



## Two million more Australian households ready to order nbn's fastest home internet

More than two million additional # Australian households are ready to order a full fibre **nbn** connection## as part of the program to evolve the **nbn**® network.

The significant milestone means a record number of Australians can now enjoy the benefits of a faster and more reliable service.###

Full fibre offers customers access to the highest residential speed tiers, which deliver a better, and more reliable internet experience for homes and businesses.

More speed means the whole family can be online at the same time: videoconferencing for work, enjoying crystal clear movies or next level gaming.

Full fibre can deliver wholesale download speeds of close to 1 Gbps####, delivering a better experience, including more consistent speed and minimal interruptions during online video calls.

These upgrades are part of the **nbn** fibre upgrade program - which was boosted by the Australian Government's additional \$2.4 billion investment.

**nbn** is on track to enable up to 10 million premises, or up to 90 per cent of fixed-line homes and businesses across Australia to access **nbn** Home Ultrafast (currently at 61 per cent), offering wholesale download speeds of 500 Mbps to close to 1 Gbps, by the end of 2025.#####

To trigger an upgrade, customers at eligible premises need to place an order with a retailer which is based on an eligible speed tier.

To find out if you're eligible for an upgrade register at [nbn.com.au/fibreupgrade](https://nbn.com.au/fibreupgrade).

### Anna Perrin, nbn Chief Customer Officer said,

"Customers are consuming more data than ever to do the things they love like streaming 4K on multiple devices, online education, next level gaming, conference calls, and uploading and downloading large files for work.

"The need for broadband will reach levels never seen before over the next decade as the internet transforms the world and how we live, so we are growing the network to stay ahead of that demand.

"With the **nbn** network carrying more than 80 per cent of our country's download data – and Australians consuming more of it than ever – the availability of full fibre for more homes across Australia has never been more important.

"On our fastest residential speed on full fibre, you can stream 4K videos with ease, and play online games with less lag.##

“You may also be able to download a Call of Duty – Cold War (130GB) game update in under 30 minutes – compared to potentially 7 hours on a 50 Mbps tier. ##

“Uploading and downloading files can also be much quicker – a 200MB file may download 9 times more quickly – while uploading the same file can potentially be done nearly twice as quickly. ##

“Technology has advanced, data use on the **nbn** network has tripled in six years – but has your plan kept up?

“The average household now has 21 connected devices and that’s growing year on year, we encourage customers to check with their internet provider to see if their plan has enough speed and data inclusions.”

# More than 4.36 million Australian households have full fibre or are ready to order full fibre.

## Customer experience on nbn full fibre, including speed depends upon your internet provider, plan, equipment quality and if you use the internet at peak times.

### Conditions, eligibility criteria and costs will apply. Eligibility criteria is expected to include, among other things, being designated by **nbn** as a simple premises (eg. standalone premises or Single Dwelling Unit (SDU)) and once the program is available for an eligible premises, placing an order for an **nbn** powered plan based on an eligible wholesale speed tier. Additional costs may apply to providers, who may choose to pass this charge onto their customers. Not all providers offer plans based on the full range of wholesale speed tiers. Talk to your preferred provider for more information about availability and the right solution for your needs.

#### Regardless of the retail service you purchase, the actual wholesale speeds delivered by **nbn**’s highest residential wholesale speed tiers of 500 to close to 1000 Mbps will be less than 1Gbps due to equipment and network limitations and the peak information rate may fall anywhere in this range. In addition, the HFC Home Ultrafast bandwidth profile downstream service provided to retail providers is a ranged profile with a maximum sustained information rate of 750Mbps. Reference to speeds are not end user speeds; they are wholesale layer 2 peak information rate bandwidth provided to retail providers. An end customer’s experience, including the speeds actually achieved over the **nbn** network, depends on the **nbn** access network technology and configuration over which services are delivered to their premises, whether they are using the internet during the busy period, and some factors outside of NBN Co’s control (like their equipment quality, software, chosen broadband plan, signal reception, or how their provider designs its network).

**ENDS**

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