

CommsWire

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ACMA SEEKS EMERGENCY CALL SERVICES FEEDBACK



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ACMA CALLS FOR FEEDBACK ON EMERGENCY CALL SERVICES REGIME

Telecommunications regulator, The Australian Communications and Media Authority, is currently reviewing Australia's emergency call services regime and is now seeking industry and public feedback through a consultation process.

The ACMA has announced the review of its Emergency Call Service Determination in its second-round consultation on the draft Telecommunications (Emergency Call Services) Determination.



The draft ECS Determination 2019 was developed following a first round of consultation in November 2018 about the review of the Telecommunications (Emergency Call Services) Determination 2009.

The ACMA says it has received 10 submissions on the draft ECS Determination

2019 which places obligations on carriers, carriage service providers and the emergency call service providers - currently Telstra for 000 and 112, and the Australian Communication Exchange for 106 - in relation to caller access, call carriage, call handling, service information and charging.

In Australia, access to services provided by emergency service organisations - police, fire, or ambulance - is made by calling the national emergency call service (ECS) numbers 000 (Triple Zero), 112 or 106.

The ACMA regulates the provision of the ECS under Part 8 of the Telecommunications (Consumer Protection and Service Standards) Act 1999.

The provision requires the Authority to make a determination imposing requirements on carriers, carriage service providers and emergency call persons (ECPs) in relation to caller access, call carriage, call handling, service information and charging.

[Submissions](#) on the draft ECS Determination 2019 and the issues raised in the latest consultation paper, must be submitted to the ACMA by close of business on 19 July.

Peter Dinham

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RAPID RISE IN NUMBER OF SIP CHANNELS POINTS TO COSTLY WASTE

Businesses are over subscribing SIP trunks, frittering away savings delivered by the IP-based technology standard supporting VoIP, says an NZ-based UC services vendor.

Analysis of thousands of communications technology deployments around the globe conducted by UC service management vendor [Virsa](#)e shows the continued demise of Primary Rate Interface (PRI) traditional telephony trunks in favor of voice-over-IP (VoIP) trunks delivered over Session Initiation Protocol (SIP) – a market expected to reach USD 28.8 billion by 2025, according to [research by Data Bridge](#).

Corroborating the trend, Virsa

e's analysis shows the sun setting on PRI trunks as more organisations adopt SIP trunking, which now accounts for 82 per cent of capacity deployed globally, up from 74 per cent just 12 months ago.

However, closer analysis reveals a growing penchant for super-sized SIP trunk groups, indicating a degree of channel over-subscription that leads to associated cost increases that could bite into savings attributed to the IP-based technology standard regarded as the cheaper option.

A closer look at the size of SIP trunk groups shows an increase in the average number of channels from 128 to 154 over the last 12 months. In the meantime, the average number of PRI trunk group channels remained constant at 37.

Ross Williams, Virsa

e's COO, said the zero-cost nature of SIP configuration – which, unlike PRI, comes free of hardware and licencing – encouraged the growth of super-sized trunks.

Williams said consolidating distributed PRI trunk groups to centralised SIP should result in fewer channels, not more. "Before signing up to a telco provider, organisations should conduct trunk group consolidation modelling to keep the number of channels in check.

"There's a temptation for engineers to administer plenty of channels in the world of SIP," said Williams. "Another gotcha is that while the SIP signalling side doesn't require hardware, the media side does. And because media resources aren't visible to SIP trunk configuration, engineers are likely to over-endow their networks, resulting in unnecessary costs."

Williams suggests engineers should tighten up their management of media resource capacity and distribution on their networks, paying special attention to sensitivities related to H.323 stations.

H.323 stations rely on media resources to transcode SIP traffic. "These elements must be measured, scaled, and distributed correctly to ensure they can handle activity, and keep costs in check," said Williams.

Staff Writers



John de Ridder

Telecommunications Economist

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VONEX PARTNERS WITH QANTAS ON LOYALTY PROGRAM FOR SMES

ASX-listed telecommunications provider Vonex is partnering with Qantas in a deal to allow small to medium business (SME) members of the airline's business loyalty program to earn reward points when they fly, and spend money on Vonex products and services.

Under the deal Vonex will be Qantas' VoIP and Hosted Phone System telecommunications provider for the Qantas Business Rewards (QBR) loyalty program.

Vonex said SME members of the program can earn points not only when they fly with Qantas, but also through their daily business expenditures with QBR's select group of program partners.



The partnership will go live in August this year and will give QBR's 250,000 SME members the opportunity to earn Qantas Points when they spend money on Vonex's products and services.

Vonex also said the new agreement aligns the company with Qantas' network of "complementary high-profile businesses, including American Express, Westpac, Deloitte, Macquarie Leasing, Caltex, Coca-Cola Amatil and Harvey Norman".

Vonex Managing Director, Matt Fahey, said the partnership marks an "exciting period for Vonex as we align with not just one of Australia's most trusted brands, but also with the program's network of nationally recognised partners".

"The ability to incentivise and attract customers with Qantas Points will prove valuable in helping Vonex engage businesses with which we can make a meaningful difference."

"Qantas Business Rewards is always looking for new ways to reward its members.

"The telco sector is highly relevant to Australian SMEs and we are delighted to partner with Vonex, an award-winning telco that prides itself on its SME focus and expertise," said Head of Qantas Business Rewards, Eric Jelinek.

We look forward to a fantastic partnership that enables our members to earn Qantas Points on telco products and services."

Peter Dinham



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INTEL ACQUIRES NETWORKING FIRM BAREFOOT NETWORKS

Processor maker Intel has acquired Barefoot Networks, which designs and makes programmable network switch silicon, systems and software, for an unspecified amount

The company said in a statement that the acquisition would support its focus on gaining a leadership position in the end-to-end cloud networking and infrastructure market.



Nick McKeown, co-founder, chief scientist and chairman of Barefoot Networks; Navin Shenoy, Intel executive vice-president and general manager of the Data Centre Group; Bob Swan, Intel chief executive; and Craig Barratt, Barefoot Networks chief executive, after the acquisition was announced. Courtesy: Barefoot Networks

Barefoot is based in Santa Clara, Californiam and Intel said its staff would add expertise in cloud network architectures, P4-programmable high-speed data paths, switch silicon development, P4 compilers, driver software, network telemetry and computational networking.

Intel executive vice-president and general manager of the Data Centre Group, said: "Most important, this is one of the most talented and experienced teams in this domain in the industry.

"We look forward to welcoming Dr Craig Barratt and his team to the Intel family once the transaction closes, which is expected to be in the third quarter of 2019."

Sam Varghese

CLLOUD SERVICES PROVIDE BOOST TO BUSINESS, SURVEY CLAIMS

Cyber security firm McAfee claims a wide range of organisations accelerate their business through the use of cloud services, following a survey of 1000 businesses worldwide and combining the results with data from cloud events from its own MVISION cloud.

The company said in a statement that organisations which had ensured the security of their data in the cloud through a cloud access security broker were 35% more likely to launch new products, improve on time to market and expand to new markets with the cloud.

The survey was conducted in 11 unspecified countries from March to May, with market research firm Vanson Bourne doing the legwork.

The McAfee Cloud Adoption and Risk Report showed that:

- Eighty-seven percent of companies experienced business acceleration from their use of cloud services.
- The majority (52%) of companies experienced better security in the cloud.
- Only 26% of companies say they could audit IaaS configurations.
- Only 33% of companies say they can control application collaboration settings.
- Only 36% of companies say they could enforce data loss prevention in the cloud.

Additionally, it found that companies were over 35% more likely to be able to launch new products, speed time to market, expand to new markets, and improve employee satisfaction with the cloud when using a CASB.

Most sensitive data was under the IT team's control: Results showed that 65% of enterprise data lived in collaboration and business software-as-a-service applications, 25% in infrastructure-as-a-service, and only 10% in "Shadow IT" unknown to the IT department.

IT teams were subscribing to these cloud applications themselves, effectively fulfilling many employee needs that were previously unmet or were met through the use of "Shadow IT".

A minority of organisations experienced the full potential of business acceleration:

Although the likelihood of launching new products, speeding time to market and expanding to new markets was higher when a CASB is part of their cloud security strategy, only one in three companies surveyed was currently using one.

"This research shines a light on organisations who are leading the charge in cloud adoption, prioritising the security of their data as they roll out new cloud services and winning in the market because of the actions they are taking," said Rajiv Gupta, senior vice-president, Cloud Security, McAfee.

Sam Varghese

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