

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Additional Estimates February 2019**  
**Communications Portfolio**  
**NBN Co Limited**

**Question No: 122**

**NBN Co Limited**

**Hansard Ref: Written, 04/03/2019**

**Topic: Copper lines**

**Senator Anne Urquhart asked:**

- a) How many FTTN services are currently achieving a layer 2 sync speed of less than 25 Mbps?  
Please provide both the total number and as a proportion of total active services.

**Answer:**

As at 4 March 2019, of the 2.4million active FTTN services approximately 183,000, or 7.6 per cent were reporting a Layer 1 VDSL attainable synchronisation rate equivalent to less than 25Mbps downstream rate at Layer 2.

These numbers include areas where coexistence protocols are still in place and nbn accepts a lower speed until coexistence is removed and speeds are boosted. They also reflect existing issues that could cause network degradation, such as in-home wiring issues, which can affect attainable speeds. Remediation of these degradations would further improve service performance and therefore the results shown here. The actual experience of customers using the network, can be impacted by other factors such as their in-home set-up and equipment.

Where the network is not capable of providing the minimum wholesale download speeds after co-existence has ended, nbn will take action to rectify any issues in its network so that minimum standards are met.