



# Review of the Measuring Broadband Australia program

Questions from public survey

November 2020

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## 1. Summary

The public survey consultation ran from 22/10/2020 to 05/11/2020.

Responses to this survey: 845

## 2. Introductory questions

### 2.1. About you

**Name (required)**

**Email address (required)**

**Organisation (if applicable)**

### 2.2. Are you currently a volunteer on the MBA program?

**Current volunteer (required)**

- Yes
- No

## 3. Questions for MBA volunteers

**Who is your retail service provider (RSP)?**

- [RSP list]
- If you selected Other, please provide the name of your RSP – free text

**What is your broadband package?**

- [Broadband package list]

**What is your service used for? (Please tick all that apply)**

- Home use
- Run a business from home
- Education
- Working from home

**How long have you been a volunteer of the MBA program?**

- Less than a year
- One to two years
- More than two years

**How did you first hear about the MBA program?**

- In the news (e.g. social media, television, radio, newspaper)
- ACCC website
- Your RSP
- Other

If you selected Other, please specify – free text

**What was the main motivation for joining the MBA program as a volunteer? (Please tick all that apply)**

- To obtain more information about your home broadband performance.
- To confirm a suspected performance issue with your service.
- To assist in collecting and publishing independent information that could help consumers more generally.

If Other, please specify – free text

**During your time as a volunteer, have you accessed the MBA program outputs and information and done any of the following? (Please tick all that apply)**

- Read the monthly report card
- Logged in to SamKnows One
- Viewed the ACCC MBA reports
- Viewed the ACCC MBA dashboard data
- Used the information for research purposes
- All of the above
- Other

For reference, the following are available on the ACCC website:

- [the MBA reports](#)
- [MBA dashboard data](#).

**To what extent has the MBA program improved your understanding of or ability to do the following?**

	Same	Somewhat improved	Significantly improved
Compare broadband services and products			
Resolve issues with your service			
Query your RSP about the performance of your service			
Change to another RSP			

Change your plan (but stay with the same RSP)			
Broaden your understanding of broadband services			
Download speeds			
Latency			
Streaming services			

**We are very grateful for your assistance and support of the MBA program. If the program is continued, are you likely to continue as a volunteer?**

- Yes
- No

If No, what would be key the reason to exit?

- Issue resolved
- Whitebox equipment taking space
- Other

#### 4. Questions for MBA review (general consumer questions)

**Which of the following statements about the MBA program do you agree with? (Please tick all that apply)**

- Provides useful information to consumers to assist in purchasing decisions about broadband services.
- Has helped to encourage and improve competition between service providers in the market.
- Has helped to ensure service providers make accurate advertising claims about the performance of their services.
- Given you greater confidence in engaging with broadband services and understanding the market.
- Has helped to identify the NBN plan speed that best suits your needs for your household internet usage.

**If the MBA program is continued and expanded, which additional networks do you think should be included? (Please tick all that apply)**

- NBN fixed wireless services
- 5G home broadband services
- Other non-NBN superfast broadband services

If you selected Other, please specify – free text

**Would independent performance information on 5G home broadband services, like that provided by the MBA program, be useful to your understanding of this product to assist in future purchasing decisions?**

- Yes
- No

**If the MBA program is continued and expanded, are any of the following areas of analysis of interest to you? (Please tick all that apply)**

- Broadband services supplied to small and medium businesses
- Comparative technologies (e.g. 5G, fixed wireless)
- Non NBN networks
- Other

If you selected Other, please specify – free text

**During COVID-19, consumers and businesses have relied on their broadband services like never before. Which of the following statements about the MBA program do you agree with? (Please tick all that apply)**

- Provided valuable and timely insights into how the NBN network and service providers have been able to support this increased demand for broadband services.
- Provided valuable insights on streaming and video conferencing services during COVID-19.
- Provided useful information on different speed tiers and what can be supported by these plans.