

NBN Senate Select Committee Perth Public Hearings 29 January 2014



Connecting
our community









Photo: Gary M. Hill, University of California, Riverside
Photo: Gary M. Hill, University of California, Riverside
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Photo: Energy in the network
Project: Powerline
GPS: 50.000000, 10.000000
Date: 2023-01-01 10:00:00

From: XXXXX
Sent: Friday, 10 January 2014 1:29 PM
To: John O'Donnell
Subject: ACMA fine for Telstra

[EXTRACT]

The Australian Communications and Media Authority today announced it had issued Telstra an administrative penalty of \$510,000 for missing the target to provide timely new urban landline connections in the 2012/13 financial year.

The penalty was issued after we failed to meet the regulated Customer Service Guarantee (CSG) benchmark of 90 per cent for new connections in urban areas within the stipulated timeframes – our performance was 88.6 per cent.

We also received a formal warning for missing the same benchmark for new connections in remote areas – our performance was 89 per cent.

Connecting customers and fixing faults quickly and on time is a key part of our business and we aspire to get this right every time.

In the past financial year, we faced unprecedented damage to our network as a result of natural disasters and other events around the country, including the Queensland floods and Tasmanian bushfires as well as the Warrnambool exchange fire.

We also fixed more than one million faults for our customers. Combined, these placed a great strain on our network and resulted in us narrowly missing the required benchmarks.

We must also not overlook the strain this put on our people who worked tirelessly, some even away from their home towns, to repair and connect our customers' services. I am very grateful to our field and support staff for your enormous efforts during this year.

We continue to invest in the network and learn how to better avoid and recover from these events to minimise disruption and inconvenience to our customers. This investment is already paying off and we are seeing improved performance in meeting the CSG benchmarks, which in turn helps improve customer advocacy.

Thank you to everyone who is involved in delivering service to our customers every day.

From: XXXXX

Sent: Monday, 25 November 2013 2:29 PM

Subject: Rehab Joint Program / New Joints

[EXTRACT]

To all Subcontractors,

Telstra have informed me that they would like to undertake a Regional Joint Rehabilitation Program which I will need at least 50 jointer to assist in meeting the projected targets.

That being said I still need to ensure that all programmed jointing on projects is also completed by the CED dates.

Looking at the current resource numbers for Jointers I believe I will be about 25-30 people short and I would like to offer you an opportunity to assist me in reaching the targets before June next year.

If you are aware of extra resources out there that may be available to join your company or you know of anyone that can assist me in getting these joints completed please let me know ASAP.

Telstra have also introduced a new type of Joint enclosure that all current and any new Jointers need to be briefed on ASAP. If you haven't been briefed and you are a fully qualified jointer please email me back ASAP so I can organise training and the briefing sessions for you urgently.

I trust everyone understands the importance of such programs and I look forward to your response.