



INTERNET ASSOCIATION OF AUSTRALIA  
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To: The ACCC

By Email: [ssu-migration@accc.gov.au](mailto:ssu-migration@accc.gov.au)

Thank you for the opportunity to express the Internet Association of Australia (IAA) perspective on Telstra's Migration Plan. Overall, IAA supports the Migration Plan, however, we ask that realistic disconnection dates are communicated, so that both consumers and Retail Service Providers have certainty over the likely duration of the services they need to support and the potential to provide new or expanded services. Further, it is extremely important that clarity around service offerings and service performance is achieved.

We would also urge NBN Co to expedite the completion of services for complex connections, as consumers and RSPs now have an expectation that services can be delivered over the NBN *everywhere* in Australia.

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### 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