

Joint Standing Committee on the National Broadband Network, 24 March 2017

Date of proposal for Performance monitoring and reporting regime

17	ACCC	<p>When was the first time that you proposed such a project to government?</p> <p>The ACCC first proposed a four year broadband monitoring and reporting program requiring funding of approximately \$7 million in the week commencing 15 February 2016.</p>
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Meetings with government

18	ACCC	<p>We are not quite sure who you meet with when you talk to government; who do you talk to? How frequently do you meet with them? And what is the means of communication that you have with them? Could I ask on how many occasions you have raised this matter with the minister, and in what form?</p> <p>The ACCC provided a presentation to the Minister’s advisors on 10 February 2016 about introducing this program, and have regularly engaged with the minister’s department since that time, but have not had any direct discussions with the minister.</p>
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Information on speeds to consumers

19	ACCC	<p>If it is known today that you cannot provide 100 megabits per second service over a fibre-to-the-node network at a certain point within that network, should that information be provided on a premises basis to retail service providers and should retail service providers be required to provide that information to a prospective consumer? If that is not the case, transparency does not exist.</p> <p>The ACCC considers that consumers should have access to reliable information about the performance that they should expect to receive from their broadband services.</p> <p>In March 2017, we released the Broadband Speed Claims Consultation outcomes report following extensive public consultation on broadband speed claims. The report includes six principles to guide retail service providers (RSPs) in informing consumers about the speeds that their services will typically deliver (Principles). Principle four states that factors known to affect service performance should be disclosed to consumers. This principle would apply to the factual scenario outlined above such that the RSP should inform the end user where it is aware of performance limitations on that end user’s specific line.</p> <p>We note that nbn provided a public submission to our Broadband Speed Claims Consultation which indicates that RSPs should have access to information to understand the maximum line speeds available to specific end users.</p> <p>We are currently engaging with industry on the Principles including whether there are any potential impediments to implementing them and how any impediments could be addressed. We plan to incorporate the Principles into best practice industry guidance later this year.</p>
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