

28 May 2025

Universal Services Branch

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts

By submission: <https://www.infrastructure.gov.au/have-your-say/increasing-minimum-legislated-broadband-speeds>

RE: SIP Regulated Broadband Speed

The Internet Association of Australia Ltd (**IAA**) thanks the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (**Department**) for the opportunity to respond to the consultation on the proposal to increase the regulated broadband speeds of statutory infrastructure providers (**SIPs**).

IAA is a member-based association representing Australia's Internet community. Our membership is largely comprised of small to medium sized internet service providers, as well as a number of smaller carriers, some of which are SIPs. Our response is in representation of these members, but also the public benefit of the Internet and for the improvement of the wider telecommunications sector.

As access to communications is increasingly valued by community as an integral service required for daily life, we agree that the legislative framework regarding SIPs should be updated to appropriately support community expectations. The SIP regime is an important component of Australia's overall universal service arrangements, and should therefore be kept updated to ensure all consumers have access to reliable, high-speed broadband. However, we also recognise the importance of allowing industry players, especially smaller operators, a fair and reasonable chance to operate in the sector. We therefore take this opportunity to share feedback on the proposal to increase the legislation broadband speeds of SIPs, as well as ancillary matters and implications from such reform.

Download and Upload Speeds***1. Do you support an increase to SIP speed requirements?***

Overall, we support the proposal to increase the regulated download speed to 100Mbps. As reliance on the Internet grows to conduct everyday life, it is important that end-users have access to reliable and, high-speed broadband. While we consider that 50Mbps is most likely sufficient for most end-users, in order to future proof the SIP regime, we consider 100Mbps is more appropriate and brings universal service arrangements in line with modern expectations.

3. *Should there also be an increase to the current legislated peak upload speeds from 5 Mbps?*

We believe that it is also necessary to increase the regulated upload speed from 5Mbps to 20Mbps to meet consumer expectations, and continue the modernisation of the SIP regime.

Timeframe for Implementation

5. *What do you consider would be an appropriate timeline for an increased SIP requirement?*

6. *Do you consider there would be a need for a staged approach that allows networks to be upgraded before being subject to the new speeds?*

10. *What are your views on when the obligation should take effect for specific technology?*

While we generally support the increase in regulated download and upload broadband speeds, we consider it important that SIPs that do not already meet the proposed speeds are given a fair chance to upgrade their networks in order to do so. In particular, we note the complexity and costs involved with upgrading telecommunications infrastructure to meet any new increased speed requirements and that timelines will have to vary depending on the type of technology being used. We consider that a staged implementation period may be appropriate to legislate an increase to 50/10Mbps in the short term, and subsequently 100/20Mbps, but that flexibility or staged approach will also need to be taken according to the type of infrastructure.

We are concerned that there has not been targeted consultation with SIPs to determine the appropriate timeframe for implementation, including for the various technology types. We appreciate that the consultation paper sets out questions specific to SIPs. However, according to feedback from an IAA member that is also an SIP, there has been no targeted contact from the Department outside of the notification of the public consultation. In the event that no targeted effort has been made to engage SIPs directly, we urge the Department to ensure all SIPs are aware of the proposed changes to the SIP regime and invited to comment. Such targeted consultation should occur before determining the appropriate timeframe in order to balance the benefit to end-users via an upgraded SIP regime, while also giving SIPs a fair opportunity to upgrade their services to remain fit for purpose in the modern telecommunications market.

Other Matters

While outside the scope of the consultation, we take this opportunity to bring to light inconsistencies in telecommunications regulation in respect of broadband speeds. We note that the Superfast Broadband Access Service (**SBAS**) Access Determination as regulated by the ACCC only regulates speed tiers up to 50/20Mbps, despite consistent calls from industry players including IAA to increase the scope of the Determination to include higher speeds.

Again, while understanding that the focus of the SIP regime is different to the SBAS regime, we note the recognition across the sector that 100Mbps should be a standard service offering, and the regulatory settings should reflect such expectations. In a landscape where internet use continues to grow, it is important that there is consistency across different regulation to ensure standards that afford all consumers, and retail service providers basic protections when it comes to reliable access to high-quality fast internet.

We would therefore greatly appreciate if the Department would work with the ACCC to increase the scope of the Determination to include speed tiers above 50/20Mbps.

Once again, IAA appreciates the opportunity to contribute to the reform of the SIP regime to bring it in line with modern expectations and support the growth and development of a healthy and thriving telecommunications sector. To that end, we reiterate the importance of prioritising engagement of relevant stakeholders through targeted consultations, as well as the need to review the broader telecommunications regulatory framework to ensure consistency across the sector.

ABOUT THE INTERNET ASSOCIATION OF AUSTRALIA

The Internet Association of Australia (IAA) is a not-for-profit 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.

IAA is also a licenced telecommunications carrier and provides the IX-Australia service to Corporate and Affiliate members on a not-for-profit basis. It is the longest running carrier neutral Internet Exchange in Australia. Spanning seven 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.

Yours faithfully,
Internet Association of Australia