

Finder response to the 2018 Broadband speed claims guidance consultation

Thank you for the opportunity to provide a response to the 2018 Broadband speed claims guidance consultation.

[Finder.com.au](http://finder.com.au) ("Finder", "we") is [Australia's most visited comparison site](#) with more than three million visits to the site a month. Finder compares over 50 product categories, including ADSL broadband, NBN services, satellite broadband and mobile broadband. We also produce regular content on these topics, including our popular [NBN Rollout Map](#). Our free service is independently owned by two Australians: Fred Schebesta and Frank Restuccia.

Given the nature of our business, this response focuses on the aspects that directly drive how consumers compare and choose plans.

Questions regarding services provided using fixed wireless networks

2) Do RSPs plan to develop separate retail offerings, in terms of price, data inclusions and advertised speeds, for services provided using fixed wireless networks?

Response: Yes

Comment: Given that NBN Co has separate wholesale pricing models for fixed wireless services, we would expect that to be reflected in plans offered to consumers. While the majority of providers in Finder's NBN database have tended to offer similar plans for fixed NBN services regardless of the underlying technology, that hasn't been the case with fixed wireless services, which usually have their own separate names.

3) Should specific labels be developed for plans that are specific to fixed wireless networks, e.g. to better manage consumer expectations when RSPs are marketing fixed wireless specific plans?

Response: Yes

Comment: From a consumer perspective, it's helpful to know that a plan is specifically designed for wireless deployment. Wireless plans don't typically offer the same level of speed or data inclusions, and singling out that a plan is built for the wireless network make this clear.

5) Should the Guidance outline a default methodology for testing maximum attainable speeds on fixed wireless connections where this information is not provided by the network operator, e.g. in terms of time of day to test and number of tests to conduct?

Response: Yes

Comment: Having a clear and representative basis for claimed speeds makes it much easier for consumers to compare and choose, so a default methodology is definitely desirable. As an example, the “typical evening speed” feature of our [NBN comparison table](#) has proven popular with our users.