#### **Ten Years at TRL**

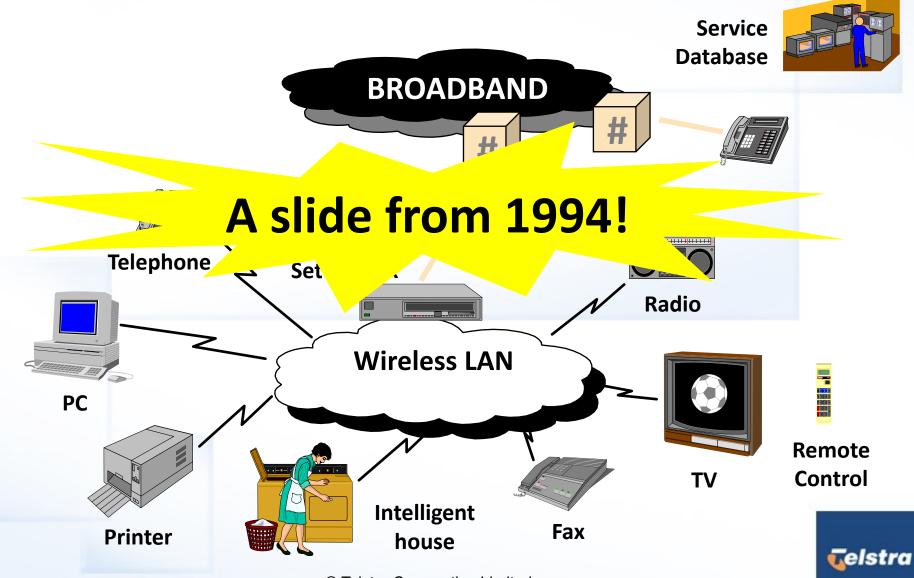
**Hugh Bradlow** 



# Plus le change, plus le meme chose



# Convergence of Broadcast Entertainment & Switched Communication



### 1995: The Internet



#### What is the Internet?

- A computer networking technology
  - TCP/IP
- A specific network of networks ('the Internet')
  - defined by its address spaces
    - IP, Domain Names. user ID's
- A set of services
  - to be discussed
- A political philosophy
  - independence individuals are not beholden to anyone else

Slide from 1995



# 1996: The "Data Paradigm"



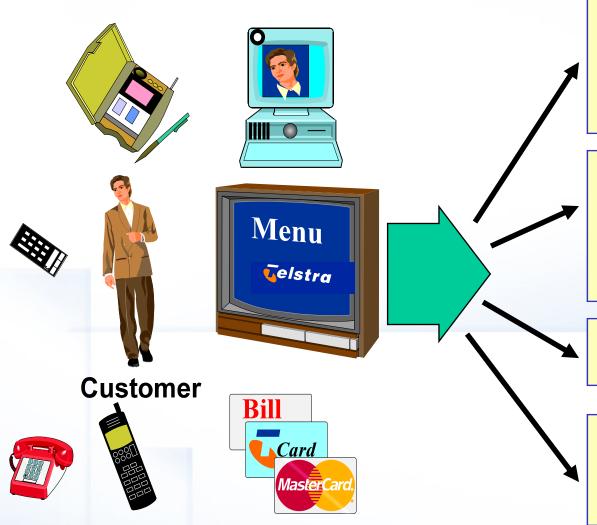
#### Presentation to NSPC'96

# The Inevitable Evolution to a Data Paradigm

(or Chaos Theory)
by
Hugh Bradlow
Telstra Research Laboratories



## **Changing to Customer Focus**



#### Self service from Menu:

- \* Movie
- \* Pizza
- \* Communications
- \* Shopping

#### **Choice of payment:**

- \* Bill
- \* Electronic cash
- \* Electronic debit
- \* Credit card

#### **Service Assurance:**

\* Self Healing Network

#### **Customer Assistance:**

- On line information
- \* Automatic switch over to human

representative



### 1998: DMO



# 1998: DMO Overview pack

# **Data Mode of Operation**

How will we operate Telstra's networks, systems and processes in a world dominated by a data paradigm?



# 1999: Convergence



### Convergence

- Convergence is the confluence of telephony, data (Internet) and broadcast (audio/video) services to the customer
- There are 3 levels of convergence:
  - Service bundling (packaging)
    - the customer receives all services through a single sales channel and is tariffed based on the complete package of services taken
  - Service integration
    - the services interact with each other to provide new (or enhanced) services to the customer - e.g. Webdial 1800, interactive TV
  - Access integration

NSPC'99 Presentation

stra

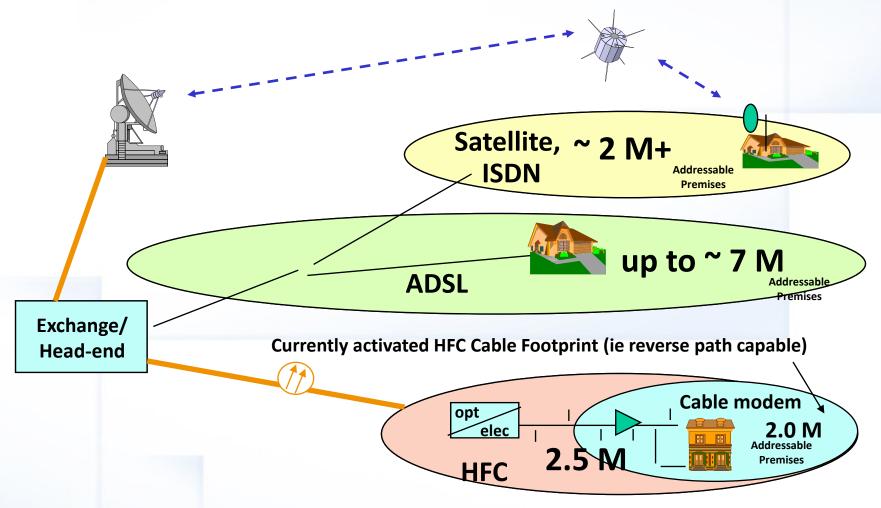
• all services are delivered to the customer via the same a network interface005. All rights reserved

Slide 12

### 2000: Broadband



# How Telstra is broadbanding Australia



**Telstra Economic Coverage Access Markets** 

Slide from 2000



#### **2001: The Year of the Ducks**



# The story of the 3 ducks (but not seagulls)



New Devices















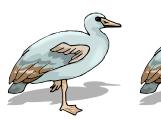
# The story of the 3 ducks (but not seagulls)



New Devices













## **2002: Carrier Class**



# **Operations and carrier class**

- Cost rationalisation of infrastructure
  - Server farms are expensive to manage
- Inter-working and flexibility
  - Customers and features overlap (e.g. authentication, billing, etc)
- Management and operations
  - Volume growth: More features lead to more moves and changes
- Carrier class
  - Robustness and reliability more difficult to achieve due to relative immaturity of technology deployment and greater implementation complexity
  - Higher expectations of performance as functions become integral to business and daily lives

Slide from NSPC'02

### 2003: Mobile data



## **Two Important Developments**

- 1. <u>Laptops</u> are becoming a mainstream "mobile device"
  - Services targeted at laptop users will be important
- Mobile devices used in connection with other devices
  - Modem
  - IXI portable mobile gateway,
  - Nokia N-Gage / Nintendo
     Gameboy Advance /
     Playstation Portable, ...

These developments will cause increasing transfer of audio/visual material to and from the mobile user

 Order of magnitude increase in data requirements



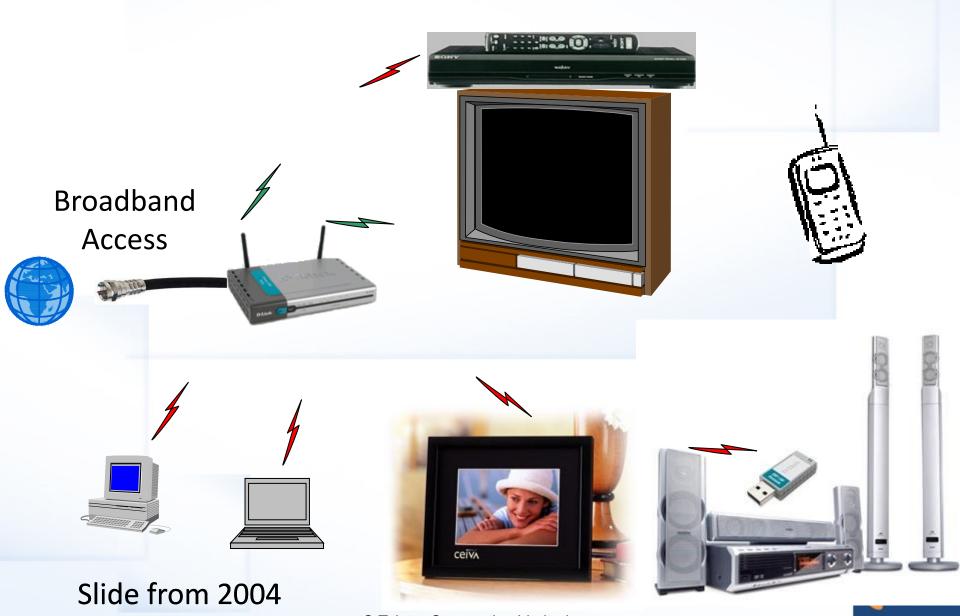
Slide from 2003



#### **2004: Entertainment**



# The broadband connected home - Phase 3



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2005: VoIP



# **VoIP** "hosted" intelligence

 Controls PSTN interconnect











 Interconnect to **PSTN** 

**PSTN** 

Controls phone service

IAD

IAD





Collects billing information





• IP interconnect (NAT firewall)

 Locates route to far end





- Controls phone
- Controls phone service









# Are we there yet?

Doh!

