

Department/Agency: Australian Competition and Consumer Commission

Question: 9

Topic: House of Representatives Standing Committee on Economics - ACCC Annual Report 2016 – Investigation of speed complaints

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Question:

- a. Is the ACCC responsible for investigating complaints about Layer 2 speeds falling short of the 25 mbps commitment in the Government's Statement of Expectations? Or should consumers be complaining to the TIO?
- b. Has the ACCC been asked by Government or industry to investigated circumstances where the NBN infrastructure cannot deliver a Layer 2 speed of 25 mbps?

Answer:

- a. No, the ACCC is not responsible for investigating complaints about Layer 2 speeds falling short of the 25 mbps commitment in the Government's Statement of Expectations.
- b. No.