

# CommsWire

Essential daily reading for the communications industry executive

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## LAKE MACQUARIE TO GET SMART WITH NNNCO



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# NNNCO LEADS DIGITAL TRANSFORMATION OF LAKE MACQUARIE

**The City of Lake Macquarie in regional NSW is set to become the first Australian local government area to create a smart city network the size of 23 local government areas.**

Digital transformation of the city is underway by Australian IoT Network Operator NNNCo and when installation is completed start-ups will have free access to connect to the network and businesses and corporates can receive a 15% discount if they establish operations in Lake Macquarie City.



The NSW Minister for Urban Infrastructure and Cities, Paul Fletcher, officially launched the roll-out of the carrier-grade Long Range Wide Area Network (LoRaWAN) for the Internet of Things (IoT).

Partnerships have already been established with major corporations including the University of Technology Sydney, Slingshot, Ampcontrol, ResTech and Hunter Water as well as start-ups like Marine Connect, Liftango and BinShare, all of which are ready to utilise the Lake Macquarie network.

The IoT network is commercially funded for a 20-year contract period, delivered via a partnership between Dantia, Lake Macquarie City Council and NNNCo.

Peter Francis, chief executive of Dantia, the economic development company of Lake Macquarie, said the major infrastructure commitment is a “game-changer” for the region.

“This network is being installed to support citywide initiatives that will enable business and enterprise to drive their own IoT projects and enterprises,” Francis said.

“The scale of the Lake Macquarie City infrastructure is unprecedented. It will make Lake Macquarie the first Australian city to provide 100 per cent commercial-grade IoT network coverage to all populated areas across the LGA, some 650 square kilometres.

“The investment in this infrastructure will create significant opportunities across Lake Macquarie City for start-ups, small and large businesses and open pathways for Lake Macquarie Council to build new technology and innovate.”

A statement from NNNCo said the company had been chosen to install and operate the network based on its proven ability to deploy lowcost, low-power, carrier-grade connectivity and end-to-end IoT solutions such as water metering and street lighting.

**Peter Dinham**

## TELCOS GET GUIDANCE FROM ACMA ON GIVING INFO TO CUSTOMERS

**Hard on the heels of the release of a stronger protection code for telecommunications consumers, Australia's telcos now have a guide from the ACMA explaining how to give their customers better information about moving to the NBN.**

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The [newly released guide](#) jointly developed by the Australian Communications and Media Authority (ACMA) and the Behavioural Economics Team of the Australian Government gives telcos practical advice about how to design new mandatory 'key facts sheets' for NBN plans.

As [reported by CommsWire](#), the telecommunications industry lobby group, Communications Alliance, has just released a revised draft of the Telecommunications Consumer Protections Code for a 30-day period of public and stakeholder feedback.

The draft enforceable industry code of conduct has been revised to strengthen consumer safeguards and adapt to changes in the market and technology.

The new guide for telcos explaining how to give customers better information must include important information like:

- The typical 'busy period' download speed a consumer can expect (except for fixed wireless and satellite connections)
- The level of online usage a given NBN plan can support during the busy period
- Solutions available to the consumer if their connection to the NBN isn't capable of delivering the speed tier specified (for FTTN, FTTB and FTTC connections only)
- Advice if NBN services won't operate during a power failure.

The guide supports the ACMA's new [Telecommunications \(NBN Consumer Information\) Industry Standard 2018](#), which will take effect on 21 September 2018. The standard specifies the minimum information that telcos must provide, including about the services they supply on the NBN, before consumers sign up. This includes the requirement that telcos provide prospective customers with a key facts sheet.

Now the ACMA has published a new resource for telcos to help them provide clearer and more useful information to consumers moving to the NBN.

According to the ACMA, the better practice guide for NBN providers uses behavioural insights to help telcos provide information to their customers in a way that makes it easier for them to understand.

The ACMA says the guide will be a valuable resource for telcos and will assist them in developing their new 'Key Facts Sheets: NBN Services'.

**Peter Dinham**



# John de Ridder

## Telecommunications Economist

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## TELSTRA'S GROUP MD OF NETWORKS, MIKE WRIGHT, TO STEP DOWN

**The man with the Wright stuff at Telstra since 1980, who worked his way up the ranks to manage what will be Telstra's 5G network is set to step down at the end of September.**

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Wright rightly wrote: "I joined Telstra as a graduate in 1980 and it has been my pleasure to work with a brilliant group of people over the years.

"I am very proud of everything we have achieved and I will be leaving Telstra in a few months knowing that the team is on the cusp of great success in bringing the next generation of networks to Telstra's customers.

"The time is right for me to enjoy a break and then take a new direction in my career.

"I wish the company and its people every success", Wright concluded.



Chief Operations Officer, Robyn Denholm, thanked [Mr Wright](#) for his nearly four decades of service and his leadership in building Telstra's world class networks.

"Mike is one of the most widely respected network engineering leaders in the world. He has made a huge contribution over many years and he will leave an impressive legacy in Telstra's world class wireless and fixed networks, which keep millions of Australian consumers and businesses connected every day.

"Under Mike's guidance, Telstra has been a leader in deploying new network technologies.

"By the end of September when Mike will be stepping down for a well earned break, we will be nearing completion of the key elements of our Networks for the Future program and Telstra will be well on the way to deploying 5G," Denholm concluded.

**Alex Zaharov-Reutt**



# SPARK LANDS IN HOT WATER OVER CUSTOMER BILLING ISSUES

**New Zealand's largest telco Spark has been charged with making false or misleading representations over its billing procedures and offering \$100 to new customers.**

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The 11 charges brought by competition enforcement agency The Commerce Commission allege that Spark overcharged customers for broadband data when a fault in its broadband network misrecorded customer data usage.



The charges also allege that Spark sent letters offering new customers a \$100 account credit for subscribing to a particular broadband plan, but failed to mention the offer could only be redeemed by phoning Spark.

The offers allegedly created the impression that customers signing up online would receive the credit, when they would not, and.

From 2 June 2014, Spark's terms and conditions said charges would stop 30 days after the customer gave notice to terminate their contract.

However, the Commission alleges that the customer's final bill included charges for the entire next monthly billing period regardless of when the Spark service stopped.

The charges have been filed in Auckland District Court under the Fair Trading Act and cover the period 2 June 2014 to 7 December 2017.

The Commission says it can make no further comment on the case while it is before the court.

**Peter Dinham**

## GOOD TIMES FOR AUSSIE NETWORKING INFRASTRUCTURE MARKET

**Good year-on-year growth by the networking infrastructure market in Australia may deliver an excellent year for networking vendors, according to a new market report.**

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Ahmar Karimullah (below), IDC Australia's ANZ Networking Infrastructure market analyst, said that Australians continue to adopt technology "at a good pace thus generating increased data traffic".



"The development of both, on- and off-premises data centres, adoption of hybrid cloud environments, service providers' preparation for 5G mobile technology adoption, cloud controlled Wi-Fi solutions, are factors driving growth in the computer networking market in Australia."

The Australian Enterprise (including data centres) and Service Provider (SP) Ethernet Switch Market grew by 12.4% year-on-year in the first quarter 2018, according to IDC's APAC Quarterly Ethernet Switch Tracker, and ended up generating revenues of US\$122.4 million.

IDC says the market experienced an increase in shipment of high-speed ports (i.e. 25Gbps, 50Gbps and 100Gbps).

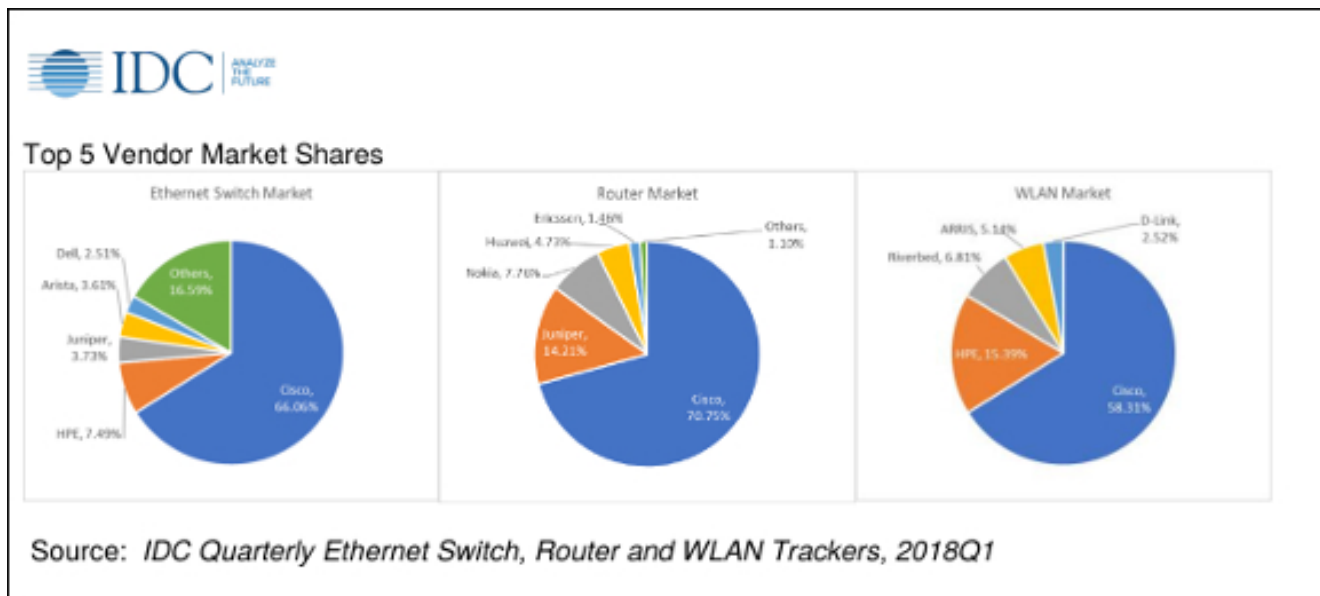
Revenue coming from the enterprise space grew by 15% YoY, while SPs revenue growth was stagnant.

And most of the revenue generated in the SP landscape was from shipments of 25Gbps and 100Gbps speed ports.

The report notes that in Q1 of 2018 Cisco continued to lead the way, holding 66% of the market, followed by HPE Networks (7.5%), Juniper Networks (3.7%), Arista (3.6%) and Dell (2.5%).

The Australian router market for enterprise and SPs also showed strong YoY revenue growth of 25.5% and ended at US\$78.67 million in Q1, according to IDC's APAC Quarterly Router Tracker.

Shipment of high-end routers (>US\$20,000) in SP and mid-range routers ((US\$8000-US\$20,000) in enterprises contributed to growth.



Cisco continued as the top vendor with a market share of 70.8%, followed by Juniper Networks (14.2%), Nokia (7.8%), Huawei (4.7%) and Ericsson (1.5%).



IDC says that although small in comparison to the ethernet switch and router markets, the Australian wireless local area network market in Q1 of 2018 made its mark by generating US\$33.32 million in revenue, experiencing growth of 19.1% YoY.

And for the quarter, 88% of the total units shipped were 802.11ac access points (the latest WiFi standard which provides connectivity up to 1Gbps).

In this market as well, IDC says Cisco remained on top by holding a market share of 58.3%, followed by HPE (15.4%), Riverbed (6.8%), ARRIS Networks (5.14%) and D-Link (2.5%).

**Peter Dinham**

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