

National Broadband Network Taskforce

From: One Stop VoIP Shop [peterh@onestopvoipshop.com.au]
Sent: Sunday, 30 March 2008 2:22 AM
To: National Broadband Network Taskforce
Subject: Submission re: National Broadband Network

Firstly I thank you for the opportunity to submit to this vitally important piece of Australia's future infrastructure. I believe this is the 21st century equivalent of the electricity grid, or telephone network, and I am very glad it will cover 98% of the population.

My submission mainly covers data plans, to ensure that the new network is usable. Currently in Australia, we have a large number of internet plans being offered to the unsuspecting and uninformed members of the public, with limits of around 200Mb per month. Those same people are then told to ensure they download all anti-virus updates and operating system updates (to keep themselves and the whole network safe and secure). Often the automatic updates can wipe out half (or even more!) of their 200Mb. If it is a big update month (eg a Service Pack), or they simply reformat and reinstall their computer (thus redownloading a couple of years of updates), they can be hit with excess charges.

I believe this is morally indefensible.

I believe that ALL ISPs should either be banned from selling plans below 1Gb/month, or (3Gb would be preferable), and/or downloads from the major security and software suppliers should be exempt (eg Microsoft, Apple, Symantec, CA, McAfee).

It is vitally important for both financial and security reasons that any new network has this in the contract. It would also be prudent for existing plans to be regulated in this way also - or at least for "excess charges" to be limited to a few dollars per Gb rather than the cents per Mb (over \$100 per Gb) that is currently charged by a handful of ISPs (including the incumbent). Remember, this doesn't affect the geeks - it affects the non-geek majority who sign a long contract at what they think is a cheap price, get stung with a huge bill, then move up into a more expensive plan (often at double the price!). If they knew up front, they could have paid a few dollars extra and had a much better plan in the first place. They think \$25-\$30 a month is good, get stung, move to a \$60-\$70 plan, when they could have been on a \$30-\$40 plan all along instead!

These low-data plans are a trap. Although they clearly state what they include and how many MP3s or emails or web pages you can download, they never mention that often most (or more) of the month's data will be used up by automatic updates. The ACCC MUST, in my view, outlaw these plans, both on the new FTTN and the existing wire-based plans (cable/adsl).

On a second point, I hope that the new network will be priced similarly to existing ADSL2 pricing ie from around \$40 for a handful of Gb then around \$5 per 10Gb increments. I'd hate to see the new network wasted by being super-priced, thus penalising those who effectively have no choice (similarly to country areas now receiving ADSL2 where Telstra is the only operator).

My third point is that our international connections need to be looked at and upgraded to meet the demand of the new network and the growing existing one.

I hope all our existing equipment will be compatible!

Finally, please introduce telephone number porting from landline to landline-replacement VoIP (such as engine, mynetfone and ISP's VoIP). We currently have a system similar to the pre-porting mobile phone era, where people wanted to move providers but can't due to the hassle of changing their phone number.

Again, thank you for the opportunity, and I look forward to the new network and Australia leading the world (large population with small land area countries excluded).

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