



THE TELSTRA BLUEPRINT FOR
SMART MINING AND RESOURCES



RISING PRODUCTION COSTS. SKILLS SHORTAGES. SUSTAINABILITY CONCERNS.

HOW CAN A NETWORK HELP?

Australian mining and resources companies face a challenging future. Mineral deposits are being sought deeper, average ore grades and quality are declining and more effort is required for discovery. Unless cost-efficiencies are introduced companies will struggle to stay competitive internationally.

At the same time competition for skilled staff is increasing the pressure to provide the best possible working conditions. And companies face increasing government legislation and global pressure to improve sustainability.

The Telstra Blueprint for Smart Mining and Resources

To address these needs, Telstra has developed the Blueprint for Smart Mining and Resources. It comprises a mission-critical communications environment, a suite of integrated solutions and a roadmap for the future.

Reliable Communications

A customised infrastructure connecting Telstra Managed SCADA, E-Line, Vehicle Access Network, IP WAN, Mesh Radio, Telstra Next IP™ network and Next G™ network links your remote sites, transport systems, railways, pipelines, machinery and people to each other and a central control centre. This enables engineers, mine workers and managers across your entire environment to share real-time data and communicate and collaborate using video conferencing, voice, IM, SMS and email.

Innovative Solutions

Integrated smart solutions enable experts in a centralised control centre to oversee automated machinery, analyse and advise on predictive maintenance, operate robotic equipment and manage transport fleets, making more of valuable expertise, reducing costs and improving safety.

Rich entertainment and communication options for remote workers improve morale and increase social contact with family and friends. Training and OHS Webcasts and podcasts can be streamed on demand to update remote workers on safety procedures, equipment and operating processes.

Professional Integration

Telstra smart mining and resources solutions, along with your own, can be integrated into Telstra's networks by skilled, accredited Telstra professionals using best practice methodologies. This helps reduce risk and, through standardisation, enables you to more easily integrate communications, remote control, monitoring and information sharing across your company to achieve the level of automation, responsiveness and efficiency you need to stay competitive.

The Telstra Blueprint for Smart Mining and Resources provides a customised infrastructure connecting people, remote sites, transport systems, railways, pipelines and automated and robotic machinery.

MORE THAN A MISSION-CRITICAL NETWORK. IT'S YOUR ROADMAP TO THE FUTURE.

The Telstra Blueprint for Smart Mining and Resources provides a roadmap for converging disparate network technologies onto a homogenous network architecture with complete integration across devices and networks. This reliable, more capable and more connected architecture helps improve awareness, response times, safety and operational efficiencies.

A Flexible, Self-Paced Migration

The Telstra Blueprint for Smart Mining and Resources is based on a contemporary ICT architecture with TCP/IP protocols that allow for the convergence of voice, radio, video and data onto a homogenous converged network architecture.

Telstra can work with you to integrate your existing mission-critical ICT systems into our networks and enhance them with new capabilities. Then you can upgrade them with other Internet Protocol (IP) based solutions in line with your replacement cycle. This provides a cost efficient way of moving forward, helping to minimise both risk and disruption.

Better Capabilities

The Telstra Blueprint for Smart Mining and Resources provides a highly secure foundation for smart, new capabilities including: unified communications, IP surveillance, GPS mapping and awareness, video conferencing and the monitoring and remote control of robotic equipment and transport fleets.

Telstra integrates these capabilities into a suite of solutions developed especially for mining companies. These include Smart

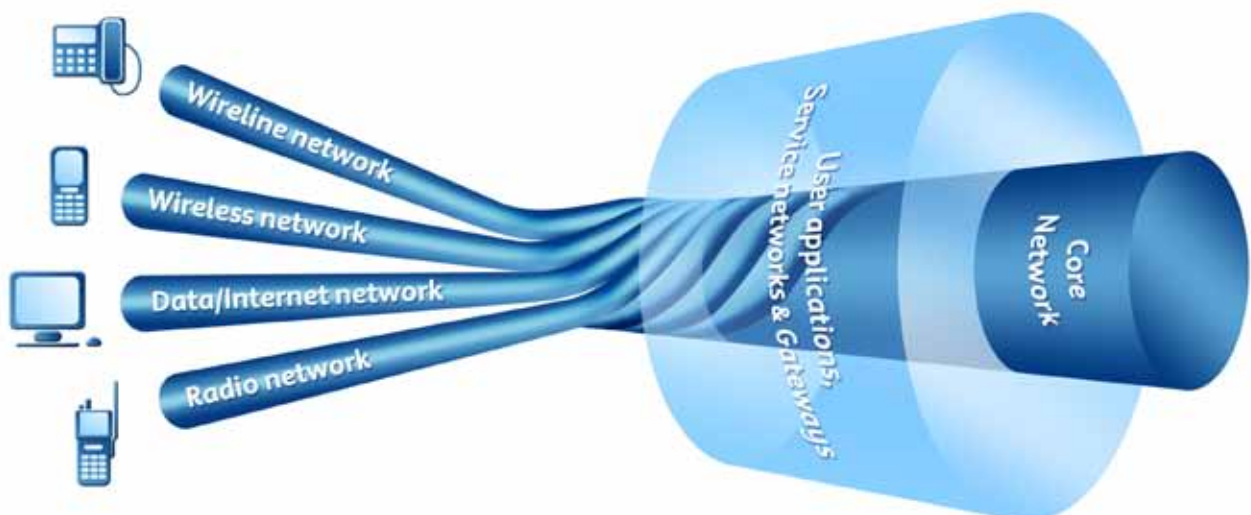
Mine: which connects managers to real-time role-relevant data from workers, transport systems and mine operations providing them with up-to-the-minute monitoring, information and control. And Smart Camp which provides rich multimedia communications for remote workers improving working conditions, morale, safety and training.

Continual Improvements

The Telstra Blueprint for Smart Mining and Resources represents Telstra's ongoing commitment to mining and resources. Our mission-critical networks offer extensive coverage as well as more consistent, more reliable and more secure communications across Australia.

We have invested over \$1.5 billion in our networks to date and continue to deliver and improve our product solutions, services and support.

We have strategic partnerships with recognised leaders including Cisco Systems, Microsoft and Alcatel-Lucent. This enables us to continually evolve our roadmap incorporating best of breed solutions to help you stay ahead.



Disparate network technologies are being replaced by a homogenous converged network architecture.



MORE THAN A MISSION-CRITICAL NETWORK. IT'S A WEALTH OF EXPERTISE ON TAP.

The challenges of mining and resource extraction are rapidly evolving. So are the ICT solutions designed to address them.

We bring together the people who build and monitor the Telstra networks with the people who build your solution, working to minimise the risk of misconfiguration, inefficiency and downtime in a way that's just not possible when you have diverse service and solutions teams. And your solutions perform at peak because they're correctly designed, tuned, integrated and optimised for the mining and resources industry via the Telstra Blueprint for Smart Mining and Resources.

To make sure your interactions with us are smooth, you have access to Telstra Enterprise-grade Customer Service™ with full International Customer Service Standard (ICSS) certification backed by the Telstra Service Standards. Our Customer Service Delivery Model ensures a dedicated Service Management Representative and our ITIL-aligned approach provides best practice service management as benchmarked internationally.

Telstra Next Generation Services™
Telstra Next Generation Services™ provide an end-to-end service capability designed to transform your IT with minimal risk through innovative proven solutions and best practice management. Highly skilled consultants and technical experts can plan, design, deploy and manage your IT through the following services.

Consulting, architecture and design
We offer a wide range of capabilities to meet your specific business needs and outcome

requirements – from developing strategic roadmaps through to detailed solution designs.

Program and project management
Take advantage of Telstra's exemplary project engagement framework to help achieve your project goals on time, within budget and with less risk. We span the project life cycle – from project scoping and definition right through to final delivery.

Deployment and integration
To help ensure your solution performs at peak and that your migration is smooth, we provide integration across your network, your applications and the Telstra networks.

Service desk
Enjoy the peace of mind that comes from a 24/7 Service Desk offering a single point of contact for your support services and service request fulfilment.

Service operations
Let us help maintain your networks, applications and services at peak performance through comprehensive daily technical support, maintenance, monitoring and management.

Service improvement and reporting
To guide your network planning, resourcing, investment and service improvement, Telstra offers dedicated, proactive technicians who use world-class performance tools. You will also enjoy comprehensive reporting on performance, activity and service utilisation.

Work with Telstra to plan, deploy and manage your integration into Telstra networks and you're working with one of Australia's largest and most skilled project delivery and technical field forces with the expertise to deliver innovative, highly secure and reliable solutions.

An incident in a remote mine site unfolds....

- 1 Engineers in a mining company Operations Centre are alerted by readings from a robotic drill at a remote mining location. They determine that a drill bit is malfunctioning and could fail in the next 7 days. So they order the new part online and schedule the replacement with a worker in the mine.

Telstra Managed SCADA At the mine, sensors take continuous readings of operational parameters on mining machinery and environmental readings, such as temperatures, gases, etc.

Telstra E-Line With large volumes of data continually transmitted from your mine operations, Telstra E-Line provides clear channel-like performance and speeds ranging up to 1Gbits. This enables you to reliably run a smart mine from your remote Operations Centre where experts monitor and control operations.



Predictive maintenance

- 2 Engineers in the Operations Centre liaise with a mine worker as he replaces the drill part. With sophisticated IP surveillance, they can see what he is doing as they talk to him, enabling them to ensure the part is fitted correctly and that he has withdrawn to a safe distance before the drill is tested. The drill then resumes operation – all controlled remotely from the Operations Centre.

Telstra Secure Managed IP video surveillance enables you to monitor personnel, equipment and IP devices in real-time.

The Next G™ network provides reliable, high speed coverage to 99% of the population and coverage in more remote areas than any other 3G network in Australia**, enabling you to connect to mine workers.



IP surveillance

- 3 As he leaves the drill site, a land slide caused by heavy rain knocks the worker over hitting his head. Managers observe this through IP surveillance and using Presence, they quickly locate an available emergency officer and notify him via phone and SMS of the incident. A rescue team is immediately dispatched to the scene to retrieve the worker, who is unconscious. As a precaution nearby workers are notified of an evacuation order on their mobiles.

Telstra Unified Communications enables teams to collaborate quickly and effectively across voice, video conferencing, SMS, email and IM. Using Presence they can identify who is available in real-time and how best to contact them.



Unified communications

- 4 The mine worker regains consciousness and wants to resume work but the medical officer at the mine is reluctant to allow this without a second opinion about an injury to his arm. He convenes a telemedicine video conference with a specialist who agrees that the worker must remain under observation in the medical centre for 24 hours.

Telstra Conferencing and Collaboration Using Telstra high definition video conferencing medical teams can collaborate and consult with patients in a natural setting using high definition video transmitted across the reliable, high speed Telstra Next IP™ network.



Telemedicine

THE TELSTRA BLUEPRINT FOR SMART MINING AND RESOURCES



This hypothetical scenario shows Telstra Smart Mine and Smart Camp solutions in action. It follows the communications and collaboration between a remote mining location and a central Operation Centre 1000 kilometres away during an unforeseen incident.





Worker entertainment and education

The evacuated miners use the opportunity to catch up on a Webcast on safety procedures with their manager and to review emergency procedures. After work, they watch TV on demand, video conference with family and catch up on emails from their accommodation.

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Telstra IP WAN enables you to provide workers with rich media options for communication and entertainment on demand. They can enjoy Internet, video on demand, entertainment packages and a choice of communications via voice, video, SMS, IM and email to maintain social contact. Telstra IP WAN gives you the security, flexibility and performance of a corporate grade private network lining your metro, regional and rural locations without the costs of building and maintaining your own network.



Remote fleet management

Drivers are notified of a slight change to their schedules resulting from the interruption caused by the land slide at the mine.

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Telstra Vehicle Access Network keeps drivers in touch with scheduling information, maps and directions, vehicle health, colleagues, emergency contacts and more via a screen mounted on the dashboard.

Telstra Trimble GeoManager provides real-time vehicle tracking and activity monitoring enabling fleet managers to know the location and ETA of their fleets.



Monitoring and control of driverless trains

Unaffected by the land slide at the mine driverless trains continue operating via remote control from the Operations Centre. Asset and load monitoring on the track sensors enables remote operators to determine maximum train speeds and maintenance requirements. Wireless networks in conjunction with GPRS provide ongoing location reports enabling operators to accurately gauge arrival and dispatch times and notify ports of any delays so that they can reschedule shipments if necessary.

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The Next G™ network is Australia's largest and fastest national wireless broadband network.



A highly secure, reliable network with back-up

Five days later management convenes to discuss the land slide and its impact on safety and operations. Sharing real-time data and business intelligence they assess the impact on the cost of production and scheduling. Geological surveys and mine plans, as well as the emergency communications and video footage relating to the incident are retrieved from archives to assist with reporting.

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Telstra Managed Network Services provides the company with highly reliable communications across sites, teams and offices with a network monitored 24/7 through the Telstra Managed Network Operations Centre.

Telstra Managed Information Services provides highly secure automated back-up and storage of company information including emails, SMS, video footage, etc., across the Telstra Next IP™ network and Next G™ network. Authorised users can quickly retrieve files from archive without assistance.



SMART MINE & SMART CAMP SOLUTIONS

Telstra provides comprehensive solutions designed to help companies operate smarter, safer and more efficient mines through robotics and automation, efficient communications, smart IP surveillance and high quality entertainment for workers.

Telstra Smart Mine

Telstra Smart Mine is an end-to-end ICT solution connecting experts and managers to real-time, role-relevant data from workers, transport systems, machinery and mine operations.

By integrating real-time communications into your ICT and business applications you can provide authorised personnel with 'operational intelligence'. Self-learning, self-managing systems know the current time, location and status of your resources, personnel, activities and outputs providing up-to-the minute information, monitoring and control. This enables you to increase operating efficiencies and reduce costs through robotics and automated processes. You can also improve decision-making, safety and emergency management.

You can streamline ICT management and reduce administration and training costs by using the same communications language (IP protocol) across fixed, mobile and wireless communications, as well as network assets. And your infrastructure can be monitored and maintained by Telstra for highly reliable, 24/7 performance.

Telstra Next Generation Services™ can help you establish a smooth, low-risk path to smart mining and resources.

Telstra Smart Camp

Telstra Smart Camp is a hosted solution that enables you to provide your workers with access to pay TV, online payment facilities, corporate news and information, free-to-air TV and radio, movies on demand and high speed Internet in their living quarters.

This helps remote workers maintain vital social contact with family and friends through IP communications – voice, audio and video conferencing, SMS and email. They can also enjoy TV, video and entertainment packages.

Because it is a hosted solution Telstra Smart Camp is easy to set up with low capital costs. Workers can be billed for use of TV, movies, Internet and telephony. An IPTV set-top box provides access to pay TV and online payment facilities. They can also connect their personal laptop for access to high speed Internet and email. Training and OHS videos can be streamed or hosted in the Telstra Cloud ready to be viewed on demand through the TV on site, reducing the cost and carbon footprint of flying in experts or arranging group training sessions.

FLEET MANAGEMENT SOLUTIONS

Telstra provides practical, cost-effective solutions to help you manage and deploy fleets more efficiently. These include voice and data communications with your fleets and real-time vehicle tracking and activity monitoring.

Telstra Vehicle Access Network
Telstra Vehicle Access Network (VAN) provides a practical, cost-effective way to put drivers in touch with maps, GPS, directions, vehicle health, co-workers, emergency contacts and duress alerting. Using this in-vehicle voice and data solution, you can disseminate information and schedule updates more quickly, track vehicle locations and monitor vehicle health to improve driver safety and the efficiency of your fleet.

Drivers manage communications services through an intuitive touch screen mounted on the dashboard, with the remaining equipment stored in the boot in an easily accessible rack. Personnel operating away from their vehicle still have full access to voice and data services.

Telstra VAN provides a great communication solution for your vehicles without the expense of a dedicated network. With high speed connectivity and great wireless coverage throughout Australia, as well as roaming access to other public and private networks, you can count on Telstra's networks to help maintain communications with drivers – even in very remote areas.

Telstra Trimble GeoManager
Telstra Trimble GeoManager provides real-time vehicle tracking and activity monitoring via the Next G™ network.

This fully hosted Web-based solution provides managers with complete visibility of vehicle locations and activities, via an intuitive interface, accessible from any Internet-connected PC. They can also generate automatic vehicle and driver performance reports to help reduce operational costs and improve productivity.

You can keep your drivers safe and reduce fuel costs with a range of monitoring features. The Geofencing capability lets fleet managers define virtual geographic boundaries on your online map and receive instant notifications when your vehicles travel beyond defined areas.

They can also monitor driver fatigue, vehicles travelling above the speed limit, excessive idling or unauthorised vehicle use. Plus, built-in vehicle maintenance and diagnostics capabilities continually monitor certain engine parameters and send automatic reminders or warnings, so managers can predict costly equipment malfunctions and take action to keep the fleet moving.

We can best advise on how to design and integrate your solution, due to our ownership, visibility and control of the Telstra Next IP™ network and Next G™ network.



COMMUNICATION AND COLLABORATION SOLUTIONS

Telstra communication and collaboration solutions enable teams to work across distances, provide training and exchange professional opinions with less travel, reducing carbon emissions.

Telstra Unified Communications
Converge your voice, video, SMS, Presence and data communications into one system for simpler real-time collaboration between local and remote sites. Telstra Unified Communications enables your workers to see who is available and how best to collaborate with each other using the method of communication that suits them best – voice, video, IM, SMS, video conferencing.

With a flexible, simpler communication solution, busy staff can access voicemail, faxes and emails from a single online inbox, making it far easier to stay on top of their workloads. Using Presence, staff will be notified when colleagues connect to the network and can see how best to contact them. This enables effective real-time communication on an organised or ad hoc basis.

Telstra's accredited solution architects can help you tackle the complex task of integrating Unified Communications holistically with your legacy systems. They have a deep understanding of convergence and specialise in the development, quoting, design, implementation, management and testing of Unified Communications solutions. This includes integrating voice and video with your line-of-business applications and extending your solution to mobile devices.

Telstra Conferencing and Collaboration

Telstra video conferencing and collaboration technologies help your geologists, engineers, managers and trading partners collaborate over great distances. Not only does this reduce travel costs and carbon emissions, it also helps managers stay abreast of exact production outputs, capacity and deliveries.

Using Telstra Web Conferencing collaboration tools at the same time as video conferencing, experts and managers in a central office can connect in real-time with workers at mine and exploration sites. Medical staff can collaborate and consult with patients using high definition video. And safety managers at a central control office can see real-time footage of processes, machinery and equipment from IP surveillance cameras in remote locations. Staff can also share and amend documents in real-time using document and application sharing, polling and online whiteboards.

With a centralised communications platform you can also cut training costs by streaming training videos direct to remote locations.

Accredited solution architects can help you tackle the complex task of integrating Unified Communications holistically with your legacy systems.





MISSION-CRITICAL NETWORK SOLUTIONS

Telstra network solutions support rich communication and collaboration capabilities on fixed and mobile devices and provide superior coverage and performance, as well as a higher level of security and availability.

Telstra Next IP™ network

Manage your mining operations more effectively with real-time data available over the Telstra Next IP™ network. Access emails, files and applications at high speeds and use video conferencing and online tools to improve planning, scheduling and collaboration between staff.

With flexible connectivity in more places throughout Australia and globally, you can count on the Telstra Next IP™ network for highly reliable communications between remote sites, suppliers, vehicles, pipelines, machinery and people. This highly secure network can transmit real-time video, voice, data, IM, Presence and location-based information, providing the ideal foundation for the latest solutions to help you optimise your operations, improve employee safety, increase productivity and reduce costs.

Telstra's network is more available and highly secure, with 24/7 monitoring and maintenance from the first Global Operations Centre of its scale. Using advanced tools we can detect threats, prevent network problems before they happen and rapidly restore services in the event of disruption.

The Telstra Next IP™ network provides 99.999% reliability.

The Next G™ network provides coverage to 99% of the population.

Next G™ network

The Next G™ network enables you to transmit real-time video, voice, data, IM, Presence and GIS information so that mobile workers can get the full picture on their wireless devices. With the ability to collaborate and communicate across multiple devices, workers can share up-to-date operational awareness, accurately track and deploy personnel or vehicles, and exchange vital commands.

The Next G™ network has flexible connectivity in more places throughout Australia, so you can connect personnel in remote locations – from a small geological exploration to a major mine site – to the data and applications they need. And by connecting mines, pipelines, suppliers, vehicles, machinery and personnel in one integrated ICT infrastructure, you can improve communication and productivity and reduce costs.



Telstra IP WAN

Telstra IP Wide Area Network (IP WAN) gives your company the security, flexibility and performance of a corporate grade private network linking metro, regional and rural locations without the cost of building and maintaining your own network.

This managed service is provided over Telstra's accredited IP VPN, allowing you to leverage our highly secure and scalable infrastructure. It works by 'virtualising' routers within the Telstra network instead of at your premises, minimising the need to install hardware in your organisation.

You select and pay for only the network services you use. Choose the access type for each site, depending on the applications you're running, bandwidth required, geographic coverage, service performance requirements and budget. Telstra does the rest, providing a single point of accountability that manages all aspects of service. This includes delivering emails, applications, information hosting, Internet access, service and support fees and software licence fees with regular upgrades through a managed network infrastructure.

You can easily scale your service up or down or turn features on or off, helping you respond effectively to changing priorities and manage cost.

Telstra Managed SCADA

Telstra Managed Supervisory Control and Data Acquisition (SCADA) connects your sensors and devices across your mining locations, pipelines and transport systems and transmits it to a centralised Operations Centre where managers and engineers can interpret and act upon it.

With highly secure, highly reliable real-time data transmission your engineers can react quickly to flow rate data, pipeline pressure, temperature readings, operational status, leaks, equipment malfunctions and any other sensory activities.

Expert teams can manage and control processes and robotic equipment across the network. They can also monitor conditions and production in order to make informed decisions regarding everything from mine safety to cost-saving process improvements.

By integrating your systems and monitoring maintenance parameters, Telstra can help you to provide automated maintenance, data collection, on-board and remote notification of detected alarm conditions and the early indication of pending equipment failures.

Your engineers will be able to manage maintenance events, from real-time alarm and notification, through to break-down tracking (trouble-ticketing, repair) and return to service. You'll also be able to provide a maintenance audit trail of equipment, by keeping a repository of maintenance data that can be used

Telstra Managed Network Services

Telstra can relieve you of the burden of management by working to ensure your network services are maintained to the agreed service levels, monitoring their operation and reporting on performance and capacity utilisation. We also manage your assets through their lifecycle and provide regular maintenance to ensure peak network performance.

We provide a highly secure, highly reliable ICT infrastructure with password-protected access to all the resources you need, with full redundancy and rapid disaster recovery.

Our flexible data centres support remote and global operations. Data can be hosted on your own site or we can host it for you, depending on the level of control you require – plus, we can easily scale to meet increasing storage needs.

Using our unique viewpoint, Telstra can see the entire data path from your on-premise equipment, right through to the core Telstra Next IP™ network and Next G™ network, to help identify and isolate network issues. This enables us to rapidly resolve network faults with minimal disruption. We provide prompt, professional incident resolution from our 24/7 service desk, which is fully backed by our experienced technical support teams.

Telstra Managed Services can free you from the capital outlay, and the burden of ongoing deployment and integration, support, management and maintenance.

Telstra Managed Information Services

Ensure your business remains confidential, competitive and compliant with highly secure, highly reliable data storage and back-up.

Telstra Managed Information stores all of your valuable data in our world-class data centres and makes it accessible to your staff over fast, reliable networks. This gives you all the benefits of an advanced information management solution without the headache of building and maintaining it.

Your company information is held in a highly secure, compliant manner and staff can quickly restore data without assistance. Pay-per-user pricing gives you a cost-effective solution that can scale with your staff numbers. And you have peace of mind knowing that the security and availability of your data is taken care of by dedicated professionals helping you meet compliancy requirements.

Our data centres are built to global standards and connect directly to the Telstra Next IP™ network and Next G™ network, giving you extensive connectivity across your sites and people.

Telstra Secure

Telstra Secure is a managed service that provides IP surveillance across your sites enabling you to oversee worker safety, detect changes in mine conditions, prevent theft and monitor mining equipment.

With low capital outlay and a predictable monthly fee, Telstra Secure is simple to commission and install and it can be scaled to meet your changing requirements.

Central security monitoring provides you with greater control and video footage reduces unnecessary call-outs as you can get a view of what is happening and why.

Telstra Secure operates over a dedicated virtual private network with strong encryption protecting you from known risks associated with using the Internet.

The service integrates wireless and fixed network devices. By utilising Telstra's powerful and robust ADSL and wireless technologies over the Telstra Next IP™ network, you benefit from comprehensive, back-to-base security and remote video monitoring with wider coverage, better cost-efficiencies and stronger security. Telstra Secure is the only security service in Australia that is third party accredited to AS2201.5 standards (Levels 1 to 5, 1992 and 2008 edition).

This level of security monitoring can potentially reduce accidents, loss and insurance premiums.

Get the benefits of comprehensive back-to-base security and remote video monitoring with wider coverage, better cost-efficiencies and stronger security.



THE TELSTRA ADVANTAGE

The Telstra Blueprint for Smart Mining and Resources can be delivered through a world-class portfolio of Telstra Next Generation Services™.

We bring together the people who build and monitor Telstra networks with the people who build your solution working to minimise the risk of misconfiguration, inefficiency and downtime in a way that's just not possible when you have diverse service and solutions teams.

And your solutions perform at peak because they're correctly designed, tuned, integrated and optimised for the mining sector via the Telstra Blueprint for Smart Mining and Resources.

- Interoperability between Telstra networks and your enterprise applications enables a smooth operational experience.
- Our engineers, product specialists and support personnel are the most experienced at designing, building and implementing mission-critical communication requirements.
- We have demonstrated experience supporting mission-critical networks, business critical networks and public access networks (Wireline and Wireless).
- We also have extensive experience and capability in mobility applications enabling us to seamlessly integrate your field communication tools into your network via the Telstra Blueprint for Smart Mining and Resources.
- Telstra's network capabilities are more available and secure, with the first Global Operations Centre of its scale, providing 24/7 monitoring and maintenance. Using advanced tools we can detect threats, prevent network problems before they happen and rapidly restore services in the event of disruption.
- We manage networks throughout Australia for government, utilities and airline radio networks, as well as the Emergency 000 network.

ABOUT TELSTRA

Telstra is a leading provider of network-centric communication and managed services to large enterprise and government organisations in Australia and around the globe. Telstra serves over 200 of the world's top 500 companies through its international operations that facilitate access to over 240 countries and territories.

Telstra offers superior value for money through its range of award-winning world-class products and services that are underpinned by the Telstra Next IP™ network and Next G™ network – Australia's largest fully integrated national IP network, fully owned and managed based on the stringent quality standards of Australia's largest network manager. Telstra's solutions are developed and tested in close co-operation with partners such as Cisco Systems, Microsoft, Ericsson and Alcatel-Lucent and designed and deployed for customers by Australia's largest and most qualified Professional Network Services organisation. Telstra's service to enterprise and government

customers is internationally recognised for its high quality, including full International Customer Service Standard (ICSS) certification, backed by Telstra's Customer Service Commitments and delivered by one of Australia's largest and most qualified field and technical workforces with a culture of continuous improvement. Telstra is a financially strong and reliable partner for large enterprise and government organisations who cannot afford downtime and use ICT solutions to improve productivity and drive growth in a sustainable way.



FOR MORE INFORMATION
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