



Conference diary

▶ **Australian Cable & Satellite Television Conference & Exhibition, 6-8 February 1996, Sydney**

A three day international conference examining all aspects of the current Australian pay TV industry and future directions in broadband interactive services.

🏠 Sydney Convention Centre, Darling Harbour. \$2095. Contact: AIC Conferences. Tel: (02) 210 5700 Fax: (02) 221 7773 Email: <http://www.aicconf.com.au>

▶ **Maximising Customer Service in the Cable Industry, 19-20 February 1996, London**

Topics covered include designing a complaints handling procedure, developing a customer-focused billing system and measuring customer satisfaction.

🏠 Forte Crest, Bloomsbury, London. £799 + VAT. Contact: IIR Limited. Tel: 44 171 915 5055 Fax: 44 171 915 5056.

▶ **Rural & Remote Communications, 19-20 February 1996, Brisbane, 26-27 February 1996, Perth**

This conference will discuss the importance of effective communications for rural and remote communities, including Perth. \$1195. Contact: IIR Conferences.

Tel: (02) 9954 5844 Fax: (02) 9959 4684. Email: iir@ozemail.com.au

▶ **Competition Summit '96, 21-22 February 1996, Sydney**

Explores the changing business environment in Australia, access to facilities and new regulatory bodies. 🏠 The Boulevard Hotel. \$1595. Contact AIC Conferences.

Tel: (02) 210 5777 Fax: (02) 221 7773.

▶ **Interactive Multimedia '96, 26-27 February 1996, Sydney**

Key issues to be addressed include cross industry perspectives for the future use of multimedia; the role of the Australian Multimedia Enterprise; implications of new delivery mechanisms; coping with copyright requirements. 🏠 The Landmark Hotel. Contact: IIR Conferences. Tel: (02) 9954 5844 Fax: (02) 9959 4684.

Email: iir@ozemail.com.au

▶ **Australian Telemarketing Association Conference '96, 29 February 1996, Sydney**

The theme of the conference is meeting challenges of the call centre of the future.

🏠 Hilton Hotel. \$475 members, \$595 non-members. Contact: IBC Conferences. Tel: (02) 319 3755 Fax: (02) 699 3901.

▶ **PCN & Mobile Malaysia 1996, 5-6 March 1996, Kuala Lumpur**

An essential briefing on the roll-out of PCN and mobile communications technology in the booming Malaysian market. 🏠 Hotel Istana. US\$1695 conference only.

Contact: Institute for International Research Kuala Lumpur. Tel: (603) 241 0325 Fax: (603) 244 5935.

▶ **Digital Terrestrial Television, 7-8 March 1996, London**

The first European strategy summit which will discuss the regulatory, commercial and technology formula for success. 🏠 Marriott Hotel. £849 + VAT.

Contact: IBC Technical Services. Tel: 44 171 637 4383 Fax: 44 171 636 1976.

▶ **Digital Broadcasting, 11-13 March 1996, Sydney**

Covers comprehensive presentations on policy and regulation, core technologies, international standards, market identification and development. Includes international presentations from the EBA, Ground Alliance system USA, BBC Radio and TVNZ.

🏠 Ballroom, Queen Victoria Building, Sydney. \$1595. Contact: AIC Conferences. Tel: (02) 210 5700 Fax: (02) 221 7773.

▶ **Digital Television, 18-19 March, 1996, London**

This conference will discuss ways of exploiting the new opportunities of digital television to maximise competitive advantage. 🏠 One Whitehall Place. £799 + VAT.

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