



25th September, 2013

Via: Alex.Elith@accc.gov.au

RE: Broadband Performance Monitoring and Reporting in the Australian context: consultation paper

CHOICE thanks the ACCC for the opportunity to contribute to this consultation. We welcome the proposed introduction of a broadband performance monitoring and reporting program.

CHOICE has reviewed the submission made by the Australian Communications Consumer Action Network (ACCAN). ACCAN is Australia's peak body for consumer representation and advocacy in communications.

CHOICE strongly supports ACCAN's submission and we believe their recommendations would considerably improve the broadband performance monitoring and reporting program.

In particular:

- We support monthly reports over less frequent ones.
- We would emphasise the need for the information to be presented to consumers in an easy to understand way, so that they can find it useful.
- We note ACCAN's point that download/upload speeds and price are central to consumer decision making in this area.

CHOICE is particularly pleased to see the consultation paper emphasise privacy for the program's volunteers, and would take the opportunity now to stress the importance of this.

CHOICE believes that this is an important initiative which will bring transparency to the broadband industry and result in better outcomes for consumers.

Yours sincerely,

A handwritten signature in black ink, appearing to be "Alex Elith".

Unlocking the power of consumers

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