
< 5 Mbps	[Insert]
≥ 5 to < 10 Mbps	[Insert]
≥ 10 to < 20 Mbps	[Insert]
≥ 20 Mbps	[Insert]
Minor/Major Rural area	
Peak Information Rate - Uplink	**Number of services**
< 5 Mbps	[Insert]
≥ 5 to < 10 Mbps	[Insert]
≥ 10 to < 20 Mbps	[Insert]
≥ 20 Mbps	[Insert]
FTTC Network	
The actual number of fixed line services capable of achieving a maximum data transfer rate	
Urban area	
Peak Information Rate - Uplink	**Number of services**
< 5 Mbps	[Insert]
≥ 5 to < 10 Mbps	[Insert]
≥ 10 to < 20 Mbps	[Insert]

≥ 20 Mbps	[Insert]
Minor/Major Rural area	
Peak Information Rate - Uplink	**Number of services**
< 5 Mbps	[Insert]
≥ 5 to < 10 Mbps	[Insert]
≥ 10 to < 20 Mbps	[Insert]
≥ 20 Mbps	[Insert]
HFC Network	
The actual number of fixed line services capable of achieving a maximum data transfer rate	
Urban area	
Peak Information Rate - Uplink	**Number of services**
< 5 Mbps	[Insert]
≥ 5 to < 10 Mbps	[Insert]
≥ 10 to < 20 Mbps	[Insert]
≥ 20 Mbps	[Insert]

Metric 15: Speed performance of the Fixed Wireless Network

Fixed Wireless average busy period performance categories - Downlink			
Month	**Network Busy Period performance category – Downlink**	**% of Fixed Wireless Network in category**	**% of Fixed Wireless Services in Operation (SIO) in category**
[Insert]	≤ 25 Mbps	[Insert]	[Insert]
	> 25 Mbps to ≤ 50 Mbps	[Insert]	[Insert]
	> 50 Mbps to ≤ 75 Mbps	[Insert]	[Insert]
	> 75 Mbps to ≤ 100 Mbps	[Insert]	[Insert]
	> 100 Mbps to ≤ 150 Mbps	[Insert]	[Insert]
	> 150 Mbps to ≤ 200 Mbps	[Insert]	[Insert]
	> 200 Mbps to ≤ 400 Mbps	[Insert]	[Insert]
	> 400 Mbps to ≤ 600 Mbps	[Insert]	[Insert]
	> 600 Mbps	[Insert]	[Insert]

Fixed Wireless average busy period performance categories - Uplink			
Month	**Network Busy Period performance category – Uplink**	**% of Fixed Wireless Network in category**	**% of Fixed Wireless Services in Operation (SIO) in category**
[Insert]	≤ 2 Mbps	[Insert]	[Insert]

> 2 Mbps to ≤ 5 Mbps	[Insert]	[Insert]
> 5 Mbps to ≤ 8 Mbps	[Insert]	[Insert]
> 8 Mbps to ≤ 20 Mbps	[Insert]	[Insert]
> 20 Mbps	[Insert]	[Insert]

Fixed Wireless Cell Group performance in specified downlink performance categories during the Busy Period (7-11pm) and Rest of Day (11pm-7pm)											
		Downlink – Busy Period (7pm-11pm)									
		<25 Mbps	25~50 Mbps	50~75 Mbps	75~100 Mbps	100~150 Mbps	150~200 Mbps	200~400 Mbps	400~600 Mbps	600+ Mbps	Total
Downlink – Rest of Day (11pm-7pm)	<25 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	25~50 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	50~75 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	75~100 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	100~150 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	150~200 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	200~400 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	400~600 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

600+ Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Total	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Fixed Wireless Cell Group performance in specified uplink performance categories during the Busy Period (7-11pm) and Rest of Day (11pm-7pm)							
	Uplink – Busy Period (7pm-11pm)						
		<2 Mbps	**2~5 Mbps**	**5~8 Mbps**	**8~20 Mbps**	**20+ Mbps**	**Total**
Uplink – Rest of Day (11pm-7pm)	**<2 Mbps**	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	2~5 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	5~8 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	8~20 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	20~30 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	30~40 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	40~60 Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	60+ Mbps	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Total	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

The percentage of Fixed Wireless cells on a backhaul link with a 28 day busy hour link packet loss of less than 0.25% (to 2 decimal places).	
Month	
[Insert]	[Insert]

Fixed Wireless average busy period downlink performance for services on the higher speed tiers for the month	
Month	
Fixed Wireless Plus	**Fixed Wireless Home Fast**

[Insert]	[Insert]
Fixed Wireless Superfast	**N/A**
[Insert]	N/A
Fixed Wireless average busy period uplink performance for services on the higher speed tiers for the month	
Month	
Fixed Wireless Plus	**Fixed Wireless Home Fast**
[Insert]	[Insert]
Fixed Wireless Superfast	**N/A**
[Insert]	N/A
The following monthly data:	
Total Fixed Wireless cells	[Insert]
Total Fixed Wireless backhaul links	[Insert]
Total Fixed Wireless congested backhaul links	[Insert]
Total LOC IDs of congested Fixed Wireless backhaul links	[Insert]
List of Cell Groups that fall within the intersecting <25 Mbps or the intersecting 25 to <50 Mbps Network Busy Period Performance categories	[Insert]
Fixed Wireless network upgrade program data	
The requested data in the tables below pertains only to the $750 million Fixed Wireless and Satellite Upgrade program that NBN Co announced on 22 March 2022. For the purposes of the requested data in the tables below, a premise is considered upgraded when both the tower and the backhaul links have been upgraded.	
Fixed Wireless network upgrade program	
The number of Fixed Wireless premises upgraded during the reporting period	[Insert]

The geographical location of Fixed Wireless premises upgraded during the reporting period (at state level).	[Insert]
Queensland	[Insert]
New South Wales	[Insert]
Victoria	[Insert]
South Australia	[Insert]
Western Australia	[Insert]
Tasmania	[Insert]
Northern Territory	[Insert]
Australian Capital Territory	[Insert]
The total number of Fixed Wireless premises upgraded as at the last day of the reporting period	[Insert]
The geographical location of the total number of Fixed Wireless premises upgraded as at the last day of the reporting period	[Insert]
Queensland	[Insert]
New South Wales	[Insert]
Victoria	[Insert]
South Australia	[Insert]
Western Australia	[Insert]
Tasmania	[Insert]
Northern Territory	[Insert]
Australian Capital Territory	[Insert]
The total number of active Fixed Wireless premises that are capable of being upgraded but are yet to be upgraded as at the last day of the reporting period	[Insert]
The geographical location of the total number of active Fixed Wireless premises that are capable of being upgraded but are yet to be upgraded as at the last day of the reporting period	[Insert]

Queensland	[Insert]
New South Wales	[Insert]
Victoria	[Insert]
South Australia	[Insert]
Western Australia	[Insert]
Tasmania	[Insert]
Northern Territory	[Insert]
Australian Capital Territory	[Insert]
Fixed Wireless network upgrade program	
The number of premises migrated from the NBN Satellite network to the NBN Fixed Wireless network during the reporting period	[Insert]
The geographical location of the premises migrated from the NBN Satellite network to the NBN Fixed Wireless network during the reporting period (at state level).	[Insert]
Queensland	[Insert]
New South Wales	[Insert]
Victoria	[Insert]
South Australia	[Insert]
Western Australia	[Insert]
Tasmania	[Insert]
Northern Territory	[Insert]
Australian Capital Territory	[Insert]
Fixed Wireless network upgrade program	
The number of Fixed Wireless premises on a version 1, version 2, version 3 or version 4 W-NTD	
Version 1 W-NTD	**Version 2 W-NTD**

[Insert]	[Insert]
Version 3 W-NTD	**Version 4 W-NTD**
[Insert]	[Insert]

Metric 16: Shared Network Resource Utilisation

FTTP and FTTC Network								
Total number of links		[insert]						
Percentage of links with utilisation rates in the following utilisation rate ranges (utilisation rate for a continuous period of 30 minutes or more on at least 3 separate days within any rolling 30-day period, in the reporting period)								
>10≤20%	>20≤30%	>30≤40%	>40≤50%	>50≤60%	>60≤70%	>70≤80%	>80≤90%	≥90%
[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]
FTTB and FTTN Network								
Total number of links		[insert]						
Percentage of links with utilisation rates in the following utilisation rate ranges (utilisation rate for a continuous period of 30 minutes or more on at least 3 separate days within any rolling 30-day period, in the reporting period)								
>10≤20%	>20≤30%	>30≤40%	>40≤50%	>50≤60%	>60≤70%	>70≤80%	>80≤90%	≥90%
[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]

HFC Network								
Total number of links		[insert]						
Percentage of links with utilisation rates in the following utilisation rate ranges (utilisation rate for a continuous period of 30 minutes or more on at least 3 separate days within any rolling 30-day period, in the reporting period)								
>10≤20%	>20≤30%	>30≤40%	>40≤50%	>50≤60%	>60≤70%	>70≤80%	>80≤90%	≥90%
[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]
Fixed Wireless Network								
Total number of links		[insert]						
Percentage of links with utilisation rates in the following utilisation rate ranges (utilisation rate for a continuous period of 30 minutes or more on at least 3 separate days within any rolling 30-day period, in the reporting period)								
>10≤20%	>20≤30%	>30≤40%	>40≤50%	>50≤60%	>60≤70%	>70≤80%	>80≤90%	≥90%
[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]	[Insert %]

Metric 17: Network Activity by number of services

Metric	Measure	Number of services
Number of services designated for Network Activity completed during the reporting period from the date of designation	< 3 months	[Insert]
	≥3 to < 6 months	[Insert]
	≥6 to < 9 months	[Insert]
	≥9 to < 12 months	[Insert]
	≥12 to < 15 months	[Insert]
	≥15 to < 18 months	[Insert]
	≥18 to < 24 months	[Insert]
	≥ 24 months	[Insert]
Number services designated for Network Activity at the end of the reporting period	Network Activity Designation Date is before 1 December 2020	[Insert]
	Network Activity Designation Date is between 1 December 2020 and 30 June 2021	[Insert]
	Network Activity Designation Date is from 1 July 2021	[Insert]
Number of services designated for Network Activity transferred to the Fibre Upgrade program during the reporting period	Network Activity Designation Date is before 1 December 2020	[Insert]
	Network Activity Designation Date is between 1 December 2020 and 30 June 2021	[Insert]
	Network Activity Designation Date is from 1 July 2021	[Insert]
Number of services designated for Network Activity during the reporting period	[Insert]	

Metric 18: Fibre to the Premises (FTTP) upgrade progress

FTTP Network upgrades – FTTN to FTTP	Number of premises
Design	[insert]
Construction	[insert]
Ready to Order	[insert]
Connected	[insert]
FTTP Network upgrades – FTTC to FTTP	
Design	[insert]
Construction	[insert]
Ready to Order	[insert]
Connected	[insert]
FTTP Network upgrades – Fixed Wireless to FTTP	
Design	[insert]
Construction	[insert]
Ready to Order	[insert]
Connected	[insert]

Metric 19: Rebates payable, capped and timeliness of payments

Number of services for which a rebate was payable by NBN Co category and access type						
Category	**FTTP Network**	**FTTB Network**	**FTTN Network**	**FTTC Network**	**HFC Network**	**Fixed Wireless Network**
Connections rebate - standard	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
Connections rebate – priority assistance	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
Failed Connection	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
Missed Connection Appointment - First	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
Missed Connection Appointment - Subsequent	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
PIR Objective rebate – first three consecutive affected billing periods	NA	[Insert]	[Insert]	[Insert]	NA	NA
PIR Objective rebate – fourth, fifth, sixth consecutive affected billing periods	NA	[Insert]	[Insert]	[Insert]	NA	NA
PIR Objective rebate – subsequent consecutive affected billing periods	NA	[Insert]	[Insert]	[Insert]	NA	NA
Service Fault rebate – non Priority Assistance rebate	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
Service Fault rebate – Priority Assistance rebate	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
Missed Trouble Ticket Appointment rebate – first missed TT appointment rebate	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
Missed Trouble Ticket Appointment rebate – subsequent missed TT appointment rebate	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
Connection Performance rebate	NA	[Insert]	[Insert]	[Insert]	NA	NA
Wireless speed performance rebate	NA	NA	NA	NA	NA	[Insert]
Number of services for which a rebate was capped by NBN Co category and access type						

Category	FTTP Network	FTTB Network	FTTN Network	FTTC Network	HFC Network	Fixed Wireless Network
Connections rebate - standard	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
Connections rebate – priority assistance	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
Service Fault rebate – non Priority Assistance rebate	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
Service Fault rebate – Priority Assistance rebate	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
Timeliness of rebate payments						
Percentage of rebates in the reporting period where NBN Co confirmed a rebate is payable and payment to the RSP was longer than two or more billing cycles	[insert]					

Metric 20: Corrective Actions for not meeting Performance Objectives

Information to be recorded	
Service level activity for which the applicable Performance Objective was not met	*[insert applicable service activity]*
Target Performance Objective	*[insert performance objective of for the applicable service activity]*
Actual performance and the corresponding months in the reporting period	*[insert the performance (percentage) achieved for the applicable activity and the relevant month(s) in the reporting period]*
Summary of reasons for not meeting the Performance Objective	*[insert]* *[To be completed for any month that does not meet the performance objective.]*
Summary of the types of corrective action proposed to meet the Performance Objective	*[insert]* *[To be completed only when there's 3 consecutive months of not meeting performance objectives.]*

Metric 21: Network Availability

Network availability excluding intentional outages and events outside NBN Co's control*	
Network availability (percentage) across the NBN Co Network (excluding the Satellite Network)	Network availability (percentage) across the NBN Co Satellite Network
[insert %]	[insert %]

Network unavailability (excluding the Satellite Network) due to:		
Intentional outages	Events outside NBN Co's control	Total including Intentional outages and events outside NBN Co's control
[insert %]	[insert %]	[insert %]

Network unavailability (Satellite Network) due to:		
Intentional outages	Events outside NBN Co's control	Total including Intentional outages and events outside NBN Co's control
[insert %]	[insert %]	[insert %]

*Events outside NBN Co's control include power outages, events that occur outside the nbn network boundary, and force majeure events, health, safety or environmental issues, environmental factors that affect wireless and satellite communications, site access/permitting issues, matters caused by RSPs or third parties, and third-party infrastructure or facility dependencies.

Schedule B

Record Keeping Declaration

(Date)

General Manager
Infrastructure Division
Australian Competition and Consumer Commission

<u>Statement by NBN Co</u>

I declare that:

(a) the report is prepared in accordance with the requirements of the Rules; and

(b) the report is accurate in all material respects, or, where definitive information cannot be produced, are a best estimate based on available information.

Dated at this   day of   20

_____
(Name)

(Position)