

# CHOICE Broadband Performance Measuring Program – FAQs

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## What is the CHOICE Broadband Performance Measuring Program?

CHOICE has partnered with Enex TestLab for a project that involves the collection and publication of monthly broadband performance results using the Enex eMetric Smart Meter. The eMetric is connected to your home router for internet performance measurement.

## What exactly will be measured?

Average download speed (peak/off-peak)

Average upload speed (peak/off-peak)

Average ping (connection) times (peak/off-peak)

Average monthly uptime/downtime (percentage)

Disconnections per month

## Is the CHOICE program the same as the ACCC program?

No, it is completely separate. The ACCC (Australian Competition and Consumer Commission) has funding for a broadband performance measuring program.

## Where can I find out more?

Go to [www.choice.com.au/broadband](http://www.choice.com.au/broadband) to find out more about the project. It will take you to Voice Your Choice (<https://www.voiceyourchoice.com.au>) to register your interest. We are adding participants around the country according to the suburb and post code, ISP and type of technology. We will take your details and let you know if you can get involved now. If not, we'll let you know how you can stay informed of the results as they come out.

## Who do I contact?

If you need help with registering, you can email CHOICE on [broadband@choice.com.au](mailto:broadband@choice.com.au). If you have registered and have an eMetric smart meter, you contact Enex on [helpdesk@emetric.com.au](mailto:helpdesk@emetric.com.au) for any queries or concerns. Enex will distribute the eMetric Smart Meter as well as manage queries, maintenance, technical issues. All queries and technical issues along with sending the eMetric devices will be handled by Enex.

## Who is Enex Test Lab?

Enex TestLab was founded and is headquartered in Australia and has a 28-year history and a university heritage. Enex is ISO 9001 quality certified and has an ISO 17025 accredited test facility. The majority of Enex clients are Government Departments and Agencies.

## What is the eMetric device?

Since 2004, Enex has been utilising the eMetric Smart Meter to independently test, measure and report privately on national broadband performance across the majority of Internet Service Providers (ISPs) to various stakeholder programs, primarily Government. Enex initially developed the eMetric product set in response to Government demand to provide a measuring



and compliance service for Government infrastructure funding to ISPs.

eMetric clients in Australia have included the Department of Communications, ZDNet/CBSi, Australian Communications and Media Authority, Australian Government Solicitor, Australian Competition & Consumer Commission and the Department of Health and Ageing.

### What do I need, and where should I plug the eMetric Smart Meter?

To operate, the eMetric Smart Meter requires one spare network port on your modem/router and a spare power point nearby (that can take the eMetric smart meter plug pack). Using the cable supplied the eMetric Smart Meter should ideally be connected directly into a network port on your modem/router (usually provided by your ISP) that provides the internet connectivity to your premises. If you have a secondary network switch/hub/router then the eMetric Smart Meter could be plugged into this, providing it has internet connectivity.

### Why is 'ping' time recorded?

The ping helps to record the service availability. It is a very low bandwidth test which essentially is a "wave" hello from the internet to ensure the service is active and measures the responsiveness of the connection. A faster response time is critical for real-time applications such as internet voice calls (VoIP) and online gaming.

### How big is the program?

Data will be gathered from eMetric devices placed in consumer premises, comprising an initial 1,500 premises connected to the internet across nominated technologies and nominated ISPs and then a second phase that adds 1,500 premises connected to a mixture of technologies. In the first phase, the project will collect data on a mix of fixed line, wireless and satellite NBN connections and the second phase may include existing internet technologies such as ADSL and cable for comparison with higher speed technologies.

### What will CHOICE do with the data?

CHOICE will publish a table of results with the aim to have it updated monthly. CHOICE will also publish articles related to the data. The data will be provided and published in aggregate – individual participants will not be identified in any published data – to show average performance for a range of ISPs.

### When will you be publishing the results?

The first batch of results should be published after September 2017 and then updated monthly.

### Can I see the results of my service?

The results of the service testing for all contributing participants are aggregated and published monthly providing you with an indication of the average internet service performance for your provider on that speed tier. If your individual results differ significantly from the average then one of Enex TestLab's eMetric help desk staff may contact you to work with you, and possibly your provider with your permission, to determine the reason for the variation.

### Why do you need to see a copy of my bill?

To ensure there are no errors introduced by the participant in relation to the details of your broadband service. The bill/invoice will contain the majority of information required including ISP

name, type of delivery technology, ISP market name of service/plan, speed of service and price of service. The modem/router information enables greater analysis of data received.

The primary information required by Enex to populate the eMetric system accurately is the spatial LAT/LON of the participant's premises (Address), name of the ISP, the type of technology delivering the broadband connection to the participant's premises and the stated speed of the service.

### Can you spy on my internet use?

No, the eMetric Smart Meters are designed to simulate a computer connected to the internet and have no network traffic pass through or bridging network traffic ports. Nor do they have any local network traffic monitoring capability.

### How will my personal details be protected?

The information entered into Voice Your Choice is protected by the platform's security system. Any personal details provided to Enex are encrypted with strict access controls for authorised staff, and are stored offline in a secure location, which is subject to regular security auditing.

### Is the eMetric Smart Meter reliable?

eMetric SMs rarely fail, each is thoroughly tested before deployment, and they have been utilised across Australia since 2011. However if one does go offline a member of the eMetric help desk will contact you and work with you to get it back online. Should it be faulty they will arrange for a replacement to be sent and the faulty unit to be sent back postage paid. The eMetric devices and power supplies pass and are certified to all applicable standards required for use in Australia. If lost or stolen, please contact Enex and a replacement eMetric Smart Meter will be provided.

### What colours does it come in?

There are two types of eMetric Smart Meters - one is metallic silver and black, and the other is plastic and smart white. The participant does not have a choice in the colour, however the devices themselves are very small and designed to be unobtrusive.

### How much electricity will it use?

The eMetric Smart Meters are very low voltage, using a plug-pack power supply. The majority of the time they are idle, and they are solid state electronics with no mechanical components such as fans or hard drives.

### Will it slow down my internet or will it affect my Internet responsiveness?

Each test is scheduled to run for a very short time periodically. Depending on the speed of your internet connection this is typically less than two minutes. During that time, when the test is being executed, it will only affect the internet at your home in the same way any another user performing a download/upload task would. It will not pause your internet, or slow it down in general.

### Do I need to keep my router on?

Your internet needs to be active and the eMetric SM powered on to enable the measurement. If either are switched off, then the testing cannot be conducted. If you switch the internet off frequently, such as every night, or when not in use, then this would not be suitable for the program. If it is switched off for holidays then this is okay, as long as you notify Enex about the internet switch off. If a number of tests are missed, Enex help desk will contact you to determine if there is a

problem with the internet service or if the eMetric device has been disconnected or powered-off for a reason.

### How much of my data allowance will it use?

Each test is scheduled to run using the smallest amount of data required to receive an accurate measurement of the internet performance. We are aware of Internet service technologies with restricted data limits and we ensure tests that are scheduled at these premises are optimised with this in mind.

### What information do you need?

Name, address, phone number and email address

Dwelling type eg: stand-alone house; apartment

ISP eg: Telstra

Connection technology

eg: NBN (FttP), NBN (FttN), NBN (FttB), NBN (FttC), NBN (HFC), NBN (Fixed Wireless), NBN (Satellite)

Plan name and speed tier (eg: 25/5, 50/25, 100/50)

Maximum download speed (claimed) in megabits per second (Mbps)

Maximum upload speed (claimed) in megabits per second (Mbps)

Plan cost (\$, monthly)

Modem supplier: ISP or third party (BYO)

Modem brand and model

[ends]