ACCAN CONFERENCE SPEECH
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Good afternoon everyone.

My name is Iñaki Berroeta, and I'm the CEO of TPG Telecom.

I'm delighted to join you via video stream to discuss the **Future of 5G in Australia.**

Before I begin, I would like to acknowledge the Traditional Custodians of the lands on which we are all working and living on which for me are **the Cammeraygal people of the Eora Nation**.

I pay my respects to Elders, past, present, and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples joining the video stream today.

Throughout my career, I've had the privilege of being part of many changes in mobile technology from the first generation of mobile right through to 5G today.

As mobile phones became more and more popular, I was fascinated by how mobile technology was shaping the way we live and work.

Back in the early days of mobiles, in the Nineteen Eighties - when phones weighed almost five kilograms, cost thousands of dollars and were the size of a briefcase - it was hard to imagine they would be anything other than just a toy for the wealthy, or that they would do much more than a home phone.

Since about 2005, significant changes in handset technology, websites and the explosion of apps have meant our phones are now indispensable and probably almost a necessity to survive in modern society.

I can imagine that in 2022, you won't be able to enjoy the simple pleasure of going to a restaurant or bar without a phone in your pocket that has a digital COVID vaccination certificate.

The mobile generations have moved quickly - and are getting quicker with each new generation. 3G delivered pretty basic low bandwidth applications. 4G has produced high speeds and an explosion of video streaming.

Today it's hard to spot the person on a bus or train who is not watching or listening to their phone.

To bring all that technology onto a handset, which we now take for granted, is the result of trillions of dollars of global investment by mobile operators, mobile network suppliers, handset manufacturers, application designers, banks, music companies and video streaming companies.

That enormous investment has also been growing over the 18 years since the first 3G smartphones where launched.

If you asked me back then, I could not have predicted the technologies and trends of mobile users today.

No-one would have imagined SnapChat or TikTok, which are global sensations.

And now, everyone is talking about 5G. But what really is 5G?

5G is not so much about the needs of today's average mobile customers - these needs are already largely being met by 4G networks.

5G will support the ever-growing data demands of consumers - especially those of us who love gaming and media streaming.

But it has a far greater potential to reshape the world around us.

What is truly exciting about 5G, is that - unlike 2G, 3G and 4G - which were designed for people to use on phones 5G is about **connecting things**.

In addition to higher speeds, the difference with 5G networks is their capacity to handle many connections at once.

And with low latency, which is how fast the information can travel.

The Internet of Things - or ‘IoT’ - is a market that is growing rapidly.

By 2030, mobile phones are expected to make up just over half of all mobile connections, with cars, wearables, tablets and ‘things’ growing their share of connections over the coming decade.

Growth in wide-area network applications is enabling smart meters, parking sensors and controls for managing traffic lights, for example.

Our Narrow Band IoT network wirelessly connects devices that have low bandwidth requirements, but which deliver important uses for businesses.

This is useful in remote or hard to reach places where you need to monitor sensors remotely.

For example, at TPG Telecom, we have worked with water companies to develop IoT solutions to support their efforts to save water and lower utility bills for their customers.

These sensors can detect leaks and monitor water levels, which is important across our nation.

Our IoT network is also connecting and remotely monitoring around 3 million sleep apnea machines, keeping track of beer kegs and monitoring commercial refrigeration systems to ensure food safety.

Along with the Internet of Things, 5G is expected to lead to significant economic activity and job creation - particularly in mining, manufacturing and logistics.

According to Deloitte, 38 per cent of Australian enterprises are already deploying 5G.

And 54 per cent are preparing to use 5G, or start pilots of 5G, in the next twelve months.

Looking ahead to 2024, respondents to Deloitte's Global Advanced Wireless Survey said they expect to deploy 5G in their organisation.

With 71 per cent saying it will be critical for their strategic business initiatives.

As a result, we will see a rise in smart factories, warehouses and ports – all enabled by 5G networks.

5G deployment will also accelerate in the automotive, transport, retail and agriculture sectors.

5G will enable smart traffic management and lighting. It will help make driving safer and automate delivery services.

And healthcare workers will be able to diagnose - and even treat their patients remotely.

The global pandemic has caused significant uncertainty in our lives and in how we do business.

But the roll-out of 5G across our nation will allow industries to accelerate their digital transformation processes, which in turn will benefit consumers.

As a result, 5G will play an increasingly critical role in keeping our nation connected and productive.

We must stay at the forefront of innovation to ensure we continue to support businesses in solving problems and meeting consumers' needs and expectations.

At TPG Telecom, we're embracing innovation to roll-out 5G across the nation more quickly.

And we are now switching on 100 new 5G sites each month.

We're delivering an advanced 5G network.

Unlike our competitors, all legacy network equipment is being removed and replaced when we upgrade each 5G site with Nokia equipment.

While this is a bigger task at the outset, it gives us a more modern asset for the long term.

And later this year, we will deploy our advanced 5G standalone core network, being delivered by Ericsson.

This will use our low band spectrum and instantly triple our 5G coverage - reaching 85 per cent of the population in ten of our largest cities and regions.

Our 5G network is already being used to solve real problems for Australian industries.

I'm personally really pleased that we have been chosen to develop a new application as part of the Australian Government's 5G Innovation Initiative.

As part of this very Aussie Initiative, our 5G network will enable a 12-month livestock counting trial at a saleyard near Bendigo in Victoria.

This project will actually help farmers sleep better at night by providing more accurate sheep counting, using technology that removes human error.

Livestock counting errors cost Australia tens of millions of dollars every year.

This project will use automated high-resolution cameras to record livestock movements in all weather conditions.

Multiple, high quality video streams of sheep counts will be uploaded on site and relayed through our 5G network.

The data will then be stored and analysed in the cloud before being fed back to the user, to be viewed on a tablet or mobile device.

We look forward to seeing the benefits that will be delivered by this trial which could then be rolled out across the livestock industry nationally.

We're also driving 5G technology advances at our new Innovation Lab in Sydney.

Together with our partners, the lab allows us to test innovations in 5G network technologies.

These technologies will deliver solutions such as low latency remote control for mining, transportation and smart city applications.

This is in collaboration with artificial intelligence and machine learning.

The lab is driving innovation in our 5G network and allows us to develop and showcase use cases that will enable the digitisation of more industries across Australia.

We're also developing innovative methods to fast-track our own 5G rollout across the country.

In a global first, we're pre-assembling antennas, radio equipment and cabling onto prefabricated steel frames.

And testing them in high tech labs, before they are delivered to our mobile sites and lifted in place.

This is halving down-times during the 5G upgrade of our towers and allows us to test equipment more effectively than can be done in the field.

We're proud to be partnering with Vecta Labs in Castle Hill and steel fabricators Site Pro 1 in Port Kembla - helping to safeguard local jobs during the pandemic.

Of course, it's not just businesses that are benefitting from 5G.

Our 5G services are now available in more than 700 suburbs and we have more than 750 thousand 5G devices on our network.

We have also recently acquired 26 Gigahertz millimetre wave spectrum nationwide.

And through an agreement with Dense Air, we have strengthened our mid-band 5G spectrum across our major cities.

This additional spectrum will enhance our 5G customer experience and set us up for future customer growth as we roll out our 5G Home Internet service to meet the demand for NBN alternatives.

5G technology is enabling us to deliver much faster speeds on our new 5G Home Internet service than similarly priced NBN 50 and NBN 100 plans.

Consumers have different speed, usage and budget requirements for their home broadband service, and we're giving them choice.

For some time now, we've been offering our 4G Home Wireless service under our Vodafone brand.

Earlier this year, we expanded 4G Home Wireless to our TPG, iiNet and Internode brands.

This is the best value home broadband service available in the market.

I'm not surprised there has been huge demand for this service, with a tripling of our customer base in the first half of this year.

The 2021 Venture Insights annual consumer survey on mobile services and handset purchases confirms there is strong consumer appetite for 5G across Australia.

But it also shows consumers are reluctant to pay more for 5G services.

With just 19 per cent of respondents saying they would be willing to pay more, or are already paying more, for 5G.

I'm pleased to say that we will not charge our customers extra for access to our 5G network on our current phone plans.

We also offer a 30-day network satisfaction guarantee.

If you're a new mobile customer signing up to an eligible plan and are not satisfied with our network coverage within the first 30 days, you can leave us.

We'll even refund any monthly plan fees or device instalments that you've paid.

On our 5G Home Internet service, all new customers get the first month free.

And if they are not completely happy with Vodafone's 5G Home Internet, they can cancel the plan any time and for any reason.

Central to every decision we make at TPG Telecom is our commitment to putting our customers first.

Across our brands, our people work hard to deliver great connectivity and service.

This effort - in very challenging circumstances over the past year - is reflected in the latest Complaints in Context report by Communications Alliance.

The ratio of external complaints to the TIO are down 66 per cent for TPG, down 56 per cent for iiNet and down 20 per cent for Vodafone.

For the third quarter in a row, complaints across our major brands are all below the industry average.

And Vodafone's ratio of complaints to the TIO is the lowest of all the major telcos in Australia.

We also have a strong commitment to keeping our customers safe.

A short time ago, we started to see an increase in victims of mobile porting and SIM swap frauds some of them with thousands of dollars taken from their bank accounts.

This is an industry wide issue.

Our fraud and customer security teams tracked these cases for our customers and worked with the banks and New South Wales Police.

Our reports to the police resulted in the creation of a designated New South Wales Police strike force.

A year later, this led to the arrest and successful prosecution of several syndicate ring leaders.

We also championed a simple verification process, where all gaining carriers must phone or text the mobile number being ported and receive a positive response before initiating a port.

This is now the industry norm.

Due to the measures we have taken to tackle porting fraud, we have stopped fraudsters in their tracks.

Since July 2019, Vodafone has not had a single fraudulent port-in.

That means, fraudsters have not been able to take control of the services of non-Vodafone customers by moving their number to Vodafone.

Since 2018, there has been a 90 per cent reduction in SIM swap fraud due to the actions we have taken.

And telcos have also blocked more than 214 million scam calls since new rules requiring the industry to detect, trace and block scam calls were introduced in December 2020.

Our 5G network will cover most of Australia's biggest cities and a number of regional centres, bringing with it many exciting opportunities for Australian industries and consumers.

Had the merger between TPG and VHA not gone ahead, our ability to roll out our 5G network would have been severely constrained.

But, as a fully integrated company, we can now maximise the use of our infrastructure to deliver the products, services and competition that consumers and businesses across Australia want and need.

Our customers are receiving better value and enhanced services because of the merger - and this will continue.

Since the merger last year, nearly all of our mobile plans have lower prices or contain significantly more data inclusions.

On Vodafone for example, we have just launched Australia's only unlimited mobile plan with uncapped speeds.

And on iiNet, customers can get 40 Gigabytes for just $15 a month for the first six months on a Mobile SIM Only Plan.

If they bundle this with an active iiNet internet plan they get 120 Gigabytes.

Our customers can also get a great value alternative to the NBN on our 4G and 5G home wireless plans.

All of this, and more, is being delivered at the same time we are investing billions of dollars in our mobile network and acquiring 5G spectrum.

This level of investment simply would not have been possible without the merger - and the clear winners are consumers.

The reality is that our merger has created a stronger, more sustainable company, and this will benefit consumers and the economy for years to come.

It has been my pleasure speaking to you today.

I'd like to finish by thanking Teresa Corbin for her enormous contributions as co-founder and CEO of ACCAN over the past 11 years.

I wish her well in her new role.

Thank you.