

## FAIR WORK ACT TO START ON JULY 1, 2009

**THE FAIR WORK BILL PASSED THE SENATE on Friday 20 March. Some of the new Act comes into operation on July 1, 2009 and the rest on January 1, 2010. There were 223 amendments to the Draft Bill**

**– a few that were progressive and but most will be bad for workers.**

### The improvements included:

- Increasing the time to lodge an unfair dismissal application to 14 days.
- Extending the right to request flexible work for parents of disabled children under 18 and workers with family members in need of care.

### The losses included:

- A requirement for consent or Fair Work Australia approval before unions can access non-member records. (This makes it much harder to prove breaches e.g. unfair share of over-time.)
- Purpose of right of entry must be to speak to 'employees', not 'persons'. (Evidently this amendment does not preclude discussions with contractors once on site under 'valid entry' to hold discussions with employees).
- Change of the definition of small business for unfair dismissal purpose – this means an increase to 15 employees counted on a full-time equivalent basis, before a worker has unfair dismissal rights.

## TRANSITIONAL BILL

THERE IS FURTHER DRAFT LEGISLATION to deal with some of the transitional issues of moving to the new system. The main issue affecting us is that the Transitional Bill specifies that as from 1 July, all bargaining periods and protected industrial action orders in effect at that time will cease to apply. The ACTU has asked the government to change this.

As it stands now if the Agreement is not made by June 30 we would then will have to start again with another vote for protected industrial action.

The good news is that at least Telstra will be forced back to the table for discussions.

## IMPROVE FAIR WORK ACT – CEPU

WHILE THE FAIR WORK ACT REPRESENTS an important step towards dismantling WorkChoices it does not go far enough.

- The unfair dismissal provisions for employees of small businesses are a disgrace.
- The denial of pattern bargaining is a grave disappointment. If gaining certain conditions across an industry is made difficult it makes advances like those that the union movement have made in the past (e.g. shorter hours) hard to achieve because the good employers who grant the benefits become less competitive while bad employers gain an advantage in the market.
- The 'right of entry' provisions are still very tough.
- The limitations on arbitration are a disappointment.
- The treatment of building workers shows that the ALP government is being unduly influenced by the 'big end' of town.
- And the denial of workers' rights to withdraw their own labour is a denial of our human rights.

## CEPU ASKS ILO TO RULE ON FAIR WORK ACT

THE CEPU'S THREE DIVISIONS (communications, electrical & plumbing) have all agreed to refer the legislation to the International Labour Organisation (ILO) for comment. The CEPU's National Council made the decision at its recent meeting on 1 April. This move is designed to keep this question before the Australian public and the international community as the labour movement begins its campaign to strengthen the Fair Work Act.

## THE FACE OF 'WORKCHOICES' QUILTS

THE CONTROVERSIAL PUBLIC SERVANT who led the Howard government's WorkChoices advertising blitz (Barbara Bennett) has called it quits as head of the workplace watchdog. Ms Bennett also headed up Comcare for a time.

## NATIONAL OH&S LAWS ON THE WAY

**THE FEDERAL AND STATE GOVERNMENTS** have committed to harmonizing OH&S laws throughout Australia. The Review Panel established has now put out a Report outlining their preferred model. It is expected a draft Bill will be put out for public comment by August.

The target date for getting the legislation through Parliament is the end of 2009. Accompanying regulations are being developed in parallel with this. **It is expected that the law will come into play by the end of 2011.**

Although there have been many promises that there will be no reduction in OH&S standards, the draft indicates workers will be worse off unless changes are made.

There are many concerns: about the watering down of HSRs power and Provisional Improvement Notices and employers' obligations regarding risk management, about the reversal of onus of proof in prosecutions and about unions' right of entry on safety grounds.

The former top body for OH&S, the Australian Safety and Compensation Council has now been abolished and replaced with a new body Safe Work Australia. (Reference: [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au))

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# DON'T RISK

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# 2ND RATE SAFETY



## TELECOMMUNICATIONS TRAINING:

*the time is ripe*

**WITH THE FEDERAL GOVERNMENT**

**FORESHADOWING the creation of thousands of jobs through its proposed**

**Fibre-to-the-Premises (FTTP)**

**broadband roll-out, the time is ripe for a major training initiative in the telecommunications sector.**

Providing the skilled workforce to build a national high-speed broadband wireline network was always going to present a challenge, irrespective of whether the platform was Fibre-to-the-Node (FTTN) or Fibre-to-the-Premises (FTTP) and whether 10% or 20% of non-metro Australians were served by wireless.

That is why the CEPU successfully moved to include questions about skill shortages and training needs in the Request for Proposals for the original NBN tender. Unfortunately, with the tender process now dead, those questions were never answered.

The Government's planned implementation study for its FTTP proposal should now provide a fresh opportunity for some systematic thinking and planning about industry skills needs. The CEPU will be seeking to have input into that process.

In the meantime, however, the update of the current telecommunications training package (ICT02) which lays out competencies and qualifications relevant to the industry offers a way for CEPU branches to be involved in the national discussion of skill and training needs.

As part of the update of the package, seminars are being held around Australia to consult "stakeholders" about the kinds of skills that will be needed to build and operate the Next Generation Networks of the future.

## MAY DAY – a brief history

**THE HISTORY OF MAY; DAY** is a history of the struggle of working people to achieve a better way of life, decent pay, working conditions and for a society that meets the needs of the people.

It actually originated in the US in 1884 at a conference of US and Canadian unions which decided to launch an intensive campaign for the 8 hour day culminating on May 1, 1886. This campaign led to a bitter struggle. There were 1572 strikes involving 600,000 workers leading up to the May 1 demonstrations. Over ½ million workers took part on May 1. Six workers were killed, 200 injured and others framed and hanged.

Subsequently at an International Labour Congress in Paris a resolution was carried to declare May 1, 1890, a great day of workers international demonstrations throughout the world. Australian delegates brought the idea back and on this day large demos were held in QLD in Barcardine and Ipswich by striking shearers. Over 1000 men took part, some 600 on horseback.

## Guilty director member of Telstra board

Telstra board member, Peter Wilcox is among the non-executive directors of James Hardie who have been found guilty of breach of duty for signing off on a misleading statement to the Australian stock exchange.

Wilcox has been a director of Telstra since 2006. His background is in the petroleum industry where he held a number of directorships during the 1980s and 1990s. He was CEO of BHP petroleum between 1986 and 1994.

In court, Wilcox said that he did not recall seeing a draft of the statement which claimed that James Hardie's asbestos compensation trust was fully funded. The decision of the court established, however, that non-executive directors such as Wilcox shared responsibility for the statement, whether or not they had seen it.

Wilcox now faces the possibility of being barred from future directorships as well as a fine of up to \$200,000.

## Telstra backdown on payments

LAST YEAR TELSTRA SENT OUT A LETTER to customers saying that the company was going to make their Telstra Payment Cards redundant at the end of March 2009.

These cards are widely used by low income people (pensioners and others) to make part-payments and there was a widespread concern that once the cards went, the part-payment option would go with them.

They are also used by people living in remote areas and highly mobile people such as "Grey Nomads".

Many people in remote areas, especially the elderly, pay part payments when they go to town to get supplies. This may be once a month or longer especially in the wet season in parts of Australia.

By denying customers this method of payment, Telstra was aiming to cut costs. Their plot was to force internet banking onto those least able to afford computers and those who may not have access to them, or want them or understand them, then forcing them into paying by the most costly methods.

After many complaints about the change in policy, including representations to Communications Minister Stephen Conroy, Telstra has been forced to back down. The Minister has said that Telstra has confirmed that customers can still make part-payments at Post Offices and Telstra shops using the barcode on their bills instead of the card.

**This is an important win for some of our most vulnerable people in the community.**

## EMERGENCY DUTY:

### *CEPU in Federal Court*

The CEPU was back in the Federal Court this week facing Telstra over the issue of payment for Emergency Duty on public holidays.

Telstra members will recall that the union was successful in challenging the company on this issue in the Federal Magistrates Court earlier this year. Telstra subsequently appealed the decision to the Federal Court.

The CEPU has consistently argued that Telstra is underpaying Award/EA employees since the introduction of the new My Activity payroll software. The CEPU maintains that the payment for the public holiday is a distinctly different and additional payment to the Emergency Duty payment and that an employee recalled to undertake Emergency Duty on a public holiday (when not already rostered on to work that day) is entitled to both payments.

Following written and oral evidence to the Court by both parties the Federal Court has reserved its decision.

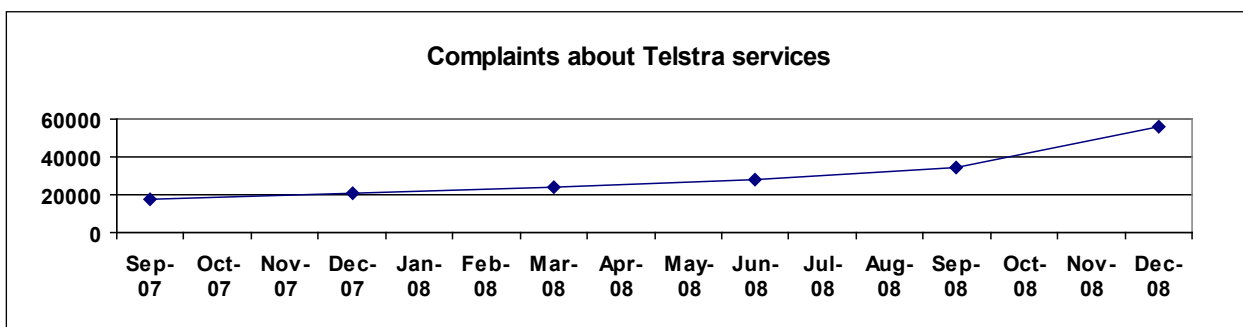
### **Emergency Duty and Meal Breaks**

The CEPU has identified a further potential problem arising out of this case. Telstra had deducted a meal break from the member in question's Emergency Duty payment. It may be that Telstra software is programmed to do this. We ask members to check emergency duty payments to see if any meal break has been deducted. All ED, including travel time, is paid at double time.

## TELSTRA SERVICE COMPLAINTS HEAD SKYWARDS

CUSTOMER COMPLAINTS ABOUT TELSTRA SERVICES HAVE INCREASED dramatically, according to the latest figures released by the Telecommunications Industry Ombudsman (TIO).

The figures for the three months to December last year show the total number of complaints about Telstra services increasing by 63% over the number in the preceding September quarter. And the September quarter figures themselves represented a 23% increase over the June 2008 numbers.



*Going up: the number of complaints about Telstra services increased dramatically last year.*

This situation only reflects a small portion of our industrial action which began in late December. Stand by for the quarter to March and then beyond.

# Telstra Job Cuts - HR/Payroll Systems

TELSTRA WILL PARTNER WITH EDS, a Hewlett Packard company, to provide HR/Payroll systems across Telstra, Sensis, TBS and Telstra Clear.

The major job losses will be in New South Wales at Dubbo and Burwood. In Dubbo 21 permanent and 5 contractors, whilst at Burwood 23 permanent and 5 contractors. In addition 8 positions are to be made redundant at Sensis and 2 at TBS Melbourne. We expect "A" Forms to roll out progressively from June 2009 up until early 2010.

Telstra is offering a \$12,000 relocation package and EDS has some opportunities in Melbourne. We suspect most employees will not take this offer however. The CEPU met with Telstra and raised the insensitive nature of the Grant / Stanhope letter given the job losses. We also raised doubts about the security of EDS. Incidentally EDS has just advised all its staff of a 20% pay cut. Telstra is particularly unhappy about the adverse media. Local Dubbo MP Dawn Fardell is doing a good job given the Federal Government's claims on job security.

## MORE TELSTRA OUTSOURCING:

### *Corporate Planning Accounting and Administration reorganisation*

TELSTRA HAS ADVISED THE CEPU of a reorganisation in Corporate Planning Accounting and Administration area.

The plan will involve the delivery of many of the company's transaction-based back office functions in this area by IBM. This includes functions such as customer receipts, ledger journal entries, BASS statements and some EFT activity.

The company says that 118 workers will be affected by the move, 78 of whom are full-time Telstra employees. There will be 20 new positions created to act as an interface with IBM and there is a possibility that 30 positions in receipting which are currently filled by agency staff will be turned into permanent Telstra jobs. Some limited job opportunities may also arise within IBM.

The CEPU quizzed Telstra to determine whether confidential customer information will now be handled by IBM overseas. Telstra claimed they could not answer this. The CEPU has put a view that the Federal Government should reform the Privacy Act to ensure that vital and confidential customer information remains within our borders.

## SERVICE DELIVERY REORGANISATION



THE CEPU HAS MET WITH TELSTRA over the company's plans to reorganise parts of Service Delivery.

Essentially, the plan is to decentralise many Service Delivery functions back to the regions. Activities such as planning, deployment and work optimisation will be transferred back to an ASM area rather than being centrally located at a common site.

For many members this will trigger memories of the old District Organisation which came under the then District Telecommunications Manager. After years of centralising field workforce functions, it seems that the wheel is about to come full circle.

Interestingly, the arguments put forward for this latest move are essentially the same as those previously advanced in support of centralisation e.g. minimising hand-offs and achieving greater "customer ownership" and better "customer and service management".

If recent Telecommunications Industry Ombudsman (TIO) figures are any guide, these latter objectives do indeed demand some attention. The TIO's latest report shows complaints about Telstra customer service rising by 84% in the last part of 2008. (See story below.)

But it is hard to see how a reorganisation that is expected to produce redundancies is going to improve customer service.

## TELSTRA ESCALATED FAULTS REORGANISATION:

### *what impact on customers?*

TELSTRA HAS ADVISED THE CEPU that the Service Delivery reorganisation will involve changes to the Escalated Service Difficulties (ESD) function. The union is concerned about the possible implications of the changes for customer services.

Members will recall that the current ESD procedures were established as a result of the then Australian Communications Authority (ACA) inquiry into the death of Sam Boulding, a Victorian boy who died from an asthma attack at a time when his parents' phone service had failed. The service had been experiencing recurrent faults for several weeks before the incident.

Under the procedures set up to try to avoid any occurrence of such incidents, a fault must be escalated for urgent attention if it has been the subject of three reports in 30 days. The technical specialists then deal with the fault conduct and end-to-end investigation of the service to determine the cause of the problem.

A number of these specialists are now being made redundant and the ESD function is being rolled into the Network Reliability Framework (NRF) reporting system. It is not clear how (or whether) Telstra intends to continue to prioritise recurrent service faults under this system. **The CEPU will be pursuing these questions with Telstra in the coming weeks.**

# LABOR'S FIBRE PLAN:

## *questions still to be answered*

LABOR'S ANNOUNCEMENT THAT IT WILL BUILD a \$43 billion Fibre-to-the-Home (FTTH) network has taken the industry by surprise, not least because as recently as February the Government was saying that it would not commit more than \$4.7 billion to its National Broadband Network (NBN).

But the elimination of Telstra from the NBN bidding process last year left the Federal Government with no realistic options for its proposed superfast network project. With the remaining proponents unable to identify sources of funding for a more modest Fibre-to-the-Node (FTTN) network, the whole tender process essentially collapsed.

A central problem was the need for bidders other than Telstra to have access to Telstra's copper at the node. Proponents had argued that this should be done by cutting over the whole of the Telstra network to the new broadband company.

The Government has now revealed that its Expert Panel advised it in January that none of the bids had factored in the costs of compensating Telstra for this acquisition of its property.

The Government's new proposal would sidestep this issue by by-passing the existing Telstra copper network and taking fibre straight to the home – but at some three to four times the cost of the earlier FTTN scheme. How will these costs be recovered?

Fibre-to-the-Home networks are being rolled-out in a number of other countries including Japan and the US, but they have not been making money. And Labor's proposed NetCo faces the additional problem that it will be a wholesale-only network and will therefore have a comparatively limited revenue base.

Then there is the question of whether the Government intends to allow existing carriers, including Telstra, to continue to invest in their own broadband infrastructure. If not, we can expect more job losses in those companies.

The CEPU has welcomed the Government's stated intention of playing a major role in Australia's broadband future. But it will be looking carefully at the details of Labor's plan, as they emerge, to assess their impact on the union's members.

## Optus job cuts

**TELSTRA IS NOT THE ONLY AUSTRALIAN TELCO shedding jobs. The CEPU has been advised by Optus of redundancies in both the Optus Business and Optus Small and Medium Business Divisions.**

About 56 jobs will be lost from the former area and 19 from the latter. Redeployment options are theoretically available, but it seems likely that in practice they will be limited.

Although these cuts are more modest than those currently occurring in Telstra they are in line with general market trends. The CEPU will be available to offer advice on entitlements to any Optus employee made redundant as a result of these decisions.

## MOBILE PHONES AND BRAIN TUMOURS

MEMBERS MAY HAVE SEEN RECENT MEDIA coverage relating to the link between usage of mobile phones and the incidence of brain tumours in human beings. There have been reports on the ABC's Lateline programme and Channel Nine "Sixty Minutes".

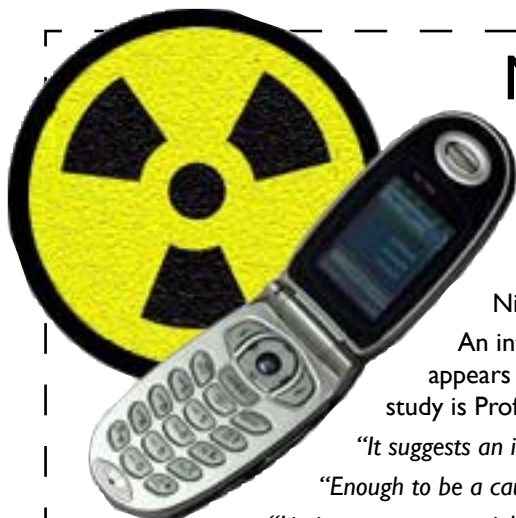
An international study on the "Interphone Survey" was completed in 2006 but it appears the outcomes from the study have been pigeon holed. The Australian link to this study is Professor Bruce Armstrong, his views on the study are as follows:

*"It suggests an increase risk of glioma (tumour) on the same side of the brain as mobile users"*

*"Enough to be a cause for concern."*

*"Limit exposure, especially for children to as low as reasonably achievable."*

The report suggests under 10 years of mobile phone usage there are no problems with tumours but 10 years and above there is more of a potential problem. Swedish Scientist Professor Linnard Hardell has come to a similar conclusion to Professor Armstrong. Elsewhere in Australia Dr. Vini Khuram a neurosurgeon has also identified problems with mobile phones and brain tumours related to the Interphone Study. It is particularly revealing that the Coordinator of the Interphone Study Professor Elizabeth Cardis was one of several eminent people in France to suggest the need for international agreement restricting the use of mobiles around children.



# TELSTRA CUTS FIELD WORKFORCE, CONSTRUCTION JOBS

**JOBS WHICH ARE OF VITAL IMPORTANCE** to Telstra's ability to maintain and develop its network are being cut from the company in management's continuing onslaught on its workforce. CEPU Divisional Secretary, Ed Husic, has slammed the cuts and called on Telstra to re-think its labour-shedding strategy in light of the possibility that it might wish to participate in the Government's proposed broadband roll-out.

"Telstra hardly has enough people on the ground to help restore phone services after natural disasters hit, let alone pitch in with skilled staff to roll out one of this country's largest ever telecommunications infrastructure projects," he said.

The CEPU is especially concerned about the impacts of the cuts on members living in regional Australia, as finding telecommunications job opportunities in these areas is difficult even in good times.

**Following are the Victorian redundancies that we are aware of:**



SW8 -Senior Online Busines Analyst	Melbourne	1	
TPW8 - Technical Expert	Clayton	1	
TW9 - Technical Expert	Clayton	1	
TPW8 - Technical Expert	Clayton	1	
CFW4/CFW5/CSSW4/CSSW7 - SCx57 - BSLx1 - STLx2	Bendigo	60	
TW8/TW9/AWA - Network Designer	Melbourne/Ballarat/Hobart	4	
TW10/AWA - Technology Specialist	Melbourne	2	
Technical Specialist 3ii	Clayton	3	
3i/3ii Tech Spec/Technol Spec/Tech Exp/IT Dom Spec/Des Spec.	GOC Clayton	4	
TW9 - Technical Expert	Melbourne	1	
CFW4 or AWA eqv - Installer/Repairers	Sale/Taralgon*	1	16/06/2009
CFW4 or AWA eqv - Installer/Repairers	Melb. North West - Blackburn*	1	23/06/2009
CFW4 or AWA eqv - Installer/Repairers	Melb. North West - Williamstown*	1	23/06/2009
CFW4 or AWA eqv - Installer/Repairers	Melb. North West - Priority Maint.*	3	23/06/2009
CFW4 or AWA eqv - Installer/Repairers	Melb. North West - Tullamarine*	2	23/06/2009
CFW4/CFW5 - Constructor Repairer/Installer Repairers	Melbourne-C&M Metro Southern*	2	23/06/2009
CFW3/CFW4 - Constructor Repairer/Installer Repairers	Melbourne- C&M Metro Central*	3	23/06/2009
CFW3/CFW4 - Constructor Repairer	Melbourne-C&M Metro West*	1	23/06/2009
CFW3/CFW4 - Constructor Repairer/Installer Repairer	Melbourne-C&M Metro Bayside*	1	23/06/2009
Band 3i/Band 3ii - Technical Specialist/Technical Expert	Melbourne	1	23/06/2009
CFW4/CFW5 - Constructor Repairer/Installer Repairers	C&M Metro Sth. Melbourne	2	23/06/2009
CFW3/CFW4 - Constructor Repairer/Installer Repairer	C&M Metro Team - Melbourne	3	23/06/2009
CFW5 - Constructor Operative	Melbourne CBD	1	17/06/2009
CFW5/CFW4/CFW3/AWA EQU - Installer/Repairer	Dandenong*	1	24/06/2009
CFW5/CFW4/CFW3/AWA EQU - Installer/Repairer	Whealers Hill*	1	24/06/2009
CFW5/CFW4/CFW3/AWA EQU - Installer/Repairer	Maintenance	1	24/06/2009
CFW5 - Constructor Operative	Melbourne CBD	1	17/06/2009
CFW5/CFW4/CFW3/AWA EQU - Installer/Repairer	Sandringham*	1	24/06/2009
CFW7 - Field Operative	Bendigo	1	17/06/2009
CFW7 - Technical Specialist	Collins St. Melbourne	1	29/06/2009
CFW7/CFW5/CFW4/CFW3/AWA EQU - Installer/Repairer	Lilydale - Melb. South East*	1	30/06/2009
CFW3 - Technical Support	Melb. - C&M Metro Nth*	1	23/06/2009
TW9 - Learning Specialist	Clayton	1	23/06/2009
SW9 - Learning Specialist	Clayton	1	23/06/2009
CFW7 - Technical Specialist	Maffra,Sale,Bairnsdale Area	1	30/06/2009
CFW4 or AWA eqv - Installer/Repairers	Melb. - Nth.West/Brunswick*	1	30/06/2009
CFW4 or AWA eqv - Installer/Repairers	Leongatha/Wonthaggi*	1	23/06/2009
TW7/CFW7 - Technical Specialist	Melbourne	4	08/07/2009
TW9/TW8/TW7 - Tech Expert/Tech Analyst/Tech Specialist	Clayton	5	17/06/2009
CFW7 - Technical Specialist	Portland/Warrnambool/Hamiton	1	01/07/2009
CFW7 - Technical Specialist	Warragul	1	24/06/2009
AWA/CFW5 - Constructor Operative	Melbourne CBD	2	01/07/2009
CFW8 - Design Specialist	Collins St. Melbourne	2	24/06/2009
CFW7 - Design Operative	Collins St. Melbourne	4	24/06/2009
CFW5/CFW7 - ESD Fault Officer	Swan Hill	1	29/06/2009
CFW4 - Construcor Repairer CPAS	Ballarat	1	29/06/2009
CFW4 - Construcor Repairer C&M	Ballarat	1	29/06/2009
TW9 - Technical Expert	Melbourne	1	30/06/2009
TTTECEXP - Technical Expert	Elizabeth ST. Melbourne	1	
CFW5/CFW7/CFW9/AWA eqv. - Technial Suport	Luton Lane, Hawthorn	1	08/07/2009

**TOTAL**

**139**



## FIELDING MOVES TO STOP CALL CENTRE JOBS GOING OFF-SHORE

FAMILY FIRST SENATOR STEVE FIELDING will introduce legislation during the next parliamentary session (kicking off on May 12) to stop call centre jobs “being booted offshore” by requiring companies to get written consent from every customer before sending their information overseas.

“In effect, individuals will have to opt in to allow their private information to be given to an overseas sub-contractor in a country without adequate privacy protection”, Fielding said this week. News of the proposed Keeping Jobs from Going Off-shore Bill comes after last week’s announcement of 100 ANZ jobs going to New Zealand in the coming months.

*(This is a CEPU idea from way back).*

## TELSTRA JOBS IN VICTORIA SENT OFF-SHORE

**WHILE ALL STATES IN AUSTRALIA HAVE SEEN the outsourcing and subsequent off-shoring of Telstra work in recent years, the CEPU has recently become concerned at the large number of such job losses in Victoria.**

The trend is now well established. First Telstra outsources work to an external provider in Australia, often located in a regional area. This is supposedly good for regional employment – but often not for long.

For instance, the Memo function was performed at the Telstra Call Centre in Moe until October 2006. The function was then outsourced to Geelong based labour hire firm Salesforce with the loss of 110 jobs in Moe.

It now appears that through a change of Telstra’s labour hire provider this service was transferred to Teletech, who off-shored the work to The Philippines.

Telstra’s public position when their contracted service providers offshore work in this way is that this is “a decision made by an industry partner”. In this way the company attempts to shift responsibility for the off-shoring of Australian jobs.

In Sept 2007 Telstra off-shored approximately 160 jobs (80 Telstra, 80 labour hire from Dorothy Farmer Personnel) to the Philippines from its Ballarat Centre, again by firstly outsourcing these jobs to Teletech. Despite Telstra’s public position that this was a decision of its service provider, Telstra managers bound by strict confidentiality agreements helped Teletech set up their call centre in Manila to take on this work.

In October 2008 the Geelong Credit Management Telstra call centre was closed with the loss of approximately 100 jobs (60 Telstra and 40 from labour hire firm Regent Recruitment) and again it appears at least some of this work was off-shored to The Philippines.

The job losses in Telstra over the last few years have hurt many workers, families and communities across Australia. Regional Victorian communities have been particularly hard hit.

In light of these facts, CEPU will be asking that Victorian government require that work be performed in Australia, when making any future contracts with Telstra. It is proposed that similar representations be made to other State governments.



## In the News

**Shareholders fall victim to Telstra snake oil salesmen** (28-04-2009) <http://www.australiainit.news.com.au/story/0,24897,25399519-5013038,00.html>

**Telstra workers walk off the job** (27-04-2009)

200 workers have walked off the job in Darwin today to coincide with a visit by the company's chief executive, Sol Trujillo <http://www.abc.net.au/news/stories/2009/04/27/2553252.htm>

**Telstra veteran forced to defend his title** (29-04-2009)

<http://www.theaustralia.ews.com.au/business/story/0,28124,25381926-643,00.html>

**Chris Anderson in running for NBN project chairman** (29-04-2009)

<http://australiainit.news.com.au/story/0,25197,25403140-15306.html>

**Users can dial up claim after Telstra network failure** (29-04-2009)

Telstra customers affected by network disruptions last week may be entitled to compensation. Telstra South West Victoria area.

<http://www.thecourier.com.au/news/local/news/general/users-can-dial-up-claim-after-telstra-network-failure/1498704.aspx>

**Job cuts start to ring home** (08-04-2009)

"The union's NSW assistant secretary, Steve Dodd, said the future of reliable communication services in the region was now in doubt. There will be massive delays across the North Coast, Lismore included..." <http://www.northernstar.com.au/story/2009/04/08/job-cuts-start-to-ring-home/>

**Big budget blowout as Telstra's tech plans go awry** (07-04-2009)

"Telstra may have suffered a cost blowout as large as \$1 billion on the customer and billing software platform at the heart of its IT transformation. Complaints about Telstra had more than doubled since the new customer service platform was installed..." <http://www.australianit.news.com.au/story/0,24897,25299144-15306,00.html>

**Trujillo to live large in London until 11th hour** (21-04-2009)

Telstra chief executive Sol Trujillo will spend his final week at the helm of the troubled telco in London, spruiking the benefits of investing in Australia appearing at the G'day UK 2009 business seminar. Since the beginning of the year, Trujillo has travelled to Davos, Switzerland, Las Vegas and Barcelona. <http://business.theage.com.au/business/trujillo-to-live-large-in-london-until-11th-hour-20090420-acol.html>

**Telstra under fire over technical response to Tassie outage** (21-04-2009)

Internode has slammed Telstra's technical response to a major outage on its Tasmanian wholesale cable overnight, which left the ISP's customers without service for 12 hours. <http://www.itnews.com.au/News/101440,telstra-under-fire-over-technical-response-to-tassie-outage.aspx>

**Telstra complaints are up by 240% under CEO Sol Trujillo** – (06-04-2009)

Senator Conroy's Media Release on new NBN [http://www.minister.dbcde.gov.au/media/media\\_releases/2009/022](http://www.minister.dbcde.gov.au/media/media_releases/2009/022)

**Telstra strike kills Xstrata phones.** Telstra's long-running strike has resulted in the phones in mining co. office going down for 2 days. Trujillo was called in. <http://www.zdnet.com.au/news/communications/print.htm?TYPE=story&AT=339296...>

**Telstra trauma as transformation costs mount** **The Australian** (27-04-2009)

Telstra may be forced into large writedowns and the reduction of financial targets in coming months as widespread problems with Trujillo's \$12 billion transformation project come to light at board level.

**Billionaire Kerry Stokes Acquires Stake in Telstra**

Stokes used 6 private companies to invest \$500 million in Telstra <http://www.bloomberg.com/apps/news?pid=20601081&sid=a.DnzRqReuuE&refer=a...>

**Vodafone, Hutch merge Down Under** Vodafone & Hutchison have merged Oz operations under the Vodafone brand in a 50:50 joint venture which will become Oz's second largest operator by customer numbers with around 6 million subs. Telstra has 9.5 million and Optus has 4.1 million.

**\$1 m fine threat waved at shoddy telcos ACCC ordered industry to lift its game.** The Commission will be empowered to impose financial penalties in excess of \$1 million against companies and \$220,000 against individuals under laws. <http://www.smh.com.au/national/1m-fine-threat-waved-at-shoddy-telcos-20090313-8x5s.html>

**ACCC hangs up on Telstra's \$30 line rental hike**

<http://business.theage.com.au/business/accc-hangs-up-on-telstras-30-line-rental-hike>

**Telstra misused confidential Optus info**

The federal Court has ruled that Telstra misused Optus' confidential info for its own marketing purposes in the 1990s. <http://www.theaustralian.news.com.au/story/0,25197,25377331-5013408,00.html>

**Trujillo's surprise seat on US bank board**

Background on Trujillo's relations with Brightstar and Promerica Bank. <http://www.australianit.news.com.au/story/0,24897,25192367-1530...>

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