

ACCAN Economic Regulation Quarterly Progress Report

Period: 1 October – 31 December 2025

All activities undertaken within this report represent ACCAN's actions to meet the objectives and intended outcomes of the Funding Agreement (**the Grant**) signed by the Minister for Communications on 5 November 2024. As stated in the Grant, the objectives and intended outcomes are to:

- provide funding to allow ACCAN to participate in Special Access Undertaking (**SAU**) activities including NBN Co's consultation on the company's Replacement Module Application (**RMA**).
- enable the SAU to support the long-term interests of end-users through the provision of consumer perspectives from ACCAN.

ACCAN's activities during this quarter are part of its efforts to ensure consumers are represented during the **post-RMA lodgement consultation and input** stage of the regulatory reset process. In the previous quarter, ACCAN undertook widespread engagement with ACCAN members, community sector stakeholders and end-users to ascertain consumer views with regard to NBN Co proposals. During this quarter we have sought to ensure these views are represented in NBN Co's proposals, as well as the decisions made by the Australian Competition and Consumer Commission (**ACCC**) with regard to Benchmark Service Standards and the ACCC's eventual Replacement Module Determination (**RMD**).

Activity 1 – Represent the views and interests of telecommunications consumers from a range of sectors.

Since the approval of the SAU Variation in October 2023, ACCAN has worked closely with our membership and sector stakeholders, as well as with the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (**the Department**) to ensure that consumers are effectively represented throughout this regulatory reset process.

During Q1 ACCAN widely consulted with its membership base, sector stakeholders and end-users directly to inform our consumer representation in this post-lodgement period and ensure that NBN Co's expenditure proposals and work programs are informed by consumer interest, with regard for low-income, First Nations, and regional, rural and remote (**RRR**) consumers, as well as consumers experiencing disability.

During Q2 ACCAN was able to represent and advocate for these views and interests through the following activities:

- Submitting a final, comprehensive submission to the ACCC's NBN Co RMA consultation, inclusive of independent economic analysis and community engagement report attachments.
- Participating in the ACCC stakeholder forum on NBN Co's Benchmark Service Standards and other replacement module matters.
- Submitting to the ACCC consultation on Benchmark Service Standards.

Activity 2 – Provide funding for representation projects and/or conduct research into social, economic, environmental or technological implications of developments relating to telecommunications.

In completing the comprehensive submission, ACCAN drew on FTI Consulting for expert advice and ad hoc economic research throughout the quarter, as required. FTI will continue undertaking further analytical work at ACCAN's direction to support ACCAN prepare and respond to the Replacement Module Determination. ACCAN's extensive consumer engagement report, produced with community engagement experts at Cred Consulting, is expected to be published and disseminated within Q3.

Activity 3 – Educate consumers and organisations on telecommunications issues.

ACCAN is committed to a regulatory reset process that meets the needs of all Australian consumers. As part of our engagement program, we took significant efforts to communicate and educate our members and non-member stakeholders and consumers more broadly about the details of NBN Co's RMA proposal and the issues raised in the consultation process.

ACCAN's Q2 activities were focused on representing and advocating for consumer views and interests in various government and industry stakeholder consultations (see **Activity 1**). However, ACCAN anticipates publishing and disseminating our final consumer engagement report in Q3 (see **Activity 2**), which will be used to educate a wide variety of stakeholders on what issues are most pressing for consumers when it comes to broadband internet, as well as consumer experiences and expectations regarding the NBN.

Activity 4 – Develop and maintain effective and productive relationships with stakeholders

ACCAN has continued to engage with NBN Co following the conclusion of the pre-lodgement period, being an active member of the Low Income and Digital Inclusion Forum and engaging regularly with NBN Co on operational matters and consultations through its Product Development Forum. ACCAN also continues to meet regularly with the Department, briefing the Broadband and Post Branch on ACCAN participation on RMA activities as well as providing regular reporting updates.

ACCAN further meets regularly with sector colleagues, including ex-RPF colleagues, as well as stakeholders with an interest in matters raised in the RMA process and the ACCC's consultations, many of whom were engaged with and contacted as part of our consumer engagement program, detailed in Activity 1 and 3. ACCAN anticipates further engagement with stakeholders with the publication and dissemination of our final consumer engagement report in Q3.

Activity 5 – Maintain sound governance and reporting arrangements

ACCAN has established appropriate internal governance arrangements to promote effective oversight of the economic regulation project. ACCAN's board has established a committee of economic regulation to provide expert advice and guidance on ad-hoc developments, ensuring that ACCAN staff deliver against their goal of effectively representing consumer interests in the economic regulation of NBN Co. ACCAN has further created an individual project budget in order to effectively monitor and administer the Australian Government's financial grant.

ACCAN has established appropriate reporting arrangements with the Department to promote transparency and accountability of our activities under the grant. ACCAN has established monthly meetings with Department officials to track the progress of the grant and report back on ACCAN consumer engagement activities. In addition, ACCAN has established quarterly financial reporting arrangements as per the agreement with the Department, to ensure effective oversight and the smooth operation of the grant. ACCAN will continue to upload quarterly reports of its activities to its website - <https://www.accan.org.au/accanconsumernbn> - to ensure that its activities are transparent and accessible by relevant stakeholders.

Activity 6 – Proactively and positively engaging with the media

ACCAN has published our submission to the ACCC on the RMA and correlating research on our website, and where appropriate have engaged with stakeholders and the media. ACCAN expects to actively promote the findings from our consumer engagement program once we publish and disseminate the report, expected for Q3.