

From: John Hilvert
Sent: Thursday, 10 June 2010 4:26 PM
To: Roughley, Fiona (SEN)
Cc: Committee, Broadband (SEN); 'Peter Coroneos'
Subject: RE: NBN Senate Select committee: Questions on notice

Senator LUNDY—I am asking these questions in the spirit of the contention that is often put forward that somehow the wireless mobile data services are an alternative to a fibre-to-the-premises network. My view is, of course, that they are not, so I am keen to explore further. The next question I have is on the nature of a service contract for mobile data. I am happy for you to take this on notice. Does an 'up to' bandwidth commitment mean there is no minimum bandwidth provision guaranteed to anyone purchasing the mobile data service? Is that the nature of those products?

Mr Hilvert—I will take that on notice, but that is my impression.

RESPONSE: I've enquired about that issue suggest the following response:

Answer: ISPs generally would ensure that their potential customers equipment, location and the like would comply with at least the minimum compatible standard before offering ADSL services in any event.

As a general rule, that means the service would need to be able to deliver at least 1.5 Mbps.

However I could not locate any minimum guarantees of speeds for mobile broadband. Indeed you'd be hard pressed to find a company that offers a guarantee of connection, as some areas may have no mobile phone coverage or very weak signals.

John Hilvert
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