



#### Keeping Australia connected during challenging times

The purpose of technology, and the **nbn**, is to improve people's lives – to improve the way they stay connected, work, educate themselves, and stay healthy. Connectivity is one of the things we are most proud of, and it's never more important than in times of crisis.

These are unprecedented times and we are already seeing a steady increase in demand on the **nbn** network, and this is set to continue as more businesses implement remote working models, and more people utilise cloud-based services and video conferencing to work from home.

#### Working with industry and government

We are actively working with government stakeholders and retailers within the telecommunications industry to keep Australians connected and productive through this crisis, ensuring we do everything possible to optimise the **nbn** network to support the increase in residential use.

#### Capacity planning for increased use

Data carriage on the **nbn** network has already increased by around 5 – 6 per cent over the last few days as customers have increasingly started to work from home. The **nbn** is performing well, and we have not seen or experienced any significant traffic congestion on the network

From 23 March, **nbn** has waived charges for additional capacity of up to 40 per cent to Retail Service Providers (RSPs) – a measure that will remain in place for at least three months to help them support Australian residential and business **nbn** customers. The additional capacity pricing relief will apply to all fixed line, fixed wireless and satellite **nbn** technologies.

And as always, we are encouraging customers to contact their internet retailer to understand how their current plan would support their home working needs.

#### Maintaining the network and supporting our customers

With the rollout of the national broadband network more than 90 per cent complete, the vast majority of Australians already have access to fast, reliable, secure broadband. And while it's still unclear how the Australian greenfield market might be impacted, NBN Co's executive team will continue to meet regularly to ensure the ongoing operation and maintenance of a secure and resilient broadband network, while best supporting our customers across the development industry as the situation unfolds.

For new developments, at this stage builds will continue, but will proceed with process changes that have been developed to assist with reducing the likelihood of COVID-19 transmission for our team and delivery partners. **nbn** will continue to keep in touch with customers who have projects in flight to keep them informed. If circumstances occur that may impact **nbn**'s ability to access sites or cause delays, we encourage our customers to contact their account team so we can work together to address those circumstances on a case by case basis.

We will continue to provide updates as the situation progresses and more information becomes available, and encourage our customers to reach out with any questions – amidst the uncertainty, we are here to provide support wherever possible.