

CommsWire

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An iTWire publication

www.itwire.com

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Thursday 28 November 2019

ACMA RELEASES NEW EMERGENCY SERVICES RULES



CommsWire (ISSN 2202-4549) is published by iTWire Pty Ltd. 18 Lansdown St, Hampton, Vic, 3188
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NEW RULES FOR TELCOS TO MEET EMERGENCY CALL OBLIGATIONS

Telcos are required to do a welfare check on people who have tried to call during a large network outage of telecommunications systems, under newly legislated rules for emergency call services in Australia announced today.

The new new rules have been developed by the [Australian Communications and Media Authority \(ACMA\)](#) for telcos regulated under the Telecommunications (Emergency Call Services) Determination 2019 (ECSD 2019).

Publication of the new rules follows an investigation the ACMA conducted into the [2018 Triple Zero outage](#), where 1,433 emergency calls failed because of fire and network software problems.



ACMA's [investigation](#) into events of 4 May 2018 found that due to a technical failure Telstra contravened a rule that requires telecommunications providers to ensure that calls made to Triple Zero using their networks are carried to the operator of the emergency call service.

Telstra failed to ensure that some 1,433 calls were carried to the operator as a result of problems triggered by a fire in an inter-state cable pit, which were compounded by network software failures.

Under the ECSD 2019, providers must:

- maintain emergency call networks and facilities
- tell ECPs and other providers that rely on them for access if there is a large network outage
- do a welfare check on people who have tried to call during a large network outage
- monitor disruptive and non-genuine calls and work out a process to stop these put together a communications process for when disruptions happen

To view the ECSD 2019 go to the [Federal Register of Legislation](#).

Peter Dinham

Q3 SMARTPHONE SALES DECLINE AS CONSUMER DEMAND WEAKENS

Global smartphone sales to end users declined slightly in the third quarter of 2019, with demand remaining weak as consumers have become more concerned about getting value for money, according to a new report.

Worldwide smartphones sales in the quarter contracted by 0.4% compared with the third quarter of 2018, and were down by 6.5% for the quarter in Australia. according to the report from Gartner.

Apple recorded another double-digit decline in sales, year over year, while Samsung bucked the sales contraction, managing to retain the No. 1 position globally in the quarter, increasing its smartphone sales by 7.8%, year over year.

“Samsung’s aggressive revamp of its portfolio, with a focus on mid-tier and entry-tier segments, strengthened its competitive position,” said Anshul Gupta, senior research director at Gartner.

And Chinese telco giant Huawei was the only one of the top-five global smartphone vendors to achieve double-digit growth in smartphone sales in the third quarter.

Smartphone Sales to End Users by Vendor in 3Q19, Australia (Thousands of Units)

Vendor	3Q 2019 Units	3Q 2019 Market Share (%)	3Q 2018 Units	3Q 2018 Market Share (%)
Apple	873	40.6	980	42.8
Samsung	545	25.4	448	19.6
Huawei	279	13.0	456	19.9
OPPO	231	10.8	146	6.4
Other Phone Vendors	221	10.3	258	11.3
TOTAL	2,148	100.0	2,288	100.0

Due to rounding, numbers may not add up precisely to the totals shown.

Source: Gartner (November 2019)

“For most smartphone users, desire has shifted away from owning the least expensive smartphone. Today’s smartphone user is opting for mid-tier smartphones over premium-tier ones because they offer better value for money,” Gupta said.

“In addition, while waiting for 5G network coverage to increase to more countries, smartphone users are delaying their purchase decisions until 2020.”

According to Gartner, this shift has led brands such as Samsung, Huawei, Xiaomi, OPPO and Vivo to strengthen their entry-level and mid-tier portfolios.

And Gartner says this strategy helped Huawei, Samsung and OPPO grow in the third quarter of 2019, but by contrast, Apple recorded another double-digit decline in sales, year over year.

Apple’s iPhone sales continued to decline in the third quarter of 2019, with the company selling 40.8 million iPhones, a year-over-year decline of 10.7%.

“Although Apple continued its sales promotions and discounts in various markets, this was not enough to stimulate demand globally,” said Gupta.

“In the Greater China market sales of iPhones continued to improve, however, it follows a double-digit decline recorded at the beginning of the year. The iPhone 11, 11 Pro and 11 Pro Max saw good initial adoption, which suggests that sales may be positive in the remaining quarter.”

Worldwide Smartphone Sales to End Users by Vendor in 3Q19 (Thousands of Units)

Vendor	3Q19	3Q19 Market	3Q18	3Q18 Market
	Units	Share (%)	Units	Share (%)
Samsung	79,056.7	20.4	73,360.1	18.9
Huawei	65,822.0	17.0	52,218.4	13.4
Apple	40,833.0	10.5	45,746.6	11.8
Xiaomi	32,271.3	8.3	33,219.7	8.5
OPPO	30,834.4	8.0	30,563.4	7.9
Others	138,659.9	35.8	153,965.8	39.6
Total	387,477.2	100.0	389,074.0	100.0

Due to rounding, numbers may not add up precisely to the totals shown.

Source: Gartner (November 2019)

Huawei sold 65.8 million smartphones, an increase of 26%, year over year, with the company’s performance in China the key driver of its global smartphone sales growth. It sold 40.5 million smartphones in China and increased its share of the country’s market by almost 15 percentage points.

“While the ban on Huawei to access key U.S. technologies is yet to be fully implemented as a three-month extension was just announced, the proposed ban brought negativity around Huawei’s brand in the international market,” according to Gartner.

“Nevertheless, Huawei’s strong ecosystem in China continued to show growth. The current situation with the U.S. has also fostered patriotism among Huawei’s partners, which are now keener to promote its smartphones in China — a development that makes it difficult for local competitors to compete aggressively against Huawei.

“Huawei’s long investment in sub-brands (Honor and Nova), in multichannel operations (online and retail), and in 5G and other technological innovation forms the basis of its success in China.”

With Black Friday and Cyber Monday approaching, Gartner says smartphone deals are likely to spur consumer demand in the fourth quarter of 2019.

“Vendors including Google and Samsung are likely to offer aggressive price promotions not just for their older smartphones but also for new devices such as the Google Pixel 4 and Samsung Galaxy Note 10,” Gartner notes.

Gartner also says that competition between mobile phone manufacturers will increasingly focus on more intelligent smartphones, with these devices delivering increasingly personalised content and services that draw on users’ contexts and preferences.

Peter Dinham

MOBILE BLACKSPOT PROGRAM ROLLS ON IN NORTH QUEENSLAND

Mobile phone black spots in key regional areas of Australia continue to be eliminated, with Optus announcing that it has switched on its latest new mobile transmission tower in the regional North Queensland town of Tinaroo.

The new tower will deliver much needed coverage and connectivity to far North Queensland's Atherton Tablelands as part of the Federal Government's Mobile Black Spot Program.

The new site is co-funded by Optus and the Federal and Queensland State Governments as part of round two of the blackspot program.

Coverage from the site, which is co-located on an existing tower on Lookout Road, will enable more than 400 residences to connect to dedicated Optus coverage for the first time, providing them with the ability to make and receive calls, text and browse the internet.

Andrew Sheridan, Optus' Vice President of Regulatory and Public Affairs said, "We are thrilled to be bringing much-needed mobile coverage to Tinaroo, as it means greater safety for those living, visiting and travelling through the area by unlocking mobile coverage."

"Coverage from the new site will extend to Lake Tinaroo, which is a popular tourist attraction for those visiting the Atherton Tablelands and one highly frequented by locals. It's great to know holiday makers as well as the local community can now stay connected with reliable mobile reception.

"We strongly believe that whether you live and work in cities or smaller towns and regional locations, you should have access to the same network services and coverage. Programs like the Federal Government's Mobile Black Spot Program are crucial to helping us achieve this goal, enabling us to offer regional communities competition and choice."

Sheridan said Optus' mobile blackspot sites have resulted in over 350,000 hours of calls, carried over 7.2 million new calls and served over 1,000,000 individual users - "reflecting our commitment to enabling greater availability of mobile services for our customers no matter where they live".

The Minister for Regional Services, Decentralisation and Local Government, the Mark Coulton, said: "Connecting regional Australia has a myriad of benefits – for individuals and families, for small businesses and tourism, and for our economy more broadly. I am thrilled that local residents and businesses, and visitors to Tinaroo, will now be able to enjoy improved mobile coverage thanks to Optus and the Mobile Black Spot Program.

"No one should be disadvantaged because of where they live and the Mobile Black Spot Program is helping to ensure that regional Australians have the same level of mobile network access as those living in the cities. It is a terrific example of what can be achieved when private enterprise, federal and state governments work together."

Peter Dinham

GOVT DAWDLING ON ENCRYPTION BILL AMENDMENTS: DREYFUS

Shadow attorney-general Mark Dreyfus has slammed the Morrison Government over its tardiness in implementing amendments to the encryption law passed last year, saying Finance Minister Senator Mathias Cormann has yet to keep his word nearly a year on.

Dreyfus (below) told the House of Representatives on Monday that Labor had agreed to pass the bill if it and the amendments suggested by the government be immediately referred to the Parliamentary Joint Committee on Intelligence and Security and that the new laws conformed to the recommendations of the committee by early 2019.



The encryption law, known as the Telecommunications and Other Legislation Amendment (Assistance and Access) Bill 2018, was [passed](#) on 6 December 2018.

A [review](#) was instituted by the PJCIS as soon as bill was passed, with a reporting date of 3 April. It was expected to provide some solace to the technology industry.

But the PJCIS then [kicked the issue down the road](#), asking the Independent National Security Legislation Monitor, Dr James Renwick, to review the law and report back by 1 March 2020.

In October, Dr Renwick [said](#) he was extending the date for submissions to his review until 1 November.

At the time he made this announcement, just 15 submissions had been received.

Dreyfus said: "On behalf of the government, Senator Mathias Cormann agreed to those conditions.

"As recorded in Hansard, Senator Cormann also said that the government supported, in principle, all amendments that were consistent with the Joint Intelligence and Security committee's recommendations.

"But here we are, a year later, in the final sitting fortnight of 2019, and it remains the case that Senator Cormann and the government have not honoured the commitment that Senator Cormann made.

"It remains the case that the Morrison Government continues to ignore the bipartisan recommendations made by the intelligence committee, continues to ignore the calls for reform of the now enacted legislation from industry and continues to ignore the very direct commitment that it made."

Dreyfus also pointed out that the government had made no effort to ensure that encryption law was compliant with the US Clarifying Lawful Overseas Use of Data Act or CLOUD Act, which allows the US to seek access to data stored by American firms in any foreign domain.

Additionally, US allies also benefit.

"Under the US CLOUD Act, it is possible for Australia to enter into a bilateral agreement with the United States to allow Australian agencies to request the data of non-US persons, like text messages sent by or to a terrorist subject, from American technology companies directly," Dreyfus pointed out.

"This new regime, if Australia is able to enter into a bilateral agreement with the United States, would give Australian agencies much faster access than under the existing regime of making such requests via the US Department of Justice under mutual legal assistance arrangements."

Former Labor digital affairs spokesman Ed Husic added his voice to Dreyfus' concerns, saying: "There were 15,000 submissions made by people in Australia's tech sector about the flaws in this bill.

"This government refused to take those submissions on board, refused to make a lot of those submissions public and refused to listen to what was said.

"On top of that, they then tried to shut down the committee when it was considering this bill.

"They tried to shut down consultation on, and consideration and criticism of, this bill back at the tail end of last year—this time 12 months ago.

"That is what they did.

"And, in their inability to manage the legislative program, they failed to bring their own legislation to this place to have it properly discussed in a timely way and to ensure that, when it got to the other place, the amendments could be considered."

Sam Varghese

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