JULIE McCROSSIN: That was great. Ladies and gentlemen, we have one final session before Teresa makes her closing remarks and I'd like to welcome Elise Davidson, general manager, strategic communications with the Australian Competition and Consumer Commission and we're going to look forward with others for the next 30 years. ... to 2030, the next 10 years. This is my trip to San Francisco.

JULIE McCROSSIN: We might need a mike stand here, please. Previously the providers were male. The future appears to be entirely female.

 (APPLAUSE)

>> It's the last session of two days, we're here to entertain you fair to say. You'll have to strap yourself in because it will be a bit of a wild ride into the future. I'm first going to start off by introducing my fellow panellists who are not the panellists that you think they are although we're still going to refer to them by their same names. To my right we have Elise Ball.

ELISE BALL: Hello everyone.

>> In the future her executive role is executive head of Telco One. What is Telco One?

ELISE BALL: Telco One is, we like to think of ourselves as a digital lifestyle provider previously known as a telco about ten years ago, so we offer all sorts of lifestyle services as bolt ones to the underlying connectivity that a network would have provided. I can get into more of what fancy gadgets we're go.

>> To our hard right we have your left, Lauren Solomon, who is commissioner, well deserved I have to say, of the digital industries authority which regulates communications and data services, DIA pronounced 'dire' . Can you tell us a bit about what your agency does?

LAUREN SOLOMON: As commissioner of DIA we oversee the regulation enforcement and compliance across all the lands of digital industries and lifestyle products and services. We have been extremely busy writing rules and will proud to have opened our AI submission portal where everyone can lodge the submissions that they've written using their own AI because that's what we all do now, we're pleased to have delivered this efficiency and we're seeing a lot more submissions launched and a lot move competition between AIs in policy and regulation.

>> The regulators will love that, Lauren. Do my left, your right, Erin Turner is the CEO of consumer voice.

ERIN TURNER: The consumer movement's dream came true in 2025, we finally have a fully funded peak body. We know there are hugely powerful consumer organisations ACCAN one of the most powerful of all! CHOICE, Super Consumers Australia, Energy Consumers Australia, but what was missing was a peak body and a real voice in Canberra for consumer interests for the many debates that touch on consumer problems so I lead a team of over 200 economists. Thousands of AI bots submitting regularly to policy issues and we're there to support the consumer movement and make sure they're heard in policy debates.

ELISE DAVIDSON: You've recently been appointed the chair of the digital network of Australia, formerly known as the ABC NI TV and SBS merged into a super broadcaster. Tell us more about that?

CHRISTINE ROSS: That's ground breaking, unbelievable stuff. We couldn't believe when it happened! Basically we witnessed and get this news flash, the merger of Facebook and Google to create “Faceboogle” and when we saw its headquarters moved to China we knew that we had to have our own digital network so we call it digital network of Australia, DNA, so I'll be happy to give you a bit more information on that later because it's quite amazing.

ELISE DAVIDSON: Thank you and welcome to Q & A of the future. Sue Salthouse, you're the Federal Minister for every Australian, how -what's your Government up to these days?

SUE SALTHOUSE: Your Government came to office in 20121, you no longer have a Government in the bubble. We came to Government on a platform of universal access to everything and for everything and reinstatement of the clean energy future plan. We have instigated fixed term five year terms and we've already done one of our five year terms and we're campaigning hard because we're up for election again in 20312 so everything that we do has your best interests in mind and I'll tell you a little more about that in a moment I think.

ELISE DAVIDSON: Wonderful and thank you Sue. As Minister for every Australian, we're here to talk about telecommunications or communications as they're just known as these days. What have you seen as being the biggest change over the past ten years?

SUE SALTHOUSE: We've been very pleased to foster and support net neutrality and we have equity of access for all. I think nowadays you don't need a device, you just need a service, so we've moved beyond the device and we're demanding transparency from the regulator and the suppliers and choice of what services are part of your service. Am I allowed to talk about the actual now introduce our new device for accessing digital services?

ELISE DAVIDSON: The BioPhone? Yes, I was hoping that you'd be speaking about the way that we're communicating in the future, please.

SUE SALTHOUSE: We have now instigated the BioPhone. Now the BioPhone will be a chip available to your child at birth and everybody now who is an adult can choose though have the BioPhone implanted wherever they like, most people in Government have elected to have a BioPhone in their finger, but it's not necessarily put in the finger but it means that with the BioPhone you will be able to with access your phone service just with the tip of the index finger. The other access about the BioPhone is that in order to receive voice calls, the Government will install an implant behind the ear and the voice calls will come directly into that implant, so that there is no longer the risk that your phone will fall down the toilet or that you will lose it and not be able to locate it or that the children will borrow it and not put it back. This is a great advance that we've been pleased to develop over our first five year term of Government and now have been rolling out during the second term. We do have if I can just read my platform notes -the universal service organisation still guarantee, still operates and people who are unable to work or unemployed all have the universal basic income and in this universal basic income they're guaranteed a decent speed and data as part of this. So everyone is connected whenever they wish to be. It's an open access network and indeed we've thought about you can choose and upgrade, you can opt in to an upgrade for your universal basic, really it's the universal basic BioPhone, and you can add on speed and data that suits your need. So all these services we've made readily available and the Government will still provide any addon features that someone with disabilities might need through the national disability solutions service. These include a holographic screen because not everybody is able to receive the voice to their ear implant, so that with your finger tip, you can trace out a holographic screen and text will be downloaded straight to the screen so that you no longer need even a computer at home. The holograph can take Auslan and so people who use Auslan will be able seamlessly to communicate with each other through the hologram. It will also convert text to speech so that we will no longer need the national relay service and that's a great saving to Government. We've also thought of people with hand dexterity, they can have a chip on their shoulder.

ELISE DAVIDSON: Wonderful, we do love the BioPhone apart from the chip-free by choice movement of course who I suspect some are in the audience somewhere probably have something to say about that later, but all the BioPhone is wonderful but what about the connectivity. Telco One, I wonder if you would mind telling us a about your company and the services it offers Australians.

ELISE BALL: As you know we about five years ago nbn privatisation took place so one of the thing ­

ELISE DAVIDSON: They got a good price for it.

ELISE BALL: We saw there an opportunity so we approached the ACCC and quite a few of us got together there. We got an all mighty authorisation so we were no longer duplicating our spend, it's been a really successful model and it's providing a really good basis for joint investment decisions to really just function as back haul for our 5, 6 and now 7G networks which is where the competition is at now. So that was a big win for the industry and that really facilitated our transformation into a digital lifestyle provider so we're now -we own one of the biggest automated vehicle fleets, air and land, we also provide, you know, a full suite of smart homes, smart community services so they're really just bundled in with the chip you choose and the digital life style provider you choose in the background. You can get education bolt-ons, financial services bolt-on, any area of your life you let us into basically.

ELISE DAVIDSON: Doesn't sound cheap, what are the prices like?

ELISE BALL: People don't really think about what they're paying for the connectivity anymore because it's the gateway to everything in your life. It's really -we take a share from every other over the top service and that's how we recover our investment. People are not thinking about a spend of data, they just want to be connected all the time.

ELISE DAVIDSON: The lifestyle? I believe the banks are looking into this model as well. If they could get it to the, some economies of scale that might benefit the lifestyle?

ELISE BALL: We've definitely taken advantage of that. For sure. What else can I tell you? I think I could go into, you know ­

ELISE DAVIDSON: I think we've covered off a bit at the moment. Can we hear from DIA the Government has painted a rosy picture of the BioPhone and Telco One is offering the lifestyle services, how are things going over at DIA in the future.

LAUREN SOLOMON: We did undertake that massive overhaul of consumer law about ten years ago and also the privacy Act after decades of doing anything about that. We coordinated about 70 different Government Australia that were managing data and digital as well to give one central point for policy development and regulation. It's meant that consumers have got somewhere to go and they're clear about where they're going. Obviously competition has been enhanced by giving consumers more control over their data these days, although we are starting to a few more investigations into the economies of scope and scale, that's been put forward by the lifestyle products and services coming forward.

ELISE DAVIDSON: And how have those investigations proceeding, Telco One or not speak about them?

LAUREN SOLOMON: Confidentially.

ELISE DAVIDSON: Of course, had to ask. Consumers, how are consumers approaching all of this

ERIN TURNER: The consumer movement maintains its proud tradition of being very disappointed and calling for all laws to be strengthened. In terms of where we're at now I think convergence remains the buzz word, our product safety issues have become health issues, our telco issues have become financial services issue and our regulation remains a mess, it still suspect as strong as we would like it, we're seeing some improvements, don't want it to be all negative so with the BioPhone we've seen some great change, accessibility for all in terms of designing for people with different abilities, difficult access needs, privacy by design being rolled out by some companies including our wonderful monopolists to my right, however, we're definitely seeing some problems, after the great recession of 2020, we've seen inequality remain stubborn in Australia, we know that people are having trouble affording even the basics, if you have a problem with your BioPhone we've seen repair costs really surgical costs blow out.

ELISE DAVIDSON: Some really bad scarring as well.

ERIN TURNER: Blow out into the thousands. If you're like the half of Australians who don't own your own home, don't have consistent income you'll struggle to get connected again. The real inequality here is stemming from income inequality, consistency of housing, access to health care, these are now all telco issue and related to our telco world.

ELISE DAVIDSON: Are there less issues when they're all combined?

ERIN TURNER: More like one messy ball of issues.

ELISE DAVIDSON: That's a shame you couldn't get those economies of scale.

SUE SALTHOUSE: The Government attitude is that they will replace a chip, after all you have ten fingers.

ELISE DAVIDSON: How have our creatives and local content producers faring in this, there must be a lot more opportunity I'm imagining?

CHRISTINE ROSS: We loved the merger actually because we knew something momentous was going to happen because in 2030 kids don't really watch TV anymore, so yesterday, so basically broadcasting is about as dead as a dinosaur. What we're doing, we're focussing, had a massive launch at Uluru of course and we celebrated because I remember a conference ten years ago where we talked about Aboriginal remote communities not having access to Internet and mobile phones or services and that's all gone now. Everybody has access. It is just brilliant. It makes a difference because it means now we own a lot of content, we've developed it, we are the spotlight. I'm really pleased because on my board working with me of course there's an all Aboriginal female CEO group, so we're absolutely smashing it out there. The good thing is with all our content our kids have stopped talking with an American accent and they don't say ola anymore, in fact they're talking in their local Aboriginal language anymore because we're been able to focus on a lot of local content in community, so the world has changed for us, because we felt there was too much domination by China and the US but now it's Australia and Australia all over.

ELISE DAVIDSON: Excellent. Glad to hear things are going so well for the national broadcaster. Tell us a little bit about, the it Google book?

CHRISTINE ROSS: It's called Faceboggle. It's better -what's the word? Because often it was open to abuse by online people you know for our kids but we've really tightened up regulations so that's a thing of the past now. It almost automatically intercepts in anything unsavoury should come in or monitors what our kids are doing much better. This is really taken it to the new level. And there's much broader content. Everyone's quite happy. Racism and that online abuse is really almost negative now, it's almost gone. It's all good for us. We're very happy.

ELISE DAVIDSON: It sounds like a nice lifestyle telco one, dare I say it, that you've created. How do you respond to criticism that a monopoly provider essentially can provide the Government if I may say so Minister, access to any consumers' information about their home, health, what they're thinking about? Their lifestyle.

ELISE BALL: It's really at -what we do is create a portal where everybody is adjust their own settings of who they want to share with and who they don't, so in a way we've just put that in the hands of our customers for them to control. We do our best to be transparent about our partners and who we share data with and mainly the whole idea has just been to put all those controls in the chippy's hands.

ELISE DAVIDSON: They're trusted partners I assume are they?

ELISE BALL: Very trusted.

ELISE DAVIDSON: DIA, what sort of complaints -are you hearing much from the chip free by choice movement or do you have more -hearing more from people with chips on their shoulders that have got a complaint about something?

LAUREN SOLOMON: Very good. Yes, the ones with the chips still on their shoulders are of course -they're quite tired because of the taking probably days now to get through the settings that are being provided with a transparency and choice and because we do still sort of seem to have some issues with scope creep, around some of the terms and conditions that get applied, consumers are under just basically a constant work-out loop to change those settings, on a weekly basis so part of the challenge really is how we make sure that consumers respect getting tired, we can probably give them some Gatorade as they go about that, it's really -it's exercise at the end of the day, you know? That's the other benefit. The off chip community of course they're going great guns. The only problem is that they can't seem to access any Government websites.

ELISE DAVIDSON: Are you concerned about the chip free community that they might be not included as every Australian, Minister?

SUE SALTHOUSE: We're considering that the chip free community opted out and so that's a choice that this Government has offered. We think it's a very small movement and that because our Government is providing services via your BioPhone and access to all health, education, etc through the lifestyle provider of your choice, that we think that in time the chip free community will come on board, and of course if they have opted out they no longer eligible for the universal basic BioPhone and so I think that really this is a movement that will disappear.

ELISE DAVIDSON: Sort of creating ghetto community at the moment Minister, most unseemly, you see this gathered in certain partings of the city talking to each other in person.

SUE SALTHOUSE: We have had some complaints of people saying with the BioPhone they do have voices in their head but we have an improved mental health system as well so we're coping with that and the people, the chip free by choice people gathering in dark corners, I think that they are growing vegetables and are really existing with a vegan diet, so they ­

ELISE DAVIDSON: And solar panels of course.

SUE SALTHOUSE: I could go on to that. Because of the hologram facilities that we've provided there's been a great saving in presenter and paper costs and the Government has diverted this into subsidies for wind and solar and because we're now have our telco services concentrated in

geographical areas as well because people choose a lifestyle often it means choosing a location, so that most people have much more connectivity and are able to walk and cycle to their workplaces so they actually are using this sustainable technology as well as their BioPhone.

ELISE DAVIDSON: The election advertising has been a bit much though, coming through the BioPhone, hearing it all the time in the background.

SUE SALTHOUSE: Rob you calls have been a problem to the Government. Sometime we find that some backbenchers are overusing the robo call and this is causing some problems in the community but look, we're talking to them, and we have Jacqui Lambie she's been assigned to talk to the people who are making the robo calls.

ELISE DAVIDSON: She's a good Governor-General. One of our best.

SUE SALTHOUSE: We were very pleased with that appointment although one person she's not talking to the is the Queen or Prince Charles.

ELISE DAVIDSON: I had read about that in my BioPhone. Erin, cost is an issue, when they -the BioPhone first came out obviously there were people who said this will never work, they won't be able to afford it. What are you seeing in terms of the hip and the China free, is the divide growing.

ERIN TURNER: We represent all consumer, chip light, chip free, we're particularly engaged with the chip free community that seems to be centres at Newtown and Marrickville, they're telling us that it's not just forget, they're not being given a choice, it's opt in and get everything or

opt out and get nothing. We've drawn parallels to the issue we were seeing with privacy policies in 2019. It's in or out and we're just generally think this is unfair and one of the many laws been calling for it for decades now is a change to ban unfair practices, because until we get this it's going to be hard to deal with any of the privacy data unfair business practices that we're seeing be it from Telco One or one of the more other lifestyle addon providers being given the choice to constantly amend your privacy policy even with the Gatorade, it's not going to really help us solve our problem, instead we need companies to act ethically. One day we'll get that law passed.

ELISE DAVIDSON: Look, I wouldn't hold your breath on that the way things have been going this past decade. Is it true that there's a sort of cottage industry sprouting up to change your privacy settings on your BioPhone DIA, I heard there's a fly-by-nighters who work around the clock to update your settings on a daily basis as algorithms change.

LAUREN SOLOMON: Competition is strong in the industry. There are increasingly excellent ways for people to control your settings on burr behalf depending on your life tile preferences, so more competition is always a good thing, really in these things, it doesn't make it more complicated at all. It doesn't add any additional cost to the supply chain. So yes, in fact it's probably just another area for economic growth really, we could see more of it, a whole new industry of intermediaries really, there to manage and act on your behalf in engaging your chip providers.

ERIN TURNER: This does lead to one of our most important calls looking for an inquiry into middle men. We hope that DIA will support us with that.

ELISE DAVIDSON: Minister, what is your response, a royal commission into middle men.

SUE SALTHOUSE: As I already explained we feel that the BioPhone services are that we have kindly provided for every citizen are going very well and that there is no fraud or mismanagement within the industry or any of the industries and that there is no need for a royal commission, we're very sure of that.

ELISE DAVIDSON: The Tax Office seems to have access to a certain quite a lot of my data I've noticed since using the BioPhone.

SUE SALTHOUSE: The Tax Office, we do need to collect tax and the Tax Office has the Government imprimatur to take whatever Government they need and they have an increased ability to mix and match data from virtually any source that they can get their hands on. And they will send a letter, letting you know how much you owe them and they're doing that on a regular basis, even to people who have a universal basic income, so that's something that really hasn't changed over the past decade.

ELISE DAVIDSON: Government receivings still being delivered by letters?

SUE SALTHOUSE: That's right.

ELISE DAVIDSON: Maybe one day we'll get there. Back to you Telco One. When you say that people have a choice of lifestyle, there doesn't seem to be a lot of work available or left for people, AI is doing a lot as Lauren already indicated. You have the chip free movement growing their own vegetables and people are watching television really in their head or in the hair, what sort of -have you got a big workforce at Telco One, what percentage of the population are you employing now?

DAVID JOSS: It's not as big as it was ten years but we have already seen a shrinking workforce by then. You're seeing a diversion of people into more people focussed areas, for example, I think it's concerning all the people on this panel were aware of the kind of catastrophic power outage that we had a while ago and what was happening in that circumstance was seeing how people do come together and override the bots in emergencies and how effective that was. We always need our human workforce to tap into as well. Not sure the percentage, it's not what it used to be, that's for sure, probably it's around 60% of what it was, but we're finding as was predicted people are moving into the more creative industries, the industries where human focus is still required and where there is no blueprint or pre-programmed solution.

ELISE DAVIDSON: Thank you. I'm glad you brought it up. I was wondering when someone would but the great power outage of 2029 when we lost all connectivity and power for a whole 24 hours, what sort of impact did you see on the ground Erin?

ERIN TURNER: It was a huge impact. There were some people very happy to have the holiday. We know that parents finally had to take to their children, they couldn't access the content from our national broadcaster. We know that people were frustrated that they just couldn't go online and we know that small businesses really suffered, I think it's now time we start going back to some solutions from the past. We might want to investigate some back-up options and maybe look at reintroducing cash.

ELISE DAVIDSON: Controversial. I did hear that there were plans for the mint to be reopened and coins to be produced again Minister, are you able to comment on that?

SUE SALTHOUSE: Yes. Look, we think that the problems created by the power outage were massively overrated and inflated by the media. In fact because of our solar and wind power system a lot of our citizens now for the past five years have been off the grid and they when the power outage occurred they were just about able to walk home, one of the advantages from Telco One which is creating a lifestyle is that many gated communities have work, play and recreation all in the one spot so people were able to get home quite easily. So we think that the media made more of this than it was really actually affected people. I think that PM Dillon Alcott who is as dexterous in the chamber as he is on the court was able to when the power was restored to the back-up grid, he was able to give a speech and restore confidence in the Government and in the BioPhone itself. So we think that the Government is travelling really well and that what it did demonstrate was that because we have smaller communities people were able to talk to each other and some of the vegans from the chip -no chip by choice also provided food into those communities, so really there was much more people pulling together as a result of that outage, so the Government was quite happy.

ELISE DAVIDSON: Telco One, tell us about your response, you were of course criticised for really not being on the ground fast enough in restoring services.

ELISE BALL: That's true but in some respects we were able to respond in better ways than we could before we had the technology advances that we've had in the last ten years so for example our smart New York could manor where our power serve or and we could redirect those power reserves to extend the back-up life of the local equipment by using the smarts in our network that weren't there previously. We could choose to prioritise emergency services, transport, we could choose the way that we were going to slowly shut off the power so that we could minimise the tendency for accidents, there were three -everybody knows about the three very tragic cases and there's a current investigation into that -but we were able to proactively despatch electric cars to our priority assistance customers in case they needed medical assistance during that time. These are options we didn't have available ten years ago in a way our response was heightened but we can't -there are circumstances that in emergencies we also can't control so that was definitely a learning there.

ELISE DAVIDSON: Just a question of that -do you think there is a danger in so much of society relying on a single monopoly provider to contact the entire country energy networks?

ELISE BALL: We're seeing a reduction because as the Minister mentioned there are people choosing to live off grid so as much as it might seem that there's a concentration there is actually more consumer choice in term of...

ELISE DAVIDSON: Sorry to get a bit heated here.

ERIN TURNER: It's a bit of a false choice but I do remind the panel here that Telco One has refused to commit to compensation for people who have suffered loss during that outage, this is something we're pursuing very heavily in the 47th review of the telecommunications consumer protection code. We think we need clear competition guidelines because when things don't work there are real consequences.

ELISE DAVIDSON: Telco One, are you involved in the redrafting of the -what is it -the telecommunications -consumer protection code?

ELISE BALL: We certainly are. We have teams of bots working on that at the moment. In terms of the exception I think there's a distribution as I said, the models have changed so we are -the OTT providers there's a whole debate about whether the compensation should be borne born by the OTT or the lifestyle service provider.

ELISE DAVIDSON: Sounds a bit messy that one, anything to say DIA?

LAUREN SOLOMON: The role we were given by Government is to go and find the data that was lost from that one day of everyone being disconnected from the grid. We deployed our AI glitch team, they were deployed in 2019 and haven't returned just yet. They're still trying to find the data and it does appear to have had further flow-on impacts to a few consumer consumers those three consumers in particular. Who are having a few issues. There wasn't much we could do, we concluded the same and have recommended along with the consumer movement that we should have had a back-up,

ELISE DAVIDSON: Do you back up your data now DIA?

LAUREN SOLOMON: I'll refer that question to the Minister.

SUE SALTHOUSE: The Government is very responsive and now that we know that it was just three people who tragically met their end as a result we will have a royal commission into that.

ELISE DAVIDSON: Hopping on the issue Minister. You will have a royal commission?

SUE SALTHOUSE: I think that just three people, we'll do that and if it's only three people, we'll do that.

ELISE DAVIDSON: OK. Do that. Hearing you. Just having a look out there in the audience if there are any questions coming in here or... Just having a little look around. Thank you.

JULIE McCROSSIN: Yes, we have a question.

>> I had a question to the Telco One panellist talking about the catastrophic blackout and the 47th review of the TCP that you have thousands of bots working on, how is that different from ten years ago?

ELISE DAVIDSON: It's the future. This is for you Telco One?

LAUREN SOLOMON: It will be a faster for efficient process.

JULIE McCROSSIN: Any other questions or comments from the floor? Yes, we do. It's fearless leader.

TERESA CORBIN: Teresa Corbin retiree from ACCAN. I just wanted to ask because I'm still using a smartphone because I really think it's silly air swiping, you just look dumb, my screen's cracked and I don't know where I can get it repaired.

ELISE DAVIDSON: I don't have the answer. Does anyone on the panel?

ELISE BALL: If you stand in your living repair and say, "Repair screen please' we should be able to despatch a driverless vehicle swiftly and get that fixed for you.

ELISE DAVIDSON: While we go do the next comment, there was within over here. I got a tweet that I'm just reading from public access now, just come in, “We need to stop all this silly nonsense and going back to using Morse code, and carrier pigeons and town cryers.” We'll take that as a comment.

>> Have the BioPhone replaced the recto phone which was becoming compulsory for politicians?

SUE SALTHOUSE: The answer is question yes.

>> I have written a joke. Too many computer chips, phone chips will contribute a lot with the potato chips in the life of simple people. These chips have developed a distance in our connectivity and socialisation with games and children. Children don’t bother to ask mum and dad if food is ready, it's through texting, well done technology and these things and just I written in my report, I was alone in the forest, fear does not hide in the forest. We will find justice and she was asking about the repair of the phone. I say the Uber technician will do this.

ERIN TURNER: I encourage you to on your campaign about trans fats and biochips.

ELISE DAVIDSON: Sounds delicious.

SUE SALTHOUSE: I like you to consider running in the election of 2031 because I think you have a very good grip on the chip.

>> I'm really worried about the people with chips in the shoulder. I heard a lot about replaceable fingers but what about replaceable shoulders?

SUE SALTHOUSE: We are developing an industry of cloning shoulders and/or cloning all body parts. This is a health industry area that we're just developing but thank you for raising that and at the next shopping centre meeting that I have I'll talk more about shoulder chips.

ELISE DAVIDSON: What's a shopping centre, centre, Minister?

SUE SALTHOUSE: This is when people step outside their gated Telco One's lifestyle community, there are small enclaves where people can go and look at products and exchange them with a tip, with a tap of the finger. Or the shoulder.

ELISE DAVIDSON: We are just -we have another comment over here.

TERESA CORBIN: My question is for Christine. I've heard that you compared to Oprah Winfrey and what are your thoughts on that and also if we're getting anything free today?

CHRISTINE ROSS: Under your chairs, I didn't want to mention, one of you has won a Mercedes.

SUE SALTHOUSE: I've got a ticket.

CHRISTINE ROSS: Glad you asked that question because with that merger, what we saw is a lot of particularly Aboriginal people who were doing it tough and now very prosperous, we have quite a few millionaires now, because content has been sold worldwide and there's a lot of interest, so where we used to live in poverty we no longer live in poverty. That's been a good thing for us.

TERESA CORBIN: Bravo.

ELISE DAVIDSON: Any final thoughts from the floor before we wrap up or from our panellist? Reflect on the past ten years and whether or not we're better off than we were back then, seems a long time ago a lot's happened, maybe starting with you Lauren?

LAUREN SOLOMON: I think overall, we're moving in the right direction. It's great to see the investments in innovation going in via Telco One and there may be some new spin-offs coming out of that of benefit. Of course we're working strongly with our internal colleagues who have some concerns with what's going on in the Australian jurisdiction, they're looking over here in making a few suggestions about what we might be able to do to make things more accessible and fair for consumer when grappling with organisations like Telco One. But ultimately consumers do have more choice with the Gatorade and the running is machine provided and ultimately, the good thing is that Telco One is really now laying down the future for the country in terms of technology and so as a regulator it's really good to be able to just provide advice to them, really on how we think that plight work.

ELISE DAVIDSON: Fantastic. What about you Telco One, you seem to be holding a lot of chips in your favour or something like that?

ELISE BALL: Yes but nothing beats the power of a good old if you can find one connecting a plain telephone and phoning mum. That will always be with us.

ELISE DAVIDSON: I get my hologram to call my mum all the time. Doesn't know the difference! Wonderful. What about consumers, how are consumers now Erin?

ERIN TURNER: While I have the chance, disappointed, upset but I would love to remind the Minister that we're undergoing our five year review. A tough one as always. We welcome further funding. But I think we're seeing some commonalities over the last ten years with our policy issues we found out that transparency doesn't solve all our problems when it comes to privacy and data, perhaps we might need to intervene a little further and think about how to make businesses look after their customers rather than just tell them what they're doing.

ELISE DAVIDSON: Some food for thought there. What about your Chris?

CHRISTINE ROSS: We love where things have come in the last ten years, it's changed a lot of things, it's very much put Australia on the map particularly our First Nations people so it's been a good move for us, the merger, we're still celebrating it and I think we can only get bigger and better, so across the board all good, thank you.

SUE SALTHOUSE: Look, the Government is seriously thinking what we need to do as we come up to the 2031 election, so we are thinking that the consumer voice is very important. And we will be funding the choice whose name I've forgotten -the consumer rights organisation to my right, and so we will be funding them to do a lot of consultation between now and the election and we will be expecting the regulator to talk to the service provider as Telco One and any other service providers and making sure that the consumer protection codes are really doing their job to protect people with their biochipped fingers, we are retaining the BioPhone but we want the consumer organisations to move forward and do a lot of our work for us.

ELISE DAVIDSON: What a wonderful note to end on. I'd like to thank all of our panellists today for their contribution and glimpse into the future. ‘

JULIE McCROSSIN: This is our final remarks following really the future. Please welcome, fearless leader.

TERESA CORBIN: Wow, I wasn't really expecting that, but thank you, it was a lot of fun for the end of the conference and I did say, don't just do dystopia and I don't think they did. They definitely said some of the things they'd like to see in their vision for the future which is food for thought for us to finish on. I just want to thank everybody for coming and for participating. It's definitely been an interesting conference. I can always tell when I've learnt things that there's definitely been new ground covered. I can definitely tick that box. I want to thank all our sponsors again, of course and also I want to thank you all for travelling a long way to come and participate with us again. I know that the ACCAN team, the board and the staff that are here will take away a lot of the comments that have been made, a lot of the questions, a lot of the contacts and new people that came and be in touch with more information and more discussion to follow. So, don't stay strangers, stay in touch over the next year and thank you very much and thank you Julie for MCing once more. (APPLAUSE) After afternoon tea, we'd just like to ask our members to come back, because we'll be doing the annual general meeting, so thank you very much, and happy birthday ACCAN.

(End of transcript)