

## **Consumer NZ Submission on Sector Monitoring Reports**

As a whole, these monitoring reports are very useful to organizations like Consumer – anything that provides context and information on how our broadband is progressing is invaluable. Making comparisons with the OECD average is a highlight, and should definitely stay (and even be expanded on, if possible). The Telecom data is also interesting – but yes, if it were feasible, comparable figures from other parties would exponentially add to the value of the data.

In question 1(d), you ask about providing more comprehensive data on a less regular basis. It's a tricky balancing act, but would a compromise work in the form of two reports a year instead of four? This would at least allow you to have a 'major' report with all the data from other parties, and then, say, a mid-year report as a follow up. On the other hand, quarterly reports are also very useful, so it's hard to say!

In answer to question 3, it would be great to have additional data extracted that isn't provided by Telecom – information from other sources can only help flesh things out. I'm not sure I can help with ideas on how to move this forward however.

And finally, the additional creation of consumption baskets for NZ usage of phone services could be quite useful – as pointed out in the report, there were a few gaps when NZ plans were compared to overseas ones.

Overall, this information is very useful to sync up to our own data of customer satisfaction – we approach these issues from the end-user point of view, and it's great to have data such as this to put it into context.