

CommsWire

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750K HOMES WITH FTTN WANT TECHNICAL HELP



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NBN CO SIGNALS FOCUS ON ADDRESSING IN-HOME ISSUES: ROWLAND

NBN Co has signalled renewed focus is needed to address in-home issues impacting on customer experience with the national broadband network, according to the Shadow Minister for Communications, Michelle Rowland.

Rowland (pictured below) made her comment on Wednesday in response to a [report from NBN Co](#), the builder of the national broadband network.

Internal research by NBN Co found that 90% of Australians, if given the option, would be likely to take up technical assistance to optimise their home broadband connection.

“Despite clumsy attempts at blame shifting by the previous minister, this finding is relevant to up to 750,000 Fibre to the Node premises expected to be impacted by in-home wiring issues that cause unreliable NBN service and reduce attainable speeds,” Rowland said.



“This is why Labor took a considered NBN policy to the May election where qualified technicians would be offered to address this problem, at no cost to the household, if a premises was identified as having an in-home wiring problem.

“Importantly, Labor’s proposal would have provided optionality for attending technicians to also conduct a health check on in-home equipment such as modems, providing a dual benefit to the consumer.”

Rowland said the internal NBN Co research referred to suggests 9 in 10 affected FttN households would be willing to make use of such an offer – “underscoring the opportunity Labor has identified”.

She said, “consumers must continue to be at the forefront of policy focus”, and Labor would “continue to advocate for their interests”.

Peter Dinham

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UNISYS SECURES WAN DEAL WITH BUREAU OF METEOROLOGY

Australia's Bureau of Meteorology has inked a contract with ICT solutions provider Unisys to design, build and manage new secure cloud infrastructure and an upgraded wide area network to support current services and provide a “modern operating environment”.

The three-year contract is valued at approximately \$16.48 million, with options for multiple extensions with a total maximum term of not more than nine years.



The Bureau of Meteorology is Australia's national weather, climate and water agency and Unisys Asia Pacific vice president and general manager Rick Mayhew said:

“The new hybrid cloud infrastructure, designed and supported by Unisys, will provide a secure and resilient environment to better support current services and a modern operating environment with scalability to effectively implement future requirements.

“The Bureau’s services are used to assist in making life-impacting decisions – from whether to embark on a family fishing trip, to calculating how much fuel an aircraft requires.

“Unisys has a wealth of experience helping government organisations transform their environments to provide better, more efficient and secure services using digital technologies, including the public cloud.

“In addition, we bring specific weather expertise from more than 30 years providing reliable and timely weather data and products in the US, including to the National Oceanic and Atmospheric Administration.

“We look forward to helping the Bureau of Meteorology provide its critical weather services to Australians to keep them informed and arm them with the best information to make safe and informed decisions.”

Peter Dinham



John de Ridder

Telecommunications Economist

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SAMSUNG SAYS GALAXY FOLD ISSUES FIXED, LAUNCH IN SEPTEMBER

Smartphone manufacturer Samsung Electronics has announced that it has fixed the issues that caused it to put off the release of its Galaxy Fold foldable device and will be releasing it in selected markets in September.

Samsung was forced to [put off](#) the launch of the Fold indefinitely in April, after reports of the phone, which costs almost US\$2000, breaking or showing bulges or blinking screens after it was handed out to select reviewers.

In a statement issued on Wednesday, Samsung said it had made improvements to the device "to ensure consumers have the best possible experience".

Specifically, Samsung said the following design and construction changes had been made:

- "The top protective layer of the Infinity Flex Display has been extended beyond the bezel, making it apparent that it is an integral part of the display structure and not meant to be removed.
- "Galaxy Fold features additional reinforcements to better protect the device from external particles while maintaining its signature foldable experience:
 - "The top and bottom of the hinge area have been strengthened with newly added protection caps.
 - "Additional metal layers underneath the Infinity Flex Display have been included to reinforce the protection of the display.
 - The space between the hinge and body of Galaxy Fold has been reduced.

Earlier this month, Samsung chief executive D.J. Koh [admitted](#) that he was to blame for the Galaxy Fold debacle, telling a media group in Seoul that he had pushed the project through.

In Wednesday's statement, the company said: "Along with these improvements, Samsung has also been continuously working to improve the overall Galaxy Fold user experience, including optimising more apps and services for its unique foldable UX.

"Samsung is conducting final product tests to make Galaxy Fold available to consumers starting from September in select markets. Availability details will be shared as we get closer to the launch."

The South Korean conglomerate has faced major issues with its products at least twice before this. In 2016, the company faced [a huge problem](#) with its Note7 device, with numerous reports of spontaneous combustion. The company was forced to pull the device from sale, in what was seen as a botched response to a serious problem.

And in 2013, Samsung had an issue with [washing machines](#) in Australia and was forced to recall something like 150,000 of them. Then, too, the company did not act in time.

Sam Varghese



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SOPRANO LAUNCHES LATEST VERSION OF TELSTRA MESSAGING

Telstra and cloud-based enterprise messaging solutions vendor Soprano Design have launched version 3.0 of Telstra's Integrated Messaging solution.

Soprano says TIM 3.0 has been designed to meet the rapidly changing demands of Australia's digitally enabled workplace "making it easier for customers to access and deploy intelligent, large scale enterprise messaging across multiple platforms from SMS to IP and email, improving workplace productivity and business efficiency".

And according to Soprano, TIM 3.0 delivers other added benefits for Telstra's business, healthcare, retail, transport, hospitality and government customers from voice API enhancements through to Microsoft Dynamics plug-ins and Rapid Alert, a powerful incident management tool and API for rapid response.



Robin Ng, Soprano senior vice-president for APAC, says the enhanced, integrated and secure TIM 3.0 solution gives Telstra's customers greater access to integrated messaging capabilities including enhancements to email, social media, voice and location-based encrypted IP messaging, "delivered alongside the robust SMS channel with a new omni-channel option".

"We know today's digitally savvy customers are looking for simple to use, smart technology that gives them the ability to communicate with ease across multiple communication platforms, securely and from anywhere," Ng said.

"TIM 3.0 gives Telstra's business and government customers access to a variety of enterprise messaging channels powered by intuitive and interactive tools.

"It goes beyond plain text and allow users to interact with systems through simple, highly engaging and interactive features such as inbound responses, buttons, multimedia, maps, URLs and additional user-interface enhancements."

Soprano chairman Richard Favero says TIM 3.0 will help keep businesses competitive.

"Soprano is committed to ensuring Australia's enterprise and government organisations have access to the latest cloud-based messaging platforms.

"TIM 3.0 not only strengthens our relationship with Telstra, but ensures we are enabling our Australian customers to remain business competitive and ahead of the digital transformation curve."

Peter Dinham

EQUINIX'S JEREMY DEUTSCH APPOINTED PRESIDENT OF ASIA PACIFIC

Global data centre operator Equinix has appointed 10-year IT industry veteran and current Australian managing director, Jeremy Deutsch, as president of Asia-Pacific.

In his new role Deutsch will be responsible for the regional management, strategy and growth plans for Equinix in Asia-Pacific, including existing operations in Australia, China, Hong Kong, Indonesia, Japan, Korea and Singapore.

Deutsch (below) will succeed Samuel Lee, who has been in the role of President of Asia-Pacific since 2008, and Deutsch will relocate from Sydney to Hong Kong when he takes up his new role.



Deutsch joined Equinix in 2008 as sales director of Equinix Australia was later promoted to managing director of Equinix Australia.

Deutsch led Equinix's business strategy in Australia and in 2018, he led the company's US\$804 million acquisition and integration of Metronode, adding 10 data centres.

Prior to joining Equinix, Deutsch was general manager of products at Unwired Australia, a SingTel Optus group company, managing product strategy, alliance partnerships and user experience delivery. He also worked for Pihana Pacific, which was acquired by Equinix in 2002,

"I am incredibly honoured and thrilled to now serve the company in the role of President of Asia-Pacific. Asia-Pacific continues to be one of the fastest growing regions for us with both our global and local customers moving quickly to digitise their businesses and expand across our platform, and we continue to grow our business here," Deutsch said.

"Together with the world-class Asia-Pacific team, we will continue to deliver unmatched services to our customers to accelerate their digital transformation journeys."

Karl Strohmeyer, Chief Customer and Revenue Officer, Equinix, who Deutsch will report to, said: "Jeremy has a successful track record of growing and managing Equinix's business in Australia over the last decade.

"His tenured experience working with customers as well as running Equinix's business in Australia uniquely contributed to our success there, and I look forward to working closely with him on our growth strategy in all of Asia-Pacific."

Peter Dinham

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