



## Facsimile

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Date:	16 June 2008	HUMAN RESOURCES Workplace Relations & People Services
To:	Louise Persse National President	33/242 Exhibition Street Melbourne Vic 3000 Australia
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From:	Darren Fewster	
Subject:	Credit Management - Transitional Arrangements	
Total Pages:	1	

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Dear Louise.

I refer to your facsimile to Mr Trujillo of 10 June 2008. Mr Trujillo has asked that I respond on his behalf.

Mr Trujillo announced in November 2005 that we would be investing in new technology and IT systems to enable our vision to deliver one click, one touch solutions for our customers and transform Telstra to become a world class organisation. In order to ensure continuity of service to our customers, Teletech is providing us with additional resources while our Credit Management employees undertake training, and transition to the new environment. This will assist Telstra and our employees to manage peak call volumes as we move to new billing systems.

The arrangement will remain in place as long as operational requirements necessitate. The number and location of the Teletech staff engaged to undertake this work is a matter for Teletech. Our priority is to ensure we maintain our existing levels of service to customers.

As is usual business practice, Telstra has provided and will continue to provide training to our Industry Partners to ensure the required levels of customer service are met. Importantly, this includes compliance with confidentiality and privacy obligations in relation to the protection of customer information. Telstra is committed to the privacy and protection of our customer's personal information, and we make our customers aware of how we handle their information by providing them with our Privacy Statement.

While Telstra continually reviews its operations and the best mix of workforce to support our customers, no Telstra jobs are impacted by this particular decision. As such, there is no requirement to consult under the Telstra Enterprise Agreement 2005-2008.

Yours sincerely,

**Darren Fewster**  
Director, Workplace Relations & People Services