

Subject: Improving RSQ: Product Disclosure Emerging Views paper submission

This is in reference to the telco reviews.

One thing that was missing was the reported speeds for broadband plans. They always state that “up to xxMBps,” but don’t explain to people that during peak hours if the tower (if using cellular or satellite) if overloaded can potentially drop you to slower than vdsl. I have experienced this personally and had to switch providers to get a less traffic intense service. Advertising that you can get 30MBps and in reality providing 3MBps or less broadband speeds for the offensive pricing that it is, is just greedy and unfair.

Thank you for your time