



AUSTRALIAN COMPETITION  
& CONSUMER COMMISSION

# Draft 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 commence on [insert].
- (2) For the avoidance of doubt, these Rules will apply to the reporting for the reporting period ending immediately after the commencement date and all subsequent reporting periods for a period of 5 years from the commencement date.

## 3. APPLICATION

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

## 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:
    - (a) 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
    - (b) Which is ordered by RSP as an ‘Accelerated Connection’.
  - (c) ‘**Act**’ means the Competition and Consumer Act 2010.
  - (d) ‘**Business Days**’ means 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) ‘**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.
  - (f) ‘**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.
  - (g) ‘**Data Transfer Rate**’ means the average number of bits per second transferred from a data source to a data destination.
  - (h) ‘**Dropout**’ means a temporary loss of connectivity arising other than in connection with:

- (a) An excluded event or customer event; or
  - (b) 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.)
- (i) **‘Emergency Outage’** means an Outage which NBN Co reasonably determines to be necessary to respond to the occurrence of:
- (a) An Emergency, a Service Fault, a Performance Incident or an Enterprise Ethernet Fault; or
  - (b) An emergency, a service fault, a performance incident of an enterprise ethernet fault under an Other Wholesale Broadband Agreement; or
  - (c) Any circumstance that is likely to give rise to an event set out in paragraphs (a) or (b).
- (j) **‘End User’** means a person who is the ultimate recipient or user of an RSP Product or Downstream Product.
- (k) **‘Fault’** means a Service Fault.
- (l) **‘Fixed Wireless’** means the Wireless Network that is owned or controlled by, or operated by or on behalf of NBN Co.
- (m) **‘Force Majeure’** means any event or circumstance that:
- (a) is not within the reasonable control of NBN Co or any of its related bodies corporate or any of NBN Co’s personnel,
  - (b) NBN Co or any of its related bodies corporate or any of their personnel are not reasonably able to prevent or overcome by the exercise of reasonable care, and
  - (c) Causes NBN Co to fail to perform any relevant obligations under the agreement to which the obligations relate, but does not include:
    - (d) Any event or circumstance that arises as a result of any lack of funds for any reason or any other inability to pay; or
    - (e) Any event or circumstance that arises as a result of any negligent act or omission of NBN Co.
- (n) **‘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.
- (o) **‘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.
- (p) **‘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.

- (q) **'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.
- (r) **'FTTP Upgrade'** means a Premise that is upgraded from FTTN, FTTC or Fixed Wireless to the FTTP Network.
- (s) **'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.
- (t) **'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 most recent '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.
- (u) **'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.
- (v) **'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.
- (w) **'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.
- (x) **'NBN'** means National Broadband Network.
- (y) **'NBN Co'** means NBN Co Limited (ACN 136 533 741).
- (z) **'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).
- (aa) **'Network Availability'** means the percentage of time the nbn access network is available and operating, rounded to two decimal places.
- (bb) **'Network Fault'** means a Service Fault or Enterprise Ethernet Fault affecting multiple Ordered Products.
- (cc) **'Network Traffic Delay'** means exceedances of the traffic frame delay specified in the table in Schedule A of these Rules.
- (dd) **'New Service Never Worked'** means a fault where a connection has been considered successful by NBN Co but the RSP subsequently identifies that the service is not working.
- (ee) **'Ordered Product'** means a product that has been validly ordered by a RSP and accepted by NBN Co or supplied by NBN Co to an RSP.
- (ff) **'Performance Incident'** means an accepted Trouble Ticket that has been designated as a Performance Incident by an RSP.

- (gg) **‘Performance Objective’** means a performance objective set out in the NBN Co Service Level Schedule.
- (hh) **‘Planned Outage’** means, in relation to a Product, an outage notified by NBN Co to RSP.
- (ii) **‘Premises’** means each of the following where NBN serviceable:
  - (a) an addressable location currently used on an on-going basis for residential, business (whether for profit or not), government, health or educational purposes,
  - (b) a school as defined by the Department of Education, Employment and Workplace Relations,
  - (c) a location within a new development at an addressable location for which NBN Co is the wholesale provider of last resort,
  - (d) an addressable location for a standard telephone service which is activated in compliance with the USO,
  - (e) 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,
  - (f) a location which NBN Co is directed by the Shareholder Ministers to connect to, or to be connected by, the NBN Co Network,
  - (g) a non-addressable location that is capable of connection of a type agreed by NBN Co with the Shareholder Ministers,
  - (h) an MDU common area, and
  - (i) any other location to which NBN Co supplies a Product that has been introduced by NBN Co.
- (jj) **‘Priority Assistance’** means 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.
- (kk) **‘Rebate’** means a rebate paid by NBN Co to an RSP, including a Commercial Rebate.
- (ll) **‘Recurring Faults’** means services experiencing 3+ faults in any 60-day reporting period or services experiencing 4+ faults in any 12-month reporting period.
- (mm) **‘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.
- (nn) **‘Reporting Period’** means each 3-month period ending on 31 March, 30 June, 30 September or 31 December in a year.
- (oo) **‘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.

- (pp) ‘**RSP**’ means Retail Service Provider.
- (qq) ‘**Rules**’ means these NBN service quality and network performance Record Keeping Rules.
- (rr) ‘**Satellite Network**’ means the satellite network that is owned or controlled by, or operated by or on behalf of NBN Co or any related bodies corporate.
- (ss) ‘**Service Class**’ means the classification of a Premises according to the status of the physical infrastructure applicable to that Premises.
- (tt) ‘**Service Fault**’ means an accepted Trouble Ticket that has been designated as a Service Fault by an RSP.
- (uu) ‘**Service Levels**’ means a standard relating to the service quality or service performance of a Service Standards Product provided by NBN Co that specifies service levels or service performance objectives and any: (a) rebates payable by NBN Co in respect of any failure by NBN Co to meet such service levels or service performance objectives; and (b) corrective action required by NBN Co to remedy any such failure.
- (vv) ‘**Service Transfers**’ means an activity where there is a transfer of an Ordered Product in respect of a Premises from one RSP to another.
- (ww) ‘**Shared Network Resource**’ means the access virtual (AVC) traffic class 4 (TC4) supplied in a contended manner on parts of NBN Co’s transit backhaul network for the FTTP Network, FTTB Network, FTTN Network, FTTC Network, and HFC Network.
- (xx) ‘**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.
- (yy) ‘**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.
- (zz) ‘**Trouble Ticket**’ means a notification and record of fault raised by an RSP with NBN Co.
- (aaa) ‘**Urban Area**’ means an urban centre with a population equal to or greater than 10,000 people.
- (bbb) ‘**Utilisation Threshold**’ means the number of times the shared network resource exceeded 90% utilisation 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.
- (2) Unless the contrary intention appears, where a term is not defined in this Record Keeping Rule but is defined in the WBA dictionary, the WBA dictionary meaning as at (insert date of RKR commencement) shall apply.
- (3) Unless the contrary intention appears, where a term is not defined in this Record Keeping Rule or in the WBA Dictionary, the ordinary meaning shall apply.
- (3) Unless the 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).

## **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.
- (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 Service Faults for End Users and the time taken to rectify by:
  - (a) Timeframe,
  - (b) Geographic location,
  - (c) Access network and
  - (d) NBN Co technician attendance.
  - (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 Service Faults for Priority Assistance End Users and the time taken to rectify by:
  - (a) Timeframe,
  - (b) Geographic location,
  - (c) Access network and
  - (d) NBN Co technician attendance.
  - (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 services with Performance Incident and the time taken to rectify these by timeframe, geographic location and access network.
  - (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) Rectification timeframes.



### **Record keeping rules for Recurring Faults**

- (11) For each Reporting Period, NBN Co must establish and maintain an electronic record containing by access network and geographic location:
- (a) The number of services experiencing 3 or more Service Faults in any 60 day period (where the 3<sup>rd</sup> or any subsequent Fault occurs during the reporting period), and
  - (b) 4 or more Service Faults in any 12 month period (where the 4<sup>th</sup> or any subsequent Fault occurs during the reporting period).

### **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,
  - (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, duration, and access type.
  - (b) The percentage of Planned Outage notifications by timeframe prior to the outage, and access type.
  - (c) The percentage of Planned Outages which occurred within the proposed scheduled window as contained in the Planned Outage notice by access type.
  - (d) The volume of Emergency Outages by timeframe, 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,
  - (c) Speed tiers.

### **Record keeping rules for Speed Performance of Fixed Wireless Networks**

- (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 Fixed Wireless cells and Fixed Wireless Services in Operation with an average monthly busy hour downlink and uplink performance in specified speed tiers.

- (b) The monthly average number of hours a day cells spent in specified downlink speed tiers.
- (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 hour downlink and uplink performance of services on the Fixed Wireless Home Fast and Fixed Wireless Superfast plans.
- (e) The monthly total Fixed Wireless cells, congested cells, backhaul links, congested backhaul links, LOC IDs of Fixed Wireless congested cells, LOC IDs of congested Fixed Wireless backhaul links, and list of Priority Forecast Upgrade cells.
- (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.
- (g) The number of Fixed Wireless premises on a version 1, version 2, version 3 or version 4 W-NTD.

#### **Record keeping rules for Network Traffic Delay Performance**

- (16) For each Reporting Period, NBN Co must establish and maintain an electronic record containing the number of exceedances of traffic frame delay equal to or above 5ms for Fibre, FTTB and FTTC networks, and 10ms for FTTN and HFC networks.

#### **Record keeping rules for Shared Network Resource Utilisation**

- (17) For each Reporting Period, NBN Co must establish and maintain an electronic record containing the number of times the Shared Network Resource exceeded 90% utilisation for a continuous period of 30 minutes or more on at least 3 separate days within any rolling 30 day period, by access network.

#### **Record keeping rules for Network Activity**

- (18) 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 various timeframes from the date of designation,
  - (b) As at the end of the Reporting Period, by various timeframes from the date of designation,
  - (c) Transferred to the FTTP Upgrade program during the reporting period, by various timeframes from the date of designation.

#### **Record keeping rules for Fibre to the Premises Upgrade progress**

- (19) 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**

- (20) 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.
  - (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**

- (21) 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 and the corresponding months in the Reporting Period,
  - (d) A summary of reasons for not meeting the Performance Objective,
  - (e) A summary of the types of Corrective Action proposed to meet the Performance Objective.

### **Record keeping rules for Network Availability**

- (22) For each Reporting Period, NBN Co must establish and maintain an electronic record showing Network Availability as a percentage across the NBN Co Network including and excluding Planned Outages, Force Majeure events and the Satellite Network.

### **Duration for which records must be kept**

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

## **6. REPORTING REQUIREMENTS**

- (1) For each Reporting Period, NBN Co must provide the ACCC with a report containing the information required to be kept by Rules 5(1) to 5(22) of these Rules as at the Reference Date.
- (2) A report must be lodged with the ACCC within 28 calendar days of the end of the Reporting Period.

- (3) A report under Rule 6(1) 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) must be provided to the ACCC by email to [ServiceLevelsRKR@acc.gov.au](mailto:ServiceLevelsRKR@acc.gov.au).
- (5) For each Reporting Period, NBN Co must provide an update to the ACCC on any changes to data algorithms or definitions that are relevant to these Rules.
- (6) 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.

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## Schedule A

### Template for Preparation of Reports

#### **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.

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### Metric 1 Standard Connections – Location, Service Class<sup>1</sup> and number of days to connect

Urban Area (Service Level 1 BD)				
Service Class	0<1 BD	2<3 BD	3+ BD	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]
<b>Total</b>	[Insert]	[Insert]	[Insert]	NA
Number of connections subject to ‘adjusted’ connection timeframes				
<b>Connections subject to ‘Stop-the-clock’ events</b>	[Insert –subset of Total]	[Insert – Insert – subset of Total]	[Insert – Insert – subset of Total]	NA
Major/Minor Rural Area (Service Level 1 BD)				
	0<1 BD	2<3 BD	3+ BD	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]
<b>Total</b>	[Insert]	[Insert]	[Insert]	NA
Number of connections subject to ‘adjusted’ connection timeframes				

<sup>1</sup> Service Class numbers for metrics 1-3 are as defined in the WBA dictionary as at (insert date of RKR commencement).

<b>Connections subject to ‘Stop-the-clock’ events</b>	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
<b>Remote Area (Service Level 1 BD)</b>				
	0<1 BD	2<3 BD	3+ BD	Average (median)
<b>Service Class 3 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 6 (Fixed Wireless)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 9 (Satellite)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 13 (FTTB)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 13 (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 34 (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Total</b>	[Insert]	[Insert]	[Insert]	NA
Number of connections subject to ‘adjusted’ connection timeframes				
<b>Connections subject to ‘Stop-the-clock’ events</b>	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
<b>Isolated Area (Service Level 1 BD)</b>				
	0<1 BD	2<3 BD	3+ BD	Average (median)
<b>Service Class 3 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 9 (Satellite)</b>	[Insert]	[Insert]	[Insert]	[Insert]
Number of connections subject to ‘adjusted’ connection timeframes				
<b>Connections subject to ‘Stop-the-clock’ events</b>	[Insert]	[Insert]	[Insert]	NA
<b>Limited Access Area (Service Level 1 BD)</b>				
	0<1 BD	2<3 BD	3+ BD	Average (median)
<b>Service Class 9 (Satellite)</b>	[Insert]	[Insert]	[Insert]	[Insert]
Number of connections subject to ‘adjusted’ connection timeframes				
<b>Connections subject to ‘Stop-the-clock’ events</b>	[Insert]	[Insert]	[Insert]	NA

Urban Area (Service Level 9 BD)					
	0<5 BD	5<9 BD	9<15 BD	15+ BD	Average (median)
<b>Service Class 2 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 5 (Fixed Wireless)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 12 (FTTB)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 12 (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Classes 22, 23 (HFC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Classes 32, 33, 34(FTTC-NCD Shortfall) (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Total</b>	[Insert]	[Insert]	[Insert]	[Insert]	NA
Number of connections subject to 'adjusted' connection timeframes					
<b>Connections subject to 'Stop-the-clock' events</b>	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
Urban Area (Service Level 14 BD)					
	0<7 BD	7<14 BD	14<21 BD	21+ BD	Average (median)
<b>Service Class 1 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 11 (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 21 (HFC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 31 (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Total</b>	[Insert]	[Insert]	[Insert]	[Insert]	NA
Number of connections subject to 'adjusted' connection timeframes					



<b>Connections subject to ‘Stop-the-clock’ events</b>	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
<b>Major/Minor Rural Area (Service Level 14 BD)</b>					
	0<7 BD	7<14 BD	14<21 BD	21+ BD	Average (median)
<b>Service Class 2 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Network Service Class 5 (Fixed Wireless)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 12 (FTTB)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 12 (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Classes 32, 33, 34(FTTC-NCD Shortfall) (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Total</b>	[Insert]	[Insert]	[Insert]	[Insert]	NA
Number of connections subject to ‘adjusted’ connection timeframes					
<b>Connections subject to ‘Stop-the-clock’ events</b>	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
<b>Major/Minor Rural Area (Service Level 19 BD)</b>					
	0<10 BD	10<19 BD	19<30 BD	30+ BD	Average (median)
<b>Service Class 1 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 11 (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 31 (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Total</b>	[Insert]	[Insert]	[Insert]	[Insert]	NA
Number of connections subject to ‘adjusted’ connection timeframes					
<b>Connections subject to ‘Stop-the-clock’ events</b>	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
<b>Remote Area (Service Level 19 BD)</b>					

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	0<10 BD	10<19 BD	19<30 BD	30+ BD	Average (median)
<b>Service Class 1 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 2 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 5 (Fixed Wireless)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 11 (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 12 (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 12 (FTTB)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 31 (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Classes 32, 33, 34(FTTC-NCD Shortfall) (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Total</b>	[Insert]	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to 'adjusted' connection timeframes				
<b>Connections subject to 'Stop-the-clock' events</b>	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	[Insert –subset of Total]	NA
<b>Urban Area (Service Level 20 BD)</b>					
	0<10 BD	10<20 BD	20<30 BD	30+ BD	Average (median)
<b>Service Class 8 (Satellite)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Number of connections subject to 'adjusted' connection timeframes				
<b>Connections subject to 'Stop-the-clock' events</b>	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	NA
<b>Major/Minor Rural Area (Service Level 20 BD)</b>					
	0<10 BD	10<20 BD	20<30 BD	30+ BD	Average (median)
<b>Service Class 8 (Satellite)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Number of connections subject to 'adjusted' connection timeframes				

<b>Connections subject to ‘Stop-the-clock’ events</b>	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	NA
<b>Remote Area (Service Level 20 BD)</b>					
	0<10 BD	10<20 BD	20<30 BD	30+ BD	Average (median)
<b>Service Class 8 (Satellite)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Number of connections subject to ‘adjusted’ connection timeframes					
<b>Connections subject to ‘Stop-the-clock’ events</b>	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	NA
<b>Isolated Area (Service Level 35 BD)</b>					
	0<17 BD	17<35 BD	35<52 BD	52+ BD	Average (median)
<b>Service Class 2 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 8 (Satellite)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Number of connections subject to ‘adjusted’ connection timeframes					
<b>Connections subject to ‘Stop-the-clock’ events</b>	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	[Insert –subset of first number]	NA
<b>Isolated Area (Service Level 40 BD)</b>					
	0<20 BD	20<40 BD	40<60 BD	60+ BD	Average (median)
<b>Service Class 1 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Number of connections subject to ‘adjusted’ connection timeframes					
<b>Connections subject to ‘Stop-the-clock’ events</b>	[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	0<24 hours	25<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]
<b>Total</b>	[Insert]	[Insert]	[Insert]	NA
Number of connections subject to 'adjusted' connection timeframes (TBC)				
<b>Connections subject to 'Stop-the-clock' events</b>	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA
Major Rural Areas (Service Level 24 hours)				
	0<24 hours	25<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]
<b>Total</b>	[Insert]	[Insert]	[Insert]	NA
Number of connections subject to 'adjusted' connection timeframes (TBC)				
<b>Connections subject to 'Stop-the-clock' events</b>	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA

<b>Minor Rural Areas (Service Level 24 hours)</b>				
	0<24 hours	25<48 hours	48+ hours	Average hours
<b>Service class 3 PA connections (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service class 13 PA connections (FTTB)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service class 13 PA connections (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service class 34 PA connections (FTTC) (Where no FTTC-NCD Shortfall applies)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Total</b>	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to 'adjusted' connection timeframes (TBC)			
<b>Connections subject to 'Stop-the-clock' events</b>	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA
<b>Remote Area (Service Level 48 hours)</b>				
	0<24 hours	25<48 hours	48+ hours	Average hours (median)
<b>Service class 3 PA connections (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service class 13 PA connections (FTTB)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service class 13 PA connections (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service class 34 PA connections (FTTC) (Where no FTTC-NCD Shortfall applies)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Total</b>	[Insert]	[Insert]	[Insert]	NA
	Number of connections subject to 'adjusted' connection timeframes (TBC)			
<b>Connections subject to 'Stop-the-clock' events</b>	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA

Isolated Area (Service Level 48 hours)				
	0<24 hours	25<48 hours	48+ hours	Average hours (median)
<b>Service class 3 PA connections (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service class 13 PA connections (FTTB)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service class 13 PA connections (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service class 34 PA connections (FTTC) (Where no FTTC-NCD Shortfall applies)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Total</b>	[Insert]	[Insert]	[Insert]	NA
Number of connections subject to 'adjusted' connection timeframes (TBC)				
<b>Connections subject to 'Stop-the-clock' events</b>	[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	0<2 BD	2<4 BD	4<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]
<b>Total</b>	[Insert total]	[Insert total]	[Insert total]	[Insert total]	NA
Number of connections subject to 'adjusted' connection timeframes (TBC)					
<b>Connections subject to 'Stop-the-clock' events</b>	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA
Major Rural Area (Service Level 9 BD)					
	0<5 BD	5<9 BD	9<15 BD	15+ BD	Average (median)
Service Class 1 (FTTP)	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

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<b>Service Class 2 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 11 (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 12 (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 31 (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 32 (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 33 (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 34 (FTTC)</b> <b>(Where an FTTC-NCD Shortfall applies)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Total</b>	[Insert total]	[Insert total]	[Insert total]	[Insert total]	NA
	Number of connections subject to 'adjusted' connection timeframes (TBC)				
<b>Connections subject to 'Stop-the-clock' events</b>	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA
<b>Minor Rural Area (Service Level 14 BD)</b>					
	0<7 BD	7<14 BD	14<21 BD	21+ BD	Average (median)
<b>Service Class 1 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 2 (FTTP)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 11 (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 12 (FTTN)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 31 (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 32 (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 33 (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Service Class 34 (FTTC)</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]



<b>(Where an FTTC-NCD Shortfall applies)</b>					
<b>Total</b>	[Insert total]	[Insert total]	[Insert total]	[Insert total]	NA
	Number of connections subject to 'adjusted' connection timeframes (TBC)				
<b>Connections subject to 'Stop-the-clock' events</b>	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	[Insert –subset of total]	NA

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

FTTP Network						
Urban Area						
<b>Right-First-Time total connections</b>	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.				
		0<1 BD	1<2 BD	2+ BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
Major/Minor Rural Area						
<b>Right-First-Time total connections</b>	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.				
		0<2 BD	2<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Remote Area						
<b>Right-First-Time total connections</b>	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.				
		0<3 BD	3<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

FTTB Network						
Urban Area						
<b>Right-First-Time total connections</b>	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.				
		0<1 BD	1<2 BD	2+ BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
Major/Minor Rural Area						
<b>Right-First-Time total connections</b>	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.				
		0<2 BD	2<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Remote Area						
<b>Right-First-Time total connections</b>	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.				
		0<3 BD	3<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

FTTN Network						
Urban Area						
<b>Right-First-Time total connections</b>	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.				
		0<1 BD	1<2 BD	2+ BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
Major/Minor Rural Area						
<b>Right-First-Time total connections</b>	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.				
		0<2 BD	2<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Remote Area						
<b>Right-First-Time total connections</b>	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.				
		0<3 BD	3<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

FTTC Network						
Urban Area						
<b>Right-First-Time total connections</b>	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.				
		0<1 BD	1<2 BD	2+ BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
Major/Minor Rural Area						
<b>Right-First-Time total connections</b>	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.				
		0<2 BD	2<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Remote Area						
<b>Right-First-Time total connections</b>	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.				
		0<3 BD	3<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

HFC Network						
Urban Area						
<b>Right-First-Time total connections</b>	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.				
		0<1 BD	1<2 BD	2+ BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
Major/Minor Rural Area						
<b>Right-First-Time total connections</b>	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.				
		0<2 BD	2<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Remote Area						
<b>Right-First-Time total connections</b>	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.				
		0<3 BD	3<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Fixed Wireless Network						
Urban Area						
<b>Right-First-Time total connections</b>	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.				
		0<1 BD	1<2 BD	2+ BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
Major/Minor Rural Area						
<b>Right-First-Time total connections</b>	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.				
		0<2 BD	2<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Remote Area						
<b>Right-First-Time total connections</b>	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.				
		0<3 BD	3<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]

Satellite Network						
Urban Area						
<b>Right-First-Time total connections</b>	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.				
		0<1 BD	1<2 BD	2+ BD	Average (median)	
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	
Major/Minor Rural Area						
<b>Right-First-Time total connections</b>	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.				
		0<2 BD	2<4 BD	4<6 BD	6+ BD	Average (median)
[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Remote Area						
<b>Right-First-Time total connections</b>	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.				
		0<3 BD	3<4 BD	4<6 BD	6+ 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
<b>Transfers</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Transfers: Connect Outstanding</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Transfers: Reversal</b>	[Insert]	[Insert]	[Insert]	[Insert]

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

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

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

HFC Network	Urban Area	
	<=1 BD	> 1 BD
<b>Transfers</b>	[Insert]	[Insert]
<b>Transfers: Connect Outstanding</b>	[Insert]	[Insert]
<b>Transfers: Reversal</b>	[Insert]	[Insert]

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

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## Metric 6 Connection and Fault Rectification Appointment Keeping

Urban Area					
<b>Connections appointment keeping: attend premises <u>within a 4 hour period</u> or 15 minutes thereafter</b>					
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]
<b>Fault rectification appointment keeping: attend premises <u>within a 4 hour period</u> or 15 minutes thereafter</b>					
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					
<b>Connections appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u></b>					
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]
<b>Fault rectification appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u></b>					

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]
<b>Minor Rural Area</b>					
<b>Connections appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u> or 45 minutes thereafter</b>					
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]
<b>Fault rectification appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u> or 45 minutes thereafter</b>					
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]
<b>Remote Area</b>					

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

<b>Fault rectification appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u> or 45 minutes thereafter</b>					
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					
<b>Connections appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u> or 45 minutes thereafter</b>					
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]
<b>Fault rectification appointment keeping: attend premises <u>within a period of between 4 and 5 hours</u> or 45 minutes thereafter</b>					
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 services with a fault – 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 0<1BD	No. rectified between 1<2BD	No. rectified in 2+BD	No. rectified subject to STC events
<b>FTTP Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTB Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTN Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>HFC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Fixed Wireless Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Satellite Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Total no. of services with a fault – Urban areas	Urban Areas: <u>Requiring</u> external/internal plant work or nbn attendance at premises (Service Level: 5pm third BD)			
		No. rectified within 0<3BD	No. rectified between 3<8BD	No. rectified in 8+BD	No. rectified subject to STC events
<b>Satellite Network</b>	[insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Total no. of services with a fault –	Major/Minor Rural Areas: <u>Requiring</u> external/internal plant work or nbn attendance at Premises (Service Level: 5pm second BD)			



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	Major/Minor Rural Areas				
		No. rectified within 0<3BD	No. rectified between 3<8BD	No. rectified in 8+BD	No. rectified subject to STC events
<b>FTTP Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTB Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTN Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Fixed Wireless Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Total no. of services with a fault – Remote Areas	Remote Areas: <u>Requiring</u> external/internal plant work or nbn attendance at Premises (Service Level: 5pm third BD)			
		No. rectified within 0<3BD	No. rectified between 3<6BD	No. rectified in 6+BD	No. rectified subject to STC events
<b>FTTP Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTB Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTN Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Fixed Wireless Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	Total no. of services with a fault – 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)			

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		No. rectified within 0<3BD	No. rectified between 3<8BD	No. rectified in 8+BD	No. rectified subject to STC events
<b>Satellite Network</b>	[insert]	[Insert]	[Insert]	[Insert]	[Insert]
	<b>Total no. of services with a fault – Remote Areas</b>	<b>Remote Areas: <u>Requiring</u> external/internal plant work or nbn attendance at Premises (Service Level: 5pm third BD)</b>			
		No. rectified within 0<3BD	No. rectified between 3<8BD	No. rectified in 8+BD	No. rectified subject to STC events
<b>FTTP Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTB Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTN Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Fixed Wireless Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
	<b>Total no. of services with a fault – Remote areas</b>	<b>Remote Areas: <u>Requiring</u> external/internal plant work or nbn attendance at premises (Service Level: 5pm fourth BD)</b>			
		No. rectified within 0<4BD	No. rectified between 4<8BD	No. rectified in 8+BD	No. rectified subject to STC events
<b>Satellite Network</b>	[insert]	[Insert]	[Insert]	[Insert]	[Insert]
	<b>Total no. of services with a fault – Isolated Areas</b>	<b>Isolated Areas: <u>Requiring</u> external/internal plant work or nbn attendance at Premises (Service Level: 5pm tenth BD)</b>			
		No. rectified within 0<10BD	No. rectified between 10<20BD	No. rectified in 20+BD	No. rectified subject to STC events

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<b>FTTP Network</b>	[insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Satellite Network</b>	[insert]	[Insert]	[Insert]	[Insert]	[Insert]

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**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 services with a fault – Urban Areas	No. PA services rectified within 24 Hrs	No. PA services rectified between 24 <48 Hrs	No. PA services rectified in 48+ Hrs
<b>FTTP Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTB Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTN Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>HFC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]

Minor/Major Rural Areas (Service Level: 24 hours)				
	Total no. of Priority Assistance services with a fault – Urban Areas	No. PA services rectified within 24 Hrs	No. PA services rectified between 24 <48 Hrs	No. PA services rectified in 48+ Hrs
<b>FTTP Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTB Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTN Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>HFC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]

**Remote Areas Not requiring plant work or nbn attendance (Service Level: 24 hours)**

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	Total no. of Priority Assistance services with a fault – Urban Areas	No. PA services rectified within 24 Hrs	No. PA services rectified between 24 <48 Hrs	No. PA services rectified in 48+ Hrs
<b>FTTP Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTB Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTN Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>HFC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]

<b>Remote Areas: <u>Requiring</u> plant work or nbn attendance at Premises (Service Level: 48 hours)</b>				
	Total no. of Priority Assistance services with a fault – Remote Areas requiring plant work or attendance	No. PA services rectified within 48 Hrs	No. PA services rectified between 48 < 96 Hrs	No. PA services rectified in 96+ Hrs
<b>FTTP Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTB Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTN Network</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]

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

Total no. of services with a performance incident		Urban Area (Service Level: 5pm seventh BD)				No. of services designated for network activity
<b>Urban Area</b>		No. rectified within 0<7BD	No. rectified between 7<14BD	No. rectified between 14<21BD	No. rectified in 21+BD	
<b>FTTN Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>HFC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Total no. of services with a performance incident		Major/Minor Rural Areas: (Service Level: 5pm tenth BD)				No. of services designated for network activity
<b>Major/Minor Rural Areas</b>		No. rectified within 0<10BD	No. rectified between 10<20BD	No. rectified between 20<30BD	No. rectified in 30+BD	
<b>FTTN Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
Total no. of services with a performance incident		Remote Areas: (Service Level: 5pm fifteenth BD)				No. of services designated for network activity
<b>Remote Areas</b>		No. rectified within 0<15BD	No. rectified between 15<30D	No. rectified between 30<45BD	No. rectified in 45+BD	
<b>FTTN Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTC Network</b>	[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)	
		<=6 hours	>6 hours
	>5,001 services impacted (Priority 1)		
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]
	501 < 5,001 services impacted (Priority 2)	<=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]
	121>500 services impacted (Priority 3)	<=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]

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<b>Tasmania</b>	[Insert]	[Insert]	[Insert]
<b>ACT</b>	[Insert]	[Insert]	[Insert]
<b>Northern Territory</b>	[Insert]	[Insert]	[Insert]
	1>120 services impacted (Priority 4)	<=28 hours	>28 hours
<b>Queensland</b>	[Insert]	[Insert]	[Insert]
<b>New South Wales</b>	[Insert]	[Insert]	[Insert]
<b>Victoria</b>	[Insert]	[Insert]	[Insert]
<b>South Australia</b>	[Insert]	[Insert]	[Insert]
<b>Western Australia</b>	[Insert]	[Insert]	[Insert]
<b>Tasmania</b>	[Insert]	[Insert]	[Insert]
<b>ACT</b>	[Insert]	[Insert]	[Insert]
<b>Northern Territory</b>	[Insert]	[Insert]	[Insert]

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**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
<b>FTTP Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTB Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTN Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>FTTC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>HFC Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]
<b>Fixed Wireless Network</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]



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

FTTP Network			
Volume of dropouts	Number of services impacted by location of premises		
	Urban Area	Major Rural	Minor Rural Area
1<4 dropouts	[Insert]	[Insert]	[Insert]
4<7 dropouts	[Insert]	[Insert]	[Insert]
7+ dropouts	[Insert]	[Insert]	[Insert]

FTTB Network			
Volume of dropouts	Number of services impacted by location of premises		
	Urban Area	Major Rural	Minor Rural Area
1<4 dropouts	[Insert]	[Insert]	[Insert]
4<7 dropouts	[Insert]	[Insert]	[Insert]
7+ dropouts	[Insert]	[Insert]	[Insert]

<b>FTTN Network</b>			
<b>Volume of dropouts</b>	<b>Number of services impacted by location of premises</b>		
	<b>Urban Area</b>	<b>Major Rural</b>	<b>Minor Rural Area</b>
<b>1&lt;4 dropouts</b>	[Insert]	[Insert]	[Insert]
<b>4&lt;7 dropouts</b>	[Insert]	[Insert]	[Insert]
<b>7+ dropouts</b>	[Insert]	[Insert]	[Insert]

<b>FTTC Network</b>			
<b>Volume of dropouts</b>	<b>Number of services impacted by location of premises</b>		
	<b>Urban Area</b>	<b>Major Rural</b>	<b>Minor Rural Area</b>
<b>1&lt;4 dropouts</b>	[Insert]	[Insert]	[Insert]
<b>4&lt;7 dropouts</b>	[Insert]	[Insert]	[Insert]
<b>7+ dropouts</b>	[Insert]	[Insert]	[Insert]

<b>HFC Network</b>	
<b>Volume of dropouts</b>	<b>Number of services impacted by location of premises</b>
	<b>Urban Area</b>
<b>1&lt;4 dropouts</b>	[Insert]
<b>4&lt;7 dropouts</b>	[Insert]
<b>7+ dropouts</b>	[Insert]

### Metric 13: Planned and Emergency Outages – Volume and duration

Volume of Planned Outages (does not include outages driven by 3 <sup>rd</sup> parties or Planned Outages to support on Demand Fibre Connections)				
FTTP Network				
Outages timeframe	Outages impacting 1<120 services	Outages impacting 121<500 services	Outages impacting 501<5000 services	Outages impacting >5000 services
Outages started and finished within 0<1BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within 2<3BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within >3BD	[Insert]	[Insert]	[Insert]	[Insert]
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 3 <sup>rd</sup> parties or Planned Outages to support on Demand Fibre Connections)				
FTTB Network				
Outages timeframe	Outages impacting 1<120 services	Outages impacting 121<500 services	Outages impacting 501<5000 services	Outages impacting >5000 services
Outages started and finished within 0<1BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within 2<3BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within >3BD	[Insert]	[Insert]	[Insert]	[Insert]
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 3 <sup>rd</sup> parties or Planned Outages to support on Demand Fibre Connections)				
FTTN Network				
Outages timeframe	Outages impacting 1<120 services	Outages impacting 121<500 services	Outages impacting 501<5000 services	Outages impacting >5000 services
Outages started and finished within 0<1BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within 2<3BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within >3BD	[Insert]	[Insert]	[Insert]	[Insert]
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]

<b>Volume of Planned Outages (does not include outages driven by 3<sup>rd</sup> parties or Planned Outages to support on Demand Fibre Connections)</b>				
<b>FTTC Network</b>				
<b>Outages timeframe</b>	<b>Outages impacting 1&lt;120 services</b>	<b>Outages impacting 121&lt;500 services</b>	<b>Outages impacting 501&lt;5000 services</b>	<b>Outages impacting &gt;5000 services</b>
<b>Outages started and finished within 0&lt;1BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within 2&lt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within &gt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outage Duration (average)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Time majority of outage took place</b>				
<b>6:00am - 10:59pm</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>11:00pm – 6:00am</b>	[Insert]	[Insert]	[Insert]	[Insert]

<b>Volume of Planned Outages (does not include outages driven by 3<sup>rd</sup> parties or Planned Outages to support on Demand Fibre Connections)</b>				
<b>HFC Network</b>				
<b>Outages timeframe</b>	<b>Outages impacting 1&lt;120 services</b>	<b>Outages impacting 121&lt;500 services</b>	<b>Outages impacting 501&lt;5000 services</b>	<b>Outages impacting &gt;5000 services</b>
<b>Outages started and finished within 0&lt;1BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within 2&lt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within &gt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outage Duration (average)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Time majority of outage took place</b>				
<b>6:00am - 10:59pm</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>11:00pm – 6:00am</b>	[Insert]	[Insert]	[Insert]	[Insert]



<b>Volume of Planned Outages (does not include outages driven by 3<sup>rd</sup> parties or Planned Outages to support on Demand Fibre Connections)</b>				
<b>Fixed Wireless Network</b>				
<b>Outages timeframe</b>	<b>Outages impacting 1&lt;120 services</b>	<b>Outages impacting 121&lt;500 services</b>	<b>Outages impacting 501&lt;5000 services</b>	<b>Outages impacting &gt;5000 services</b>
<b>Outages started and finished within 0&lt;1BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within 2&lt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within &gt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outage Duration (average)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Time majority of outage took place</b>				
<b>6:00am - 10:59pm</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>11:00pm – 6:00am</b>	[Insert]	[Insert]	[Insert]	[Insert]

Volume of Planned Outages (does not include outages driven by 3 <sup>rd</sup> parties or Planned Outages to support on Demand Fibre Connections)				
Satellite Network				
Outages timeframe	Outages impacting 1<120 services	Outages impacting 121<500 services	Outages impacting 501<5000 services	Outages impacting >5000 services
Outages started and finished within 0<1BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within 2<3BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within >3BD	[Insert]	[Insert]	[Insert]	[Insert]
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 3 <sup>rd</sup> parties (e.g. planned power outages))	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]
1 < 5 Business Days' notice	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]
5 < 10 Business Days' notice	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]
>= 10 Business Days' notice	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]	[insert]

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]

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 within 0<1BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within 2<3BD	[Insert]	[Insert]	[Insert]	[Insert]
Outages started and finished within >3BD	[Insert]	[Insert]	[Insert]	[Insert]
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]

<b>Emergency Outages by volume and timeframe</b>				
<b>FTTB Network</b>				
<b>Outage timeframe</b>	<b>Outages impacting 1&lt;120 services</b>	<b>Outages impacting 121&lt;500 services</b>	<b>Outages impacting 501&lt;5000 services</b>	<b>Outages impacting &gt;5000 services</b>
<b>Outages started and finished within 0&lt;1BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within 2&lt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within &gt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outage duration (average)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Time majority of outage took place</b>				
<b>6:01am – 10:59pm</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>11:00pm – 6:00am</b>	[Insert]	[Insert]	[Insert]	[Insert]

<b>Emergency Outages by volume and timeframe</b>				
<b>FTTN Network</b>				
<b>Outage timeframe</b>	<b>Outages impacting 1&lt;120 services</b>	<b>Outages impacting 121&lt;500 services</b>	<b>Outages impacting 501&lt;5000 services</b>	<b>Outages impacting &gt;5000 services</b>
<b>Outages started and finished within 0&lt;1BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within 2&lt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within &gt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outage duration (average)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Time majority of outage took place</b>				
<b>6:01am – 10:59pm</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>11:00pm – 6:00am</b>	[Insert]	[Insert]	[Insert]	[Insert]

<b>Emergency Outages by volume and timeframe</b>				
<b>FTTC Network</b>				
<b>Outage timeframe</b>	<b>Outages impacting 1&lt;120 services</b>	<b>Outages impacting 121&lt;500 services</b>	<b>Outages impacting 501&lt;5000 services</b>	<b>Outages impacting &gt;5000 services</b>
<b>Outages started and finished within 0&lt;1BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within 2&lt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within &gt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outage duration (average)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Time majority of outage took place</b>				
<b>6:01am – 10:59pm</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>11:00pm – 6:00am</b>	[Insert]	[Insert]	[Insert]	[Insert]

<b>Emergency Outages by volume and timeframe</b>				
<b>HFC Network</b>				
<b>Outage timeframe</b>	<b>Outages impacting 1&lt;120 services</b>	<b>Outages impacting 121&lt;500 services</b>	<b>Outages impacting 501&lt;5000 services</b>	<b>Outages impacting &gt;5000 services</b>
<b>Outages started and finished within 0&lt;1BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within 2&lt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within &gt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outage duration (average)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Time majority of outage took place</b>				
<b>6:01am – 10:59pm</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>11:00pm – 6:00am</b>	[Insert]	[Insert]	[Insert]	[Insert]

<b>Emergency Outages by volume and timeframe</b>				
<b>Fixed Wireless Network</b>				
<b>Outage timeframe</b>	<b>Outages impacting 1&lt;120 services</b>	<b>Outages impacting 121&lt;500 services</b>	<b>Outages impacting 501&lt;5000 services</b>	<b>Outages impacting &gt;5000 services</b>
<b>Outages started and finished within 0&lt;1BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within 2&lt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within &gt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outage duration (average)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Time majority of outage took place</b>				
<b>6:01am – 10:59pm</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>11:00pm – 6:00am</b>	[Insert]	[Insert]	[Insert]	[Insert]



<b>Emergency Outages by volume and timeframe</b>				
<b>Satellite Network</b>				
<b>Outage timeframe</b>	<b>Outages impacting 1&lt;120 services</b>	<b>Outages impacting 121&lt;500 services</b>	<b>Outages impacting 501&lt;5000 services</b>	<b>Outages impacting &gt;5000 services</b>
<b>Outages started and finished within 0&lt;1BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within 2&lt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outages started and finished within &gt;3BD</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Outage duration (average)</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>Time majority of outage took place</b>				
<b>6:01am – 10:59pm</b>	[Insert]	[Insert]	[Insert]	[Insert]
<b>11:00pm – 6:00am</b>	[Insert]	[Insert]	[Insert]	[Insert]

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

Fixed line speed capability and number of services – Downlink			
FTTP Network			
The <b>estimated and active</b> number of fixed line premises 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]

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

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]
<b>FTTC Network</b>			
<b>The <span style="color: red;">estimated and active</span> number of fixed line premises capable of achieving maximum data transfer Peak Information Rates</b>			
<b>Urban area</b>			
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]

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

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<b>25 to &lt; 50 Mbps</b>	[Insert]	[Insert]	[Insert]
<b>50 to &lt; 75 Mbps</b>	[Insert]	[Insert]	[Insert]
<b>75 to &lt; 100 Mbps</b>	[Insert]	[Insert]	[Insert]
<b>100Mbps &lt; 249Mbps</b>	[Insert]	[Insert]	[Insert]
<b>250Mbps &lt; 1Gbps</b>	[Insert]	[Insert]	[Insert]

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Fixed line speed capability and number of services – Uplink	
FTTP Network	
<b>The <span style="color: red;">actual</span> number of fixed line premises capable of achieving a maximum data transfer rate</b>	
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	
<b>The <span style="color: red;">actual</span> number of fixed line premises capable of achieving a maximum data transfer rate</b>	
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]
<b>Minor/Major Rural area</b>	
Peak Information Rate - Uplink	Number of services
< 5 Mbps	[Insert]
5 to < 10 Mbps	[Insert]
10 to < 20 Mbps	[Insert]
> 20 Mbps	[Insert]
<b>FTTC Network</b>	
<b>The <b>actual</b> number of fixed line premises capable of achieving a maximum data transfer rate</b>	
<b>Urban area</b>	
Peak Information Rate - Uplink	Number of services
< 5 Mbps	[Insert]
5 to < 10 Mbps	[Insert]
10 to < 20 Mbps	[Insert]



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

**Metric 15: Speed performance: Fixed Wireless network**

Fixed Wireless average busy hour cell performance categories - Downlink			
Month	Monthly busy hour cell performance category – Downlink	% of Fixed Wireless cells in category	% of Fixed Wireless Services in Operation (SIO) in category
[Insert]	< 3 Mbps	[Insert]	[Insert]
	3 to < 6 Mbps	[Insert]	[Insert]
	6 to < 12 Mbps	[Insert]	[Insert]
	12 to < 25 Mbps	[Insert]	[Insert]
	25 to < 50 Mbps	[Insert]	[Insert]
	50 to < 100 Mbps	[Insert]	[Insert]
	>= 100 Mbps	[Insert]	[Insert]

Fixed Wireless average busy hour cell performance categories - Uplink			
Month	Monthly busy hour cell performance category – Uplink	% of Fixed Wireless cells in category	% of Fixed Wireless Services in Operation (SIO) in category
[Insert]	< 2 Mbps	[Insert]	[Insert]
	2 to < 5 Mbps	[Insert]	[Insert]
	5 to < 10 Mbps	[Insert]	[Insert]

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	10 to < 20 Mbps	[Insert]	[Insert]
	>= 20 Mbps	[Insert]	[Insert]

**Fixed Wireless cell performance by average hours spent in categories - Downlink**

Performance category for month	Performance category – Downlink	Average number of hours a day cells spent in performance category
[Insert]	< 3 Mbps	[Insert]
	3 to < 6 Mbps	[Insert]
	6 to < 12 Mbps	[Insert]
	12 to < 25 Mbps	[Insert]
	25 to < 50 Mbps	[Insert]
	50 to < 100 Mbps	[Insert]
	>= 100 Mbps	[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).**

<b>Month</b>
[insert]
[insert]

**Fixed Wireless average busy hour downlink performance for services on the higher speed tiers for the month**

<b>Month</b>
--------------

Fixed Wireless Home Fast	Fixed Wireless Superfast
[Insert]	[Insert]
<b>Fixed Wireless average busy hour uplink performance for services on the higher speed tiers for the month</b>	
<b>Month</b>	
Fixed Wireless Home Fast	Fixed Wireless Superfast
[Insert]	[Insert]
<b>The following monthly data:</b>	
<b>Total Fixed Wireless cells</b>	[Insert]
<b>Total Fixed Wireless congested cells</b>	[Insert]
<b>Total LOC IDs of Fixed Wireless congested cells</b>	[Insert]
<b>Total Fixed Wireless backhaul links</b>	[Insert]
<b>Total Fixed Wireless congested backhaul links</b>	[Insert]
<b>Total LOC IDs of congested Fixed Wireless backhaul links</b>	[Insert]
<b>List of Priority Forecast Upgrade cells</b>	[Insert]
<b>Fixed Wireless network upgrade program data</b>	
<p>The requested data in the tables below pertains only to the \$750 million <a href="#">Fixed Wireless and Satellite Upgrade program</a> that NBN Co announced on <a href="#">22 March 2022</a>. 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.</p>	
<b>Fixed Wireless network upgrade program</b>	
<b>The number of Fixed Wireless premises upgraded during the reporting period</b>	[Insert]
<b>The geographical location of Fixed Wireless premises upgraded during the reporting period (at state level).</b>	[Insert]
Queensland	[Insert]
New South Wales	[Insert]

Victoria	[Insert]
South Australia	[Insert]
Western Australia	[Insert]
Tasmania	[Insert]
Northern Territory	[Insert]
Australian Capital Territory	[Insert]
<b>The total number of Fixed Wireless premises upgraded as at the last day of the reporting period</b>	[Insert]
<b>The geographical location of the total number of Fixed Wireless premises upgraded as at the last day of the reporting period</b>	[Insert]
Queensland	[Insert]
New South Wales	[Insert]
Victoria	[Insert]
South Australia	[Insert]
Western Australia	[Insert]
Tasmania	[Insert]
Northern Territory	[Insert]
Australian Capital Territory	[Insert]
<b>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</b>	[Insert]
<b>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</b>	[Insert]
Queensland	[Insert]
New South Wales	[Insert]
Victoria	[Insert]

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

### Metric 16: Network Traffic Delay Performance

Number of exceedances of traffic frame delay equal to or above 5ms.	
<b>FTTP Network</b>	[Insert]
<b>FTTB Network</b>	[Insert]
<b>FTTC Network</b>	[Insert]
Number of exceedances of traffic frame delay equal to or above 10ms.	
<b>FTTN Network</b>	[Insert]
<b>HFC Network</b>	[Insert]

### **Metric 17: Shared Network Resource Utilisation**

<b>Access type</b>	<b>Number of times the shared network resource exceeded 90% utilisation 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.</b>
<b>FTTP and FTTC Network</b>	[Insert]
<b>FTTB and FTTN Network</b>	[Insert]
<b>HFC Network</b>	[Insert]
<b>Fixed Wireless Network</b>	[Insert]

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**Metric 18: Network Activity by number of services**

Metric	Attribute	Number of services
<b>Number of services designated for Network Activity completed during the reporting period from the date of designation</b>	0 < 03 months	[Insert]
	03 < 06 months	[Insert]
	06 < 09 months	[Insert]
	09 < 12 months	[Insert]
	12 < 15 months	[Insert]
	15 < 18 months	[Insert]
	18 < 24 months	[Insert]
	> 24 months	[Insert]
<b>Number services designated for Network Activity at the end of the reporting period</b>	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]
<b>Number of services designated for Network Activity transferred to the Fibre Upgrade program during the reporting period</b>	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]
<b>Number of services designated for Network Activity during the reporting period</b>	[Insert]	

**Metric 19: Fibre to the Premises (FTTP) upgrade progress**

<b>FTTP Network upgrades – FTTN to FTTP</b>	
Design	[insert]
Construction	[insert]
Ready to Order	[insert]
Connected	[insert]
<b>FTTP Network upgrades – FTTC to FTTP</b>	
Design	[insert]
Construction	[insert]
Ready to Order	[insert]
Connected	[insert]
<b>FTTP Network upgrades – Fixed Wireless to FTTP</b>	
Design	[insert]
Construction	[insert]
Ready to Order	[insert]
Connected	[insert]

## Metric 20: 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
<b>Connections rebate - standard</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
<b>Connections rebate – priority assistance</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
<b>Service Fault rebate – non Priority Assistance rebate</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
<b>Service Fault rebate – Priority Assistance rebate</b>	[Insert]	[Insert]	[Insert]	[Insert]	[Insert]	NA
<b>Timeliness of rebate payments</b>						
<b>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</b>					[insert]	

### Metric 21: Corrective Actions for not meeting Performance Objectives

Information to be recorded	
<b>Service level activity for which the applicable Performance Objective was not met</b>	<i>[insert applicable service activity]</i> Standard connections
<b>Target Performance Objective</b>	<i>[insert performance objective of for the applicable service activity]</i> 90%
<b>Actual performance and the corresponding months in the reporting period</b>	<i>[insert the performance (percentage) achieved for the applicable activity and the relevant month(s) in the reporting period]</i> 85% January 2024
<b>Summary of reasons for not meeting the Performance Objective</b>	[insert]
<b>Summary of the types of corrective action proposed to meet the Performance Objective</b>	[insert]

## Metric 22: Network Availability

<b>Network availability excluding planned outages and force majeure events</b>		
<b>Quarter</b>	<b>Network availability (percentage) across the NBN Co Network (excluding the Satellite Network)</b>	<b>Network availability (percentage) across the NBN Co Satellite Network</b>
	[insert %]	[insert %]
<b>Network availability including planned outages and force majeure events</b>		
<b>Quarter</b>	<b>Network availability (percentage) across the NBN Co Network (excluding the Satellite Network)</b>	<b>Network availability (percentage) across the NBN Co Satellite Network</b>
	[insert %]	[insert %]

DRAFT

## Schedule B

### Record Keeping Declaration

(Date)

General Manager  
Infrastructure Division  
Australian Competition and Consumer Commission

#### Statement by NBN Co

I declare that:

- (a) the reports are prepared in accordance with the requirements of the Rules; and
- (b) the reports are 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

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(Name)

(Position)