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Broadband Handbook for Consumers: your questions wanted

In order to promote public education on the complex subject of broadband and the national broadband network, we have commissioned ISOC AU to prepare, in collaboration with ACCAN, a **handbook** answering consumers' questions on this topic.

The idea is to provide the public with a plain English guide to how broadband works technologically, and what the national broadband network actually means in a very practical sense – i.e. what are the technologies being used, how will the service I buy be different from now or not, what equipment will be in my home; who will put it there; will I have to do anything; what will I be paying; what if I live in a rented flat etc.

As we finalise this handbook, we would like to ask any of you who have questions about broadband or the NBN that have been nagging at you, to tell us what they are.

This will help to ensure that the handbook doesn't miss out on answering anything important that people want to know.

We are focussed on translating the NBN plan and the technical stuff into plain English rather than getting into the political debate. The aim of the handbook is to get the best quality, easy to understand information to the public, based on what the current policies are to the extent that the information is publicly available.

Send your questions to Jonathan Gadir, ACCAN's Broadband Policy Adviser at: jonathan.gadir@accan.org.au