Media release

7 May 2020

Australian Broadband Data Demand: nbn records highest peak in data demand

- ***Australian Broadband Data Demand*** **report highlights on the main nbn wholesale service:**
  - **Weekly download throughput peak of 13.9 Terabits per second (Tbps) recorded on Wednesday, 29 April during the Evening Busy Hours**
  - **Weekly upload throughput peak of 1.05Tbps recorded on Wednesday, 29 April during the Evening Busy Hours**

Data demand on the **nbn's** main wholesale access service recorded its highest ever peak throughput on Wednesday, 29 April as Australians continue to rely on the nbn™ access network for their work, study and entertainment needs during lockdown.

The new figures are revealed in the latest release of *Australian Broadband Data Demand*, a weekly report from nbn that shows the highest throughput recorded in a week during daytime business hours, early evening hours and busy evening hours.

For the week from Monday, 27 April to Sunday, 3 May, peak download throughput (the measure of data flowing through the nbn™ access network) during the busy evening period increased by 26 per cent to 13.9 terabits per second (Tbps) on the main nbn wholesale service, compared to the last week of February (which nbn measures as its normal pre-COVID-19 baseline).

The peak download throughput record coincided with the release of updates to a number of popular video games.

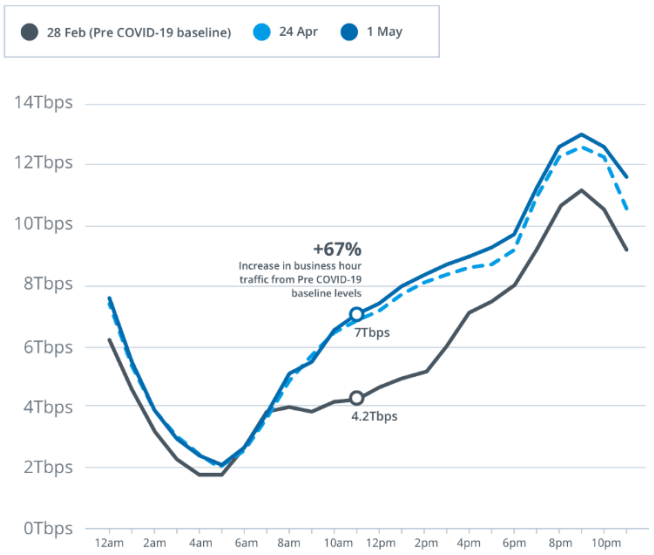
“Like many industries, the local gaming sector relies on the **nbn** and retail networks to help deliver their products to customers. NBN Co and participating internet retailers are well prepared for the release of future updates and patches,” said Brad Whitcomb, Chief Customer Officer – Residential at NBN Co.

For the week from Monday, 27 April, peak download throughout compared to the pre-COVID-19 baseline also increased during daytime business hours, up 32 per cent to 10.3Tbps, and during early evening hours, up 31 per cent to 12.9Tbps, on the main nbn wholesale service.

Compared to the pre-COVID-19 baseline, peak upload throughput on the main nbn wholesale service in the evening busy hours for the week beginning 27 April increased by 36 per cent to 1.05Tbps; peak upload throughput in the early evening hours increased 53 per cent to 1.04Tbps; and peak throughput during daytime business hours increased by 106 per cent to 1.03Tbps.

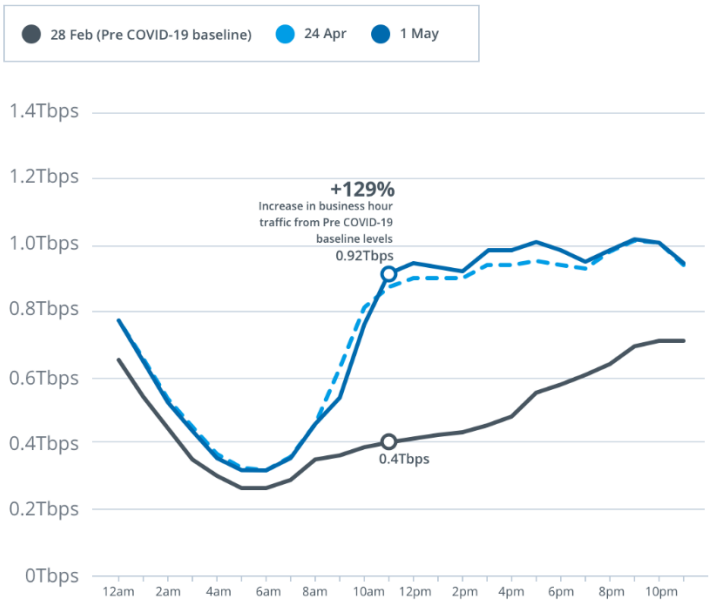
Compared to the pre-COVID-19 baseline before social distancing measures were implemented, downstream network usage on the nbn main wholesale service during business hours on 1 May 2020 was 67 per cent higher (as shown in the graph below at 11am) than the pre-COVID-19 baseline.

Downstream network usage over 24 hours



Upstream network usage on the nbn main wholesale service during business hours on 1 May 2020 was 129 per cent higher (as shown in the graph below at 11am) than the pre-COVID-19 baseline.

Upstream network usage over 24 hours



The increased data demand also coincides with the implementation of additional data measures agreed at the completion of the Wholesale Pricing Review 2019, which came into effect on 1 May 2020. These measures include increased wholesale data inclusions for most discount bundles *(see notes to editor for table of additional capacity inclusions),* a further reduction to wholesale entry-level broadband charges, and national pooling of CVC, which is designed to assist internet providers to procure capacity on a national basis.

"The changes that have come into effect this month demonstrate NBN Co's ongoing commitment to creating value and ensuring all Australians have access to affordable, reliable broadband. This is more vital now than ever, as data demand continues to grow and Australians rely on the network to work, study and play," Mr Whitcomb said.

The *Australian Broadband Data Demand* report is updated weekly on nbn's Transparency dashboard at: www.nbn.com.au/updates

For tips on how to make the most of your nbn connection and to learn more on what NBN Co is doing to support Australia through COVID-19, please visit: www.nbnco.com.au/campaigns/covid-19

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Notes to editor:

- These metrics represent the upstream/downstream throughput peak each week, across the following three distinct periods:
    - Business hours - Monday to Friday 8am to 4:59pm
    - Early evening hours - Monday to Sunday 5pm to 7:59pm
    - Evening busy hours - Monday to Sunday 8pm to 11:59pm
- For Business Hours, the peak is determined by taking the highest downstream throughput for our TC-4 service from the busiest 15 minute increment for downstream throughput, and from the busiest 30 minute increment for upstream, between Monday to Friday. The Early Evening Hours and Busy Evening Hours figures are recorded using the same methodology, but over a seven day period.
- TC-4 is nbn's standard wholesale broadband service that is designed primarily for general internet and standard data services across all access technologies.
- NBN Co considers the throughput peak metric for our TC-4 service as the most appropriate measure for growth in data flowing through the network as it shows when network use is at its highest in each defined period in a week for our wholesale access service most used for residential broadband services.
- This graph shows TC-4 usage (measured in terabits per second for both upstream and downstream) over a 24 hour period (using Australian Eastern Standard/Daylight time on the dates shown in the key). It compares the results from those two dates against a corresponding 24 hour period from nbn's pre-COVID-19 baseline on 28 February 2020 (the last week of February). Each marker on the x axis represents an hour period in the day. The y axis shows, for each of the 60 minute periods in that 24 hour period:
    - The downstream throughput measure calculated by recording the highest downstream throughput for our TC-4 service from the busiest 15 minute increment in that 60 minute period.
    - The upstream throughput measure calculated by recording the highest upstream throughput for our TC-4 service from the busiest 30 minute increment in that 60 minute period.
- The terabits per second (Tbps) value is rounded to one decimal place. The percentage increase is rounded to the nearest whole number.
- The table below shows the baseline roadmap of charges and inclusions for nbn's discount bundles for the period September 2019 to May 2021. Some bundle discounts, for which nbn proposes no changes to charge or CVC inclusion, are excluded from this table.

	Sep 19		Oct / Dec 19		May 20		Oct 20		May 21	
Discount bundle[4]	Effective Charge	Inclusion (Mbps)	Effective Charge	Inclusion (Mbps)	Effective Charge	Inclusion (Mbps)	Effective Charge	Inclusion (Mbps)	Effective Charge	Inclusion (Mbps)
ELB with usage below 0.15Mbps	$22.50	0.15	$22.50	0.15	$22.50	0.15	$22.50	0.15	$22.50	0.15
ELB with usage above 0.15Mbps[5]	$45.00	0.15	$28.20 (Oct)	0.15 (Oct)	$27.40	0.15	$26.60	0.15	$26.60	0.15
B25 on fixed-line and fixed wireless	$45	2	$37 (Dec)	1.25 (Dec)	$37	1.25	$37	1.25	$37	1.5
B50	$45	2	$45	2	$45	2.25	$45	2.25	$45	2.50
Wireless Plus	$45	2	$45	2	$45	2.25	$45	2.25	$45	2.50
Higher Speed Tier 1 (100/20)	-	-	-	-	$58	3.75	$58	3.75	$58	4.25
B100/40	$65	3	$65	3	$65	3.75	$65	3.75	$65	4.25

References to “speeds” and “speed tiers” in this table are not to speeds achievable by end-users, but to wholesale layer 2 peak information rate bandwidth provided to the RSP. The end user experience, including speeds actually achieved over the nbn™ access network, depend on the configuration over which services are delivered to a premises, whether the end user is using the service during the busy period, and some factors outside nbn’s control (like equipment quality, software, chosen broadband plan or how a service provider designs its network).

4 Bundle discounts are subject to certain limitations and restrictions as set out in the Discount, Credit and Rebates List, and as set out in the Wholesale Broadband Agreement.

5 The effective charges in this row rely on the RSP drawing on pooled CVC inclusions from other bundled AVCs to cater for all usage of CVC capacity by ELB AVCs above the 150Kbps inclusion.