

Thank you Senator, I do have a short statement.

I have with me today Stephen Rue - Chief Financial Officer, John Simon - Chief Customer Officer, and Karina Keisler, Executive General - Manager Corporate Affairs.

We now have 2.2 million premises connected to the network and we add another 30,000 each week on average.

I am very pleased to say that there are now **5 million homes** and businesses around the country with access to the **nbn**.

This is a great milestone and one we have worked hard to achieve.

We average 60,000 premises RFS a week and occasionally get up to around 100,000 homes a week.

It is hard to get a sense of that scale, but this is like providing access to the entire city of Hobart ***in a week***.

In terms of connections, it is like hooking up every home in Rockhampton every single week.

This has never been done before anywhere in the world, and at this rate we will be finished in just a couple of years and Australia will be the world's first fully connected continent.

nbn is also on track to meet its targets again this financial year.

Our revenue for the first three quarters of FY17 was \$665 million, which is already 58% more than the entire revenue of FY16.

We are working on the next version of the corporate plan which will update our rollout, peak funding, and other financial data.

One thing we are finding is that there are fewer premises in Australia than thought.

We rely on geo-spatial databases to estimate the number of premises in an area, but as we do our detailed designs, we are seeing fewer homes than expected.

This of course will have an impact on some of our forecasts and we will set this out in our Corporate Plan.

While we continue to scale, we are also improving the products and technology we can offer.

Sky Muster II is now operational, which will provide vital increased capacity, stability to the network, and greater service quality.

We recently announced a new fixed wireless product, which will **double the capacity** available to 100Mbps down and 40Mbps up.

A recent trial of new fibre technology delivered symmetrical upload and download speeds of 10Gbps, which could improve not only the FTTP, FTTB, and FTTC capacity, but equally the fibre backbone that supports the Fixed Wireless and HFC network.

We were also very excited to see announcements from overseas of incredible speeds achieved over copper lines in the lab. Speeds of 10 Gbps over 500 metres of copper were reported and achieving anything remotely close to those speeds over copper in the field would be a game changer.

There will continue to be intense innovation on copper technology because so many incumbent operators gain from getting more out of existing networks.

With **nbn**'s flexible approach to technology, we stand ready to ride whatever wave of innovation comes through.

Now, as we've discussed previously, the industry is going through a massive transformation. We are very aware of the impact this can have on our customers and end users.

We are working hard to help the industry through this transformation. The service experience chain has many links, but we all need to work together.

We understand that end users want **transparency and clarity** around expectations and responsibilities. It's the industry's job to set, and meet, **realistic expectations**.

Part of this is an understanding of expected speeds. As you know, **many factors** can affect the speeds end users receive.

We work closely with our retailers to ensure they have all available information about expected and actual line speeds for their customers.

We know the ACCC is also pushing for greater clarity and monitoring around speeds, and we are very supportive of this.

I want to point out though, that the vast majority of people using the **nbn** are satisfied, but they are also a silent majority. Nobody calls their local MP or talkback radio to say everything is working just fine.

The people who call are having problems, and we acknowledge there are too many. We are working hard on this. But remember this is a small percentage of a very large number. Across all of our technologies, we average 21 faults for every 10,000 active premises.

We also listen to what people on the **nbn** tell us. We survey many thousands of people every month to get a clear picture of where we need to work harder.

Across all of our technologies more than 85% of users say their experience on the **nbn** meets or exceeds their expectations.

We want to focus on this 15%, understand their issue, and fix it for them.

We have made a lot of progress and we want everyone to have a great experience on the **nbn**, and we want Australians to be **proud** of their network.

With that, we look forward to answering your questions. Thank you very much.