

# COMMUNICATIONS DAY

**12 MARCH 2014****Daily telecom news & analysis since 1994****ISSUE 4634**

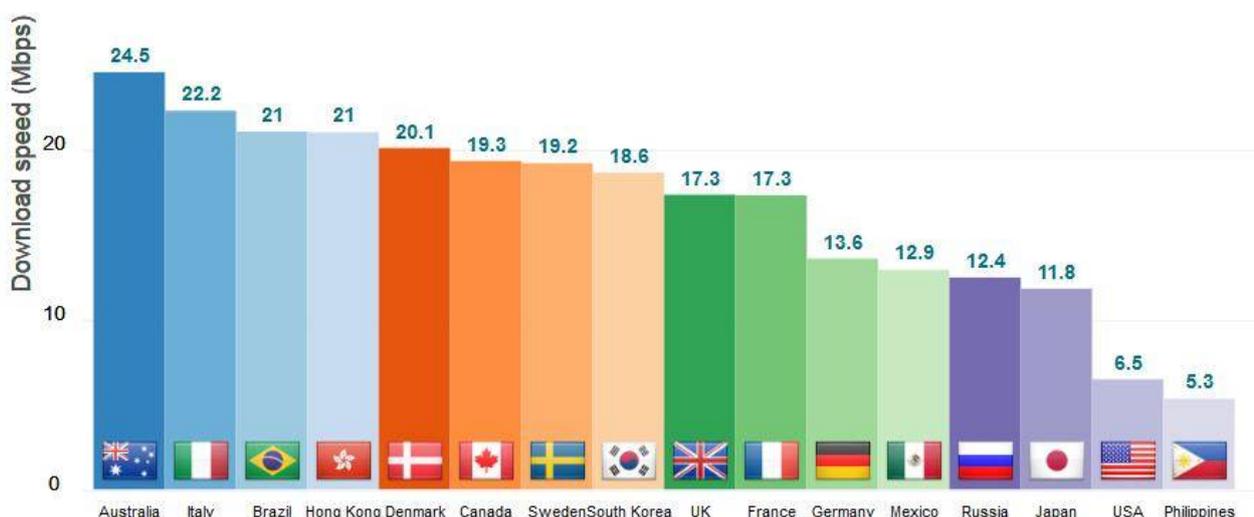
## Australia tops global LTE speeds: OpenSignal

The latest data from London-HQed mobile network monitoring app OpenSignal has put Australia as the country with the fastest LTE performance in the world.

According to OpenSignal's state of LTE report, its Australian users registered an average download speed of 24.5Mbps, topping Italy (22.2Mbps), Brazil and Hong Kong (both at 21Mbps), and Denmark (20.1Mbps) in the first five spots. The data was based on the OpenSignal app's signal readings from close to 825,000 cell towers on 825 mobile networks and as well as Wi-Fi access points.

As a disclaimer, the report's author noted that many variables can impact the performance of a network. "Mobile networks do not remain constant, with operators constantly rolling out to new areas and making improvements to their network," the report said. "On the other side of the coin, increased users combat these improvements, as increased network load brings down average speeds."

According to the latest report, Australia also registered one of the highest speed increases compared to a year ago.



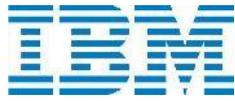
"Most of the country averages have stayed broadly the same, with only minor improvement or deterioration in service. Australia and Japan have made the biggest improvements, with Australia's average speeds increasing 42% to 24.5Mbps and Japan improving 66% to 11.8Mbps," the report said. "The USA suffers the biggest decline, with average speeds falling 32% to 6.5 Mbps, the second slowest global average."

**COVERAGE:** For the first time, the research also measured "time on LTE" as a way of measuring LTE coverage. "Coverage is most important where users actually spend their time, especially for LTE

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ACMA chairman  
Chris Chapman



Telstra Wholesale group  
executive Stuart Lee



Megaport CEO  
Bevan Slattery



VHA chief strategy  
officer Dan Lloyd



Verizon ANZ VP  
John Karabin



BigAir CEO  
Jason Ashton



Shadow comms  
minister Jason Clare



iiNet GM customer  
service Mathew Conn



Comms Alliance CEO  
John Stanton

**NEW!**

**20/20 TELECOM FUTURES WORKSHOP  
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Market Clarity CEO  
Shara Evans on the  
next 10 years in  
telecom services



Dr Bob Horton on  
the future of  
international  
telecom regulation



Dr Paul Brooks on  
interplanetary  
networking and its  
earthly impacts



Baker & McKenzie's  
James Halliday on the  
regulatory and policy  
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# 20/20 TELECOM FUTURES WORKSHOP

## MONDAY 7 APRIL AM

9am Market Clarity CEO Shara Evans on how telecom services will look in 2024 ... 9.25 To be confirmed ... 9.50 Rene Sugo of MyNetFone on how the OTT sector will impact telecoms ... 10.15 Paul Brooks of Layer 10 on how the development of interplanetary Inter-net protocol will affect the earth-bound net ... 10.40 Break ... 11.00 Dr Bob Horton on the future of international telecom regulation & how it affects Australia ... 11.25 TBC 11.50 **WORKSHOP PANEL: LESSONS LEARNED FROM 20 YEARS OF TELCO REGULATION** featuring BBY's Mark McDonnell, Eftel/Bulletproof chairman and telco industry stalwart Stephe Wilks and former Howard government adviser and Ovum analyst David Kennedy 1.00 Lunch

## MONDAY 7 APRIL PM

2.05 James Halliday, Baker & McKenzie on the cloud and how it impacts the law 2.25 TBC 2.55 **WORKSHOP PANEL: THE RISE OF THE CLOUD & ITS IMPACT ON POLICY AND NATIONAL SECURITY:** Macquarie Telecom and OzHub's Matt Healy, Vodafone's Matthew Lobb, Gilbert+Tobin's Cameron Whitfield and Norton Rose Fulbright's Martyn Taylor 3.55 Close

# COMMSDAY SUMMIT 2014

## TUESDAY 8 APRIL AM

9am ACMA chairman Chris Chapman ... 9.25am Telstra senior executive TBC ... 9.50am Megaport CEO Bevan Slattery ... 10.15am NBN CEO Ziggy Switkowski (confirmed) ... 10.40 Morning Tea 11.00 Telstra Wholesale group executive Stuart Lee 11.25 IBM Telecommunications Industry - Global Solution Executive - Customer Experience Ken Kralick 11.50 Alcatel-Lucent global CTO and Bell Labs president Marcus Weldon 12.40 Ciena chief technology officer Steve Alexander 1.05 Lunch

## TUESDAY 8 APRIL PM

### WIRELESS SESSION SPONSORED BY NSN

2 Nokia Solutions and Networks head of ANZ Stephen McFeeley ... 2.20 AMTA CEO Chris Althaus ... 2.40 BigAir CEO Jason Ashton ... 3.00 Ruckus Wireless principal consultant carrier Wi-Fi, Asia Pacific Steve Chung ... 3.20 Afternoon Tea

### CUSTOMER EXPERIENCE SESSION

3.45 CSGi product marketing manager Siobhan Ryley ... 4.05 Amaysim CCO Julian Ogrim ... 4.25 iiNet GM customer service Mathew Conn ... 4.45 IBM speaker TBC ... 5.05 David Werdiger, Billing.com ... 5.30 Drinks

## TUESDAY 8 APRIL EVENING (WESTIN BALLROOM)

**7-9PM COMMSDAY ANNUAL DINNER & INDUSTRY PULSE RESULTS** sponsored by Megaport

## WEDNESDAY 9 APRIL AM

9am Communications minister Malcolm Turnbull ... 9.25am Optus MD networks Vic McClelland ... 9.50am Shadow Communications Minister Jason Clare ... 10.15am VHA group strategy director Dan Lloyd ... 10.40 Morning Tea ... 11.00 Communications Alliance CEO John Stanton ... 11.25 Brightstar GM Matthew Brown ... 11.50 Ericsson ANZ CEO Hakan Eriksson ... 12.15 Cisco APJC Director of SP Solutions Chia Tan ... 1.00 Lunch

## WEDNESDAY 9 APRIL PM

2.05 Verizon Australia MD John Karabin ... 2.25 Adtran Director, Global Carrier Strategy and Solutions Robert Conger ... 2.50 Infinera fellow Steve Grubb ... 3.10 DGIT CEO Greg Tilton ... 3.30 Break ... 3.50 Newsat CTO Dave Ball ... 4.10 Opticomm CRO Phil Smith ... 4.30 Closing panel: panelists to be confirmed 5pm END

## REGISTER WITH A MEGATICKET!

MEGATICKET has a value of \$A1696, but costs just \$A1277 including GST, a nearly 25% discount.

This ticket gives:

- admission to CommsDay Summit including lunches on 8 and 9 April, admission to 20/20 Telecom Futures Workshop on 7 April,
- one seat at CommsDay Annual Dinner on 9 April
- and admission to Telco Together's RockAid event on 11 April evening at Bristol Arms Hotel, Sussex St Sydney.

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(as it provides a layer of service that is non-essential for emergencies, unlike voice or basic internet connection),” the report said. “Our metric looks at the proportion of time a user has access to the LTE network, which gives a more accurate look at how real-world users are being served by their connection. When it comes to LTE coverage, not all places are equal.”

In this category, South Korea came top as a country, with users getting access to LTE 91% of the time, above Sweden (88%), Hong Kong (74%), Japan (68%) and Canada (67%). Australia came in at 9th place with users able to access LTE for 58% of the time.

“We found that not all LTE networks are created equal, indeed there is an extremely broad range of experience across both metrics,” OpenSignal said. “Only about a quarter of networks surveyed achieve both good coverage and fast speeds; clearly there remains much work before LTE lives up to its full potential.”

To illustrate the disparity, the report noted: “Claro Brazil records very fast network speeds but that their coverage is extremely limited... and Metro PCS combines impressive LTE coverage with the slowest LTE speed of all qualifying networks.”

Tony Chan

## **Chorus, CFH lock in UFB contract changes**

Chorus and Crown Fibre Holdings have locked in a number of changes to their existing UFB contract, designed to close some of the NZ\$1 billion funding gap identified in Ernst & Young Australia’s December 2013 report.

The NZ government appointed Ernst & Young to investigate whether Chorus would be able to deliver on its UFB contract in light of the Commerce Commission’s final determination on wholesale copper pricing. The resulting report highlighted a funding gap of NZ\$1 billion; however, it added that a large portion of this could be met if Chorus undertook cost savings measures and changes to its dividend and debt policies, in turn narrowing the residual gap to somewhere between NZ\$200-250 million.

The UFB initiative has a budget of NZ\$1.35 billion and CFH is required to act within this fiscal envelope. Chorus stressed that the new initiatives will not require any additional funding from CFH. They will also have no effect on the underlying contractual obligations to pass all premises in Chorus’ coverage area before December 2019, or the network requirements.

The changes, which are effective as of today, include:

- Giving Chorus more flexibility to phase the rollout in each candidate area;
- CFH subscribing a portion of the CFH securities on a monthly basis as work is completed to better align receipt of Chorus’ cash flows with its outgoings;
- Providing Chorus with greater flexibility in its UFB deployment in areas where the firm already has an extensive fibre footprint;
- Allowing Chorus to deliver UFB services in multi-dwelling units with common communications rooms using FTTP and “in-building reticulation where Cat 5e cabling exists.” Where existing cabling isn’t sufficient to deliver requested UFB services, Chorus will continue to reticulate using fibre;
- Chorus charging developers for reticulation of Greenfields developments in the non-UFB areas of the country to a maximum of NZ\$900 per premises;
- Increasing Chorus’ non-standard installation fund by NZ\$8 million to give the industry more certainty regarding installation costs;
- Reducing Chorus’ annual fibre marketing spend from NZ\$5 million to NZ\$2.5 million.

Chorus CFO Andrew Carroll said that the initial set of initiatives will help the firm deliver UFB “faster, smoother and more cost effectively.” “While Chorus is firmly focused on managing its costs, both parties have worked on the basis that we need to find innovative ways to deliver better outcomes, and that would require a degree of give and take,” he said.

These “several small incremental” changes will offer Chorus flexibility while still achieving the same outcomes and driving UFB uptake, according to Carroll. However, he added that it is not yet possible to put a specific dollar value to Chorus on the changes.

“We will continue to work closely with CFH to identify further improvements that enable both parties to deliver great outcomes for New Zealand,” he said.

Comms and IT minister Amy Adams welcomed the agreement between Chorus and CFH, stressing that the changes will have no impact on UFB service levels and speeds. “The overall timeframe for the roll out, the start and completion dates for each candidate area, the coverage area, and the completion date for priority users are all unchanged,” she said.

“I am advised that talks between Crown Fibre Holdings and Chorus are on-going in respect to possible further adjustments to the companies’ contract. The next steps and timing are a matter for Crown Fibre Holdings and Chorus to determine.”

**CHANGES ARE A ‘MIXED BAG’:** Internet NZ CEO Jordan Carter described the changes generally positive for Chorus but a “mixed bag” for users. He said that they will help Chorus deal with the capital expenditure pressure it faces in 2015/16 and save some costs in the short-to-medium term.

“More flexible use of the CFH financial contribution is a welcome concession that won’t cost taxpayers more, but will help Chorus. More flexibility in the deployment schedule has the same effect, though it may mean some prospective users get fibre later than they would have done otherwise,” he said.

However, Carter said that while some MDU users will get access to UFB faster – using Cat 5e copper infrastructure – they may miss out in the long-term on all the benefits of fibre.

“As always the devil is in the detail. The exact way these changes are implemented will be critical in seeing whether they improve the situation for users or otherwise,” he said.

Meanwhile, Labour comms spokesperson Clare Curran has slammed the government for effectively offering Chorus a “backdoor bailout with taxpayers’ money.” “It shouldn’t be Kiwi consumers who pay the price of incompetence and secret negotiations which have stuffed up a major infrastructure rollout,” she said.

David Edwards

## **NBN Co trials terabit speeds over transit network**

NBN Co and vendor partner Coriant have completed a one terabit per second transmission trial over a 1,066km fibre optic ring on NBN Co's transit network in South East Queensland.

The field trial used commercially available hardware and pre-commercial software over existing fibre that is currently being integrated into the transit network. According to the companies, it demonstrated a Tbps super-channel transmission in a 369GHz grid, showing a greater than 35% improvement in spectral efficiency.

The trial also demonstrated flexible channel allocation by placing it in three separate locations within the c-band, which maximises the use of existing fibre resources. This capability, in conjunction with the improvements in spectral efficiency, provides a maximum theoretical transmission capacity of 13Tbps on existing hardware and fibre over a distance greater than 1,000km.

The analysis of the results from the trial in conjunction with equipment test results showed that a calculated distance of 1,600 kilometres could be achieved.

NBN Co CTO Gary McLaren said the company was pleased with the result. “It highlights how established backbone infrastructure can be upgraded with sophisticated optical and electronic equipment to provide extra capacity for the future needs of the national broadband network,” he said.

“As high-bandwidth applications and the growth of internet usage drive increased demand for network capacity, the ease of upgrading to higher transmission rates in our transit network will enable us to continue to deliver a reliable and high-quality broadband experience for our customers,” McLaren added.

Geoff Long

## **Telstra agrees to review privacy following breach**

Telstra has agreed to engage an independent auditor and review its document retention policy following two separate investigations into a major privacy breach between February 2012 and May 2013. It was also fined \$10,200 by the Australian Communications and Media Authority.

Both the ACMA and the Australian Information Commissioner found that Telstra breached privacy laws in related investigations. Information from 15,775 Telstra customers from 2009 was accessible during the online breach, including the information of 1,257 active silent line customers.

“This incident is a timely reminder to all organisations that they should prioritise privacy. All entities bound by the Privacy Act must have in place security measures to protect personal information,” said privacy commissioner Timothy Pilgrim.

Following the breach, Telstra agreed to undertake a number of actions, including exiting the software platform on which the incident occurred, establishing a clear policy for central software management, and reviewing contracts with third parties relating to personal information-handling.

ACMA chair Chris Chapman said the regulator welcomed Telstra’s agreement to the privacy commissioner’s recommendations.

“Telco providers are in a position of trust with respect to their customers’ details and with it comes a weighty responsibility – a fact reflected in the outcomes mandated by the TCP Code,” Chapman said.

The reports into the breaches coincide with new privacy laws to be introduced from today. These will include a new set of Australian Privacy Principles, a more comprehensive credit reporting system and enhanced powers for the commissioner. The reforms introduce new enforcement powers and remedies for investigations that the commissioner commences on its own initiative.

The commissioner will be able to make a determination, accept written undertakings that will be enforceable through the courts, or apply for civil penalty orders which can range from \$340,000 for individuals and up to \$1.7 million for companies.

Geoff Long

## **NBN implementation study author, ex-AIMIA chief form new digital consultancy**

Malcolm Alder – a former KPMG partner and an author of the 2010 NBN implementation study – has teamed up with former AIMIA chief John Butterworth to build a new digital consulting business named Orchestrate.

Alder and Butterworth will serve as joint founding partners in the business, which is aiming to “bridge the gap between corporate strategy and the digital products, services and skills that companies need to succeed in Australia’s growing digital economy.” The idea is that the new consultancy will combine both high level management consulting skills and digital industry know-how, with its founders obviously embodying both skillsets.

“Far too often, digital strategy and execution are not directly aligned. The top and bottom, or different functional areas, are often disconnected. We think our approach can help to improve this greatly,” said Alder. “We’ve done a lot of market sounding and are confident there are many win-win situations we can bring about for the largest companies and government departments to highly specialised digital agencies.”

Orchestrate’s services will include digital health checks, strategic development and operational plans; it also offers clients a “carefully selected network of best of breed digital agencies and other providers” via a strategic partnership it has signed with AIMIA, the peak digital industry body.

“The depth of the digital skills, expertise, resources and products offered by AIMIA member companies combined with Orchestrate’s extensive experience and networks, means that we bring together different players and parts of the digital economy far more efficiently than in the past,” commented

## **BlackBerry gets runs on the board with ANAO win**

BlackBerry has gained some much-needed ground in Australia with a key government contract win, announcing that the Australian National Audit Office has selected BlackBerry Enterprise Service 10 as their enterprise mobility management solution.

As well as picking BlackBerry 10 smartphones, ANAO will use the secure features of BES10 to manage multiple mobile platforms such as iOS and Android devices. "About 86% of our workforce is mobile and needs to work fast and flexibly across multiple functions of Parliament, whilst maintaining the integrity and security of national information," said ANAO CIO Gary Pettigrove. "By enabling and protecting our workforce with control over the use of work and personal data, we are driving significant efficiencies among our workforce whilst leveraging the capabilities of BES10."

While the smartphone maker continues to struggle globally, particularly on the device front – indeed, BlackBerry just sold its US headquarters to a property investment group for an undisclosed amount – it may be carving out fresh ground as a strong mobile device management player. Indeed, a new independent Telsyte report found that BlackBerry was the most widely implemented MDM system in Australia; while MDM penetration itself more than doubled locally in 2013, the report also found that one in five businesses of more than 20 employees with an MDM solution in place used BlackBerry.

"While we continue to win the trust of Australian government departments, we are also seeing significant traction in other regulated and private industries that want to enable workforce mobility with multiple devices, while maintaining company IP and data is protected and secure," commented BlackBerry ANZ MD Matthew Ball. "We are looking forward to working with our partners and customers in the region in 2014 as we continue BlackBerry's global enterprise momentum."

Meanwhile, professional services company Questas has just opted for a fleet of BlackBerry smartphones, citing security requirements as the key driver for the choice.

Petroc Wilton

## **Bring-your-own-apps trend infiltrating the workplace**

First it was staff bringing their own device into the workplace, now the latest trend is staff using their own personal applications in the business, according to a new study from research firm Telsyte. It also stated that businesses are struggling to cope with the trend.

Telsyte's Australian Enterprise Mobility Market Study 2014 found that nearly two-thirds of Australian enterprises now have staff that use personal apps for work in its survey of more than 460 CIOs and ICT decision makers.

The findings revealed 27% of organisations allow staff to use any personal mobile or cloud app for work purposes without any restrictions, while a similar number allow BYOA from an approved catalogue of apps.

A smaller set of businesses do not allow it, but CIOs concede staff go ahead and use them anyway. Some 34% of businesses do not allow BYOA at all and enforce it with tactical approaches like management tools or other means.

Telsyte senior analyst Rodney Gedda said that while there is a lot of interest in the BYOD trend, many organisations have overlooked the apps that enter the workplace on personal devices.

"Couple this with thousands of mobile apps, for both personal and business handsets, and the plethora of cloud services available via mobile devices and the web, and people are creating a new form of shadow-IT with BYOA," Gedda said.

According to Telsyte research, popular BYOA software used for business include: data backups and storage (Dropbox, iCloud); calendaring; collaboration (GoToMeeting, WebEx); voice communi-

cations (Skype); project and task management (Remember the Milk); productivity (Pages, QuickOffice Pro); multimedia; and note taking (Evernote).

Telsyte found that data privacy and security are the number one challenges cited by CIOs arising from staff adopting BYO devices and apps. Nearly 80% of Australia's IT departments have no plans to officially support BYOA – further indicating a lack of readiness for this emerging trend.

Geoff Long

## **NSW to overhaul service delivery to government**

The New South Wales government will change the way ICT services are delivered to government agencies, announcing that the private sector will play a much greater role in future. Companies will be invited to present alternative service delivery models sometime next month.

In a move that has similarities to changes introduced in Victoria with its Cenitex agency, the state government will look at new delivery models for its own agency, ServiceFirst.

Minister for finance and services Andrew Constance said the government is determined to deliver more efficient outcomes and better value for NSW taxpayers, and engaging the private sector is the best way to achieve it.

“ServiceFirst provides a valuable service to the NSW Government, but if there's a better way to support agencies and deliver services, we're keen to pursue it,” Constance said. “We want to achieve value for money from shared service providers and we are open to different delivery models if it leads to better outcomes, reduced costs and increased productivity.”

ServiceFirst combines 350 staff servicing 46 clients and approximately 7,500 people. Services offered to government agencies include end-to-end transactional services, human resources, ICT, analysis, financial reporting and compliance.

Constance said the government will explore greater market participation through new commercial models to increase contestability and produce more efficient outcomes. “A new sourcing arrangement must enhance the NSW Government's ICT Strategy, support our procurement program and align with other government policies. Any decision will be made on the basis that an alternate model improves services and reduces operating costs to agencies,” he said.

The government said responses to next month's Registration of Interest will be assessed against a number of criteria to reach a subset of vendors that could potentially provide services to government.

The process is expected to be completed by late 2014.

Geoff Long

## **Paessler boosts ANZ network monitoring sales**

Network monitoring specialist Paessler says it achieved a 50% growth in sales for the ANZ region in 2013. Paessler ANZ channel manager Andrew Timms said that the growth was due to an increased demand from IT departments striving to do “more with less.” He added that by focusing on the training and development needs of channel partners, the firm had nearly doubled reseller sales over the past year.

“By listening carefully to our customers' requirements and constantly adding appropriate features to our PRTG Network Monitor, we are well positioned to continue supporting our new and existing customers, enabling them to pinpoint issues and offering the tools they need to improve performance.”

The firm will be involved in the ‘Cisco Live Melbourne’ event from 18-21 March, where it will showcase the new features of its PRTG Network Monitor.

Globally, Paessler reported a 39% growth in sales for 2013; the firm also boosted its global workforce by 25% during the year.

David Edwards

## **Spacecom launches hybrid satellite-cellular solution**

Spacecom has announced it is providing a hybrid satellite-cellular communications solutions in Africa through its AMOS-5 satellite. The solution uses Ku-band capacity from AMOS-5 for the downlink and cellular networks for the uplink.

According to Spacecom senior vice president of sales for Africa and Asia Eyal Copitt, the solution “offers greater access to greater bandwidth leading to higher quality of service to a larger group of consumers who are not necessarily located in urban areas.”

“For operators, our cost-effective hybrid solution expands coverage regions, adds bandwidth, enables introduction of new services to more customers and uses existing network infrastructure and channels,” he added.

The solution connects the satellite and cellular networks to a central hub platform at one end and a hybrid terminal at the customer’s location.

“The customer’s cellular modem, together with a small, receive-only, DTH-type antenna for satellite reception, allows traffic from the Internet to be delivered over satellite to the customer while traffic from the user to the Internet is delivered over the cellular network,” Spacecom said. An optional Wi-Fi access point is available for the customer terminal.

Tony Chan

## **NSN puts 16QAM on the uplink with Telecom Italia**

Nokia Solutions and Networks claims it has successfully tested the advanced 16 quadrature amplitude modulation on a high speed uplink packet access platform on Telecom Italia’s network.

By taking advantage of the enhanced data throughput of 16QAM, and combining that with its Interference Cancellation and Frequency Domain Equaliser, NSN was able to double the uplink speed of the HSUPA link to 11Mbps. The ICF reduces interference from “high bit rate users” and improves uplink by 50%, while FDE adds a further 10%-20% uplink throughput, NSN explained.

The tests were carried out on Telecom Italia’s network in the city of Turin, and used commercially available HSUPA 16QAM-enabled devices.

“The results prove that this technology is effective in increasing uplink data speeds which results in a superior smartphone experience for our broadband customers, especially when they post materials and updates online,” said Telecom Italia’s Lab director Sandro Dionisi.

Tony Chan

### **SSPI NAMES CHAIR AND PRESIDENT**

The Society of Satellite Professionals International has appointed Intelsat VP, investor relations and communications Dianne VanBeber as chair of the board and Mansat chairman and CEO Chris Stott as its president. Elected to their first terms on the SSPI board are, Ericsson VP, programmer sales Ed Giovannini; Wildblue CTO Erwin Hudson; Hughes Network Systems senior marketing director Dave Rehbehn; and Encompass Digital Media CTO Alan Young.

### **ON THIS DAY 10 YEARS AGO: FROM THE COMMSDAY 2004 ARCHIVES**

The Australian Competition and Consumer Commission came under fire from the influential US telecoms lobby group CompTel/ASCENT over what the latter claimed was the tardy release of its mobile services report – expected to be published late in the previous year... TelstraClear was on course to shake up the definition of broadband, stating that it would not risk devaluing its current cable offering by marketing a 256kbps DSL connection as a broadband product... the Australian Communications Industry Forum appointed highly regarded telecommunications legal specialist Anne Hurley as its new chief executive, replacing outgoing CEO Johanna Plante, who’d held the role since the regulatory body was created in 1997.