



DELIVERING FOR CONSUMERS

2012 ACCAN National Conference
5-6 September 2012
Aerial UTS Function Centre, Sydney

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Day 1, Wednesday 5th September

9.00-10.30am Opening Session

Chair: **Professor Michael Fraser AM**, Chair, ACCAN Board

Welcome to Country:

Donna Ingram, Cultural Representative, Metropolitan Local Aboriginal Land Council

Keynote address:

Senator the Hon. Stephen Conroy, Minister for Broadband, Communications and the Digital Economy

Chris Chapman, Chair, Australian Communications and Media Authority

Teresa Corbin, Chief Executive Officer, ACCAN

10.30-11.00am Morning break

11.00-12:30pm National Communications Survey

Presenter: **Jonathan Gadir**, Senior Adviser, Policy and Research, ACCAN

Panel: **Jenni Mack**, Chair, CHOICE Board

Shara Evans, Chief Executive Officer, Market Clarity

Keith Besgrove, First Assistant Secretary, Digital Economy Services Division, Department of Broadband, Communications and the Digital Economy

The results from the inaugural ACCAN National Survey will be discussed. What do the figures tell us about the consumer experience? Is mobile broadband delivering for consumers? What is the extent of hidden 'bill shock'? And how do people view the way mobile devices are transforming relationships and interactions in public spaces?

12.30-1.30pm Lunch

1.30-3.00pm Regional Telecommunications

Chair: **Anthony Gibson**, Committee Member, NSW Farmers Association

Panel: **Rosemary Sinclair**, Chair, Regional Telecommunications Independent Review Committee

Daniel Featherstone, Interim Manager, Indigenous Remote Communications Association

Sandra McCarthy, Mayor, Kiama City Council

Peter Kazacos, Managing Director and Executive Chairman, Anittel

This session focuses on telecommunications in our regional and remote communities. How has the 2011 Regional Review addressed the tyranny of distance for Australians living beyond the urban network? The session's diverse expert panel will provide on-the-ground insight on a range of telecommunications services across regional Australia.

3.00-3.30pm Afternoon break

3.30-5.00pm Consumer Awareness and Education

Chair: **Matt Levey**, Head of Campaigns, CHOICE

Panel: **Rolf Hansen**, Chief Executive Officer, amaysim
Sean Casey, Advisor, Broadband Applications, NBN Co
John Stanton, Chief Executive Officer, Communications Alliance
Donna Hensen, Indigenous Women's Program Coordinator, Women's Legal Services NSW
Denis Nelthorpe, Executive Director, Footscray Community Legal Centre

In the rapidly changing communications environment, how can we ensure that communities across Australia are engaged and informed of their rights as consumers? This panel session will explore both industry and grassroots strategies for engaging with consumers on the implications of current and emerging communications services.

5.00-6.00pm Conference Networking Drinks

6.00-9.00pm Conference Networking Dinner

Day 2, Thursday 6th September

9.00-10.30am The New Competitive Environment

Facilitator: **Lexi Metherell**, Reporter, Australian Broadcasting Corporation

Panel: **Commissioner Edward Willett**, Australian Competition and Consumer Commission
Steve Dalby, Chief Regulatory Officer, iiNet
David Epstein, Vice President, Corporate and Regulatory Affairs, Optus
Matthew Lobb, General Manager, Industry Strategy and Public Policy, Vodafone Hutchison Australia
Dr Tony Warren, Group Managing Director, Corporate Affairs, Telstra

A new Telecommunications Consumer Protection Code comes into effect in September and a new Australian Consumer Law has given more powers to the ACCC. So what will all this mean for competition? Will customers have greater or fewer choices, and can they expect different kinds of services and packages over NBN fibre? In this Q&A-style panel, hosted by the ABC's Lexi Metherell, senior executives will reveal the challenges and opportunities presented by this new environment.

10.30-11.00am Morning break

11.00-12.30pm Emerging Technologies

Chair: **Tim Noonan**, Director, Vocal Branding Australia

Speakers: **Dr Kate Cornick**, Executive Director, Institute for a Broadband Enabled Society, University of Melbourne
Greg Alchin, Apple Distinguished Educator
Kursten Leins, General Manager, Strategic Marketing, Ericsson
Dr Gregg Vanderheiden (via videoconference), Director, Trace R&D Center, University of Wisconsin-Madison

What are the trends and future directions in mainstream technology? This session will spotlight new and emerging technologies in the consumer telecommunications sector. Highlighting four exciting presentations that showcase

cutting-edge technologies, present and future, this session will also investigate whether emerging technologies deliver for all consumers, including those with disability, as they enter the mainstream.

12.30-2.00pm Lunch and TEXPO

This year's program includes an exciting innovation: a consumer-oriented Technology Expo. ACCAN's TEXPO is not the usual trade show, but a targeted, in-depth showcase of selected technologies. Participants from top research agencies and technology vendors will display the latest in cloud, accessibility and other technologies.

2.00-3.15pm Delivering Relief when Financial Hardship Strikes

Chair: **Carmen Daniels**, Director, ACCAN Board

Speakers: **Jim Connolly**, President, Financial Counsellors Association of NSW
Simon Cohen, Ombudsman, Telecommunications Industry Ombudsman
Jeremy Hobbs, General Manager, Financial Services, Optus

Many people do not anticipate a time when they cannot pay their phone and internet bills, and hardship strikes in a number of ways. This session highlights the various measures that can be brought into play when financial hardship strikes and are explained from a range of perspectives: mediator, regulatory, consumer and supplier.

3.15-3.45pm Afternoon break

3.45-4.45pm Privacy and Security

Chair: **Nigel Waters**, Board Member, Australian Privacy Foundation

Speakers: **Stilgherrian**, Freelance Writer and Broadcaster
Dr Dean Economou, Technology Strategist, National ICT Australia Ltd

Privacy dilemmas are getting bigger every year as more of our lives and essential information are moving online. This discussion will explore online privacy and security policies, and features one of Australia's leading privacy consumer advocates. A top tech journalist and a broadband services expert will also challenge some common assumptions about whether privacy can any longer exist.

4.45-5.00pm Closing Session