JULIE McCROSSIN: As Deidre indicated because of parliamentary requirements we're having our elected parliamentarians audio-visually, but probably in an audience like this you prefer people be audio-visual than physically present. That could be the nature of this audience and so it gives me great pleasure to alert our friend Rick at the back that I'm about to welcome the newly-appointed Minister for Communications, Cyber Safety and the Arts the Honourable Paul Fletcher, MP.

>> Hello. I'm Paul Fletcher, Minister for Communications, Cyber Safety and the Arts and I'd like to express my welcome to everybody here at the ACCANect 2019 conference. I'm sorry that I'm not able to join you, but I know that you've got some very important deliberations ahead of you in relation to the needs of Australian telecommunications consumers and how those needs are best met. Of course, this is a time of extraordinary change in telecommunications services. We're seeing the nbn very rapidly expand its footprint with now some 5.7 million premises connected, over 10 million able to connect and by next year, the roll-out will be completed. We're seeing the commencement of 5G mobile services and so the environment for consumers of telecommunications services is changing fast, but what hasn't changed is the fundamental importance of consumers being clear in what services they're buying, in companies being clear on what they're providing and what their obligations are and that's where an organisation like ACCAN has such an important role to play. I know ACCAN has been very busy. Just in the last year some 49 submissions, a whole series of consumer guides being provided and lots of other work, as well. I do encourage everybody today to participate vigorously. I look forward to hearing the outcomes of the conference, and I want to express my gratitude to everybody involved in speaking up for consumers of telecommunications services so that we can make sure that people are getting the fairest possible deal, while enjoying all of the benefits of innovation and new services. Best wishes for a very productive conference.

JULIE McCROSSIN: A very big clap. Look, I have to let you know that I am from a television background and clapping in that environment is more enthusiastic. I also want you to know if you burn kilojoules, it will prevent everything. Please clap the virtual minister. I was just thinking about that remarkable list of achievements of ACCAN and I actually think another aspect of this modern connected world is our parliamentarians are better at those pieces to camera. That was tremendous. I mean, was he using an audio cue? Would you agree? There must be a whole genre now of ministerial adviser who assists in that manner.