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19 November 2021

To:

By Email: steve.williams@accc.gov.au
Mr. Steve Williams
Assistant Director
Transmission and Facilities Access
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ACCC

By Email: David.hinitt@accc.gov.au
Mr. David Hinitt
Senior Analyst
Transmission and Facilities Access
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Dear Mr. Williams and Mr. Hinitt,

Thank you for the opportunity to express the Internet Association of Australia (IAA) perspective on the *Proposed Changes to the NBN National Broadband Network Services in Operation Record Keeping and Reporting Rules* (NBN SIO RKR) *Consultation Paper.* Many of IAA's members are small to medium sized internet service providers (ISPs) who are also NBN retail service providers (RSPs). IAA's submission will focus specifically on CVC data and NBN Co's service standard performance data reporting and publication.

Overall, IAA supports the new reporting requirements for NBN Co proposed by the ACCC in the Consultation Paper. We see the suggested provisions as enhancing the ACCC's ability to monitor competition over the NBN and to determine whether the use of and investment in telecommunication networks is efficient. It also increases the disclosure of information related to the use of NBN services, which forms valuable information for both access seekers and other stakeholders, who can then make more informed decisions.

IAA does not oppose the introduction of CVC overage reporting to the ACCC and the publication of high-level CVC overage information. However, we oppose the publication of CVC overage data disaggregated by access seekers. IAA is open to the publication of CVC utilisation data at a national level or aggregated on a POI by POI basis. However, we oppose the publication of utilisation data aggregated at an access seeker by access seeker level. We hold a similar stance with regards to the publication of CVC acquired data.

We understand the ACCC views publishing CVC overage, acquisition and utilisation data as a mechanism to help "improve competition and ensure high levels of transparency."[1] However, we also note that previously, the ACCC has noted the publication of NBN access seeker CVC data could be misconstrued and contribute to outcomes not in the long term interests of end users.[2] In this case, we consider that access-seeker specific data should be considered as confidential information.

IAA strongly support the introduction of reporting of NBN service standards information to the ACCC. NBN Co service standard performance metrics has implications for RSP capabilities and affects end-user experience. As such, it is important for service standard metrics to be reported to provide incentives for NBN Co to improve the overall subscriber experience under their control.

Reporting metrics could include data on NBN Co performance against service levels and performance objectives for connection deliveries, number of delayed or failed connections on each network and speed information for fixed line, fixed wireless and satellite networks. In the long term, IAA would prefer that all

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[1] ACCC 2021, *Proposed Changes to the NBN SIO RKR Consultation Paper*
[2] ACCC 2017, *NBN SIO RKR Explanatory Statement,* p. 6.

open access networks, over a certain size, should report service standard metrics to the ACCC in a manner to improve the retail customer's experience of broadband services.

Once again, I would like to thank you for providing us with the opportunity to contribute to *Proposed Changes to the NBN SIO RKR Consultation Paper*

About the Internet Association of Australia

The Internet Association of Australia (IAA) is a member-based association representing the Internet community. Founded in 1995, as the Western Australian Internet Association (WAIA), the Association changed its name in early 2016 to better reflect our national membership and growth.

Our members comprise industry professionals, corporations and affiliate organisations. IAA provides a range of services and resources for members and supports the development of the Internet industry both within Australia and internationally. Providing technical services as well as social and professional development events, IAA aims to provide services and resources that our members need.

IX-Australia is a service provided by the Internet Association of Australia to Corporate and Affiliate members. It is the longest running and lowest cost Internet Exchange in Australia. Spanning six states and territories, IAA operates over 30 points of presence and operates the New Zealand Internet Exchange on behalf of NZIX Inc in New Zealand.

IAA is also a licenced telecommunications carrier, and operates on a not-for-profit basis.

Yours faithfully,

Narelle Clark
Chief Executive Officer
Internet Association of Australia