



Telstra

THE TELSTRA
PUBLIC SAFETY BLUEPRINT



TERRORISM. NATURAL DISASTERS. CRIME. AN AGEING POPULATION. HOW CAN A NETWORK HELP?

Public safety and security organisations face immense challenges.

Natural hazards or man-made events such as bushfires and chemical spills, terrorism, organised crime and an ageing population all demand increased service levels and responsiveness. At the same time, public spending remains constrained, creating a need for greater efficiencies.

The Telstra Public Safety Blueprint
Following discussions with Emergency Services Organisations across Australia, Telstra has developed a Public Safety Blueprint. Designed to address your top priorities, this comprises a mission-critical communications environment, a suite of integrated public safety solutions and a roadmap for the future.

Reliable Communications
Cited as your most critical requirement, the Telstra Public Safety Blueprint enables first responders and incident commanders to stay completely informed in difficult situations so that they can protect people, property and the natural environment. The high speed Telstra networks connect first responders and emergency teams across radio, fixed and wireless devices to maintain communications from the field to the Emergency Communications Centre. Even in lifts and car parks, we offer the widest 3G coverage in Australia with minimal black spots, delays or outages.

We also provide superior continuity of service and round-the-clock network monitoring and maintenance from our world-class Global Operations Centre.

Innovative Solutions
To help your mission of saving lives, protecting property and people and mitigating disasters, Telstra has developed a suite of innovative solutions. These use Telstra networks to improve early warning, streamline command and control and inter-agency coordination, provide near real-time situational awareness and enhance officer safety.

Professional Integration
Telstra public safety solutions, along with your own, can be integrated into Telstra's networks by skilled, accredited Telstra professionals using best practice methodologies. This reduces risk and, through standardisation, enables you to more easily integrate communications and information sharing within and across agencies to meet the increasing complexity of threats and incident management at a local, regional and national level.

The Telstra Public Safety Blueprint transforms policing and emergency management by providing a mission-critical environment that connects responders, communication centres and organisations and provides them with real-time situational awareness and early warning capabilities.

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

Today many Emergency Services Organisations find themselves at the crossroads. While their current systems are still reliant on disparate network technologies featuring digital/analogue UHF/VHF radio, telephony and data, they can see that convergence onto a homogenous network architecture, with complete integration across devices and networks offers better capabilities. It also ensures business continuity when the seconds count and enables better decision-making for command and control in the field or in the Emergency Communications Centre.

A Flexible Self-Paced Migration

The Telstra Public Safety Blueprint is based on a contemporary ICT architecture with TCP/IP protocols that allow for the convergence of voice, including 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 forwards, minimising both risk and disruption.

Better Capabilities

The Telstra Public Safety Blueprint provides a secure foundation for resilient communications including information-sharing within and between Emergency Service Organisations. This enables you to collaborate more, maintain command and control and enhance inter-agency coordination.

Integrated into the Telstra Public Safety Blueprint, Telstra provides solutions developed especially for emergency services.

They offer rich multimedia communications which enhance field operations, improve situational awareness and provide effective community warning.

Continual Improvements

The Telstra Public Safety Blueprint represents Telstra's ongoing commitment to emergency services. Our mission-critical networks offer the widest coverage and 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.



IT'S A WEALTH OF EXPERTISE ON TAP

The challenges of public safety and security are rapidly evolving. So are the ICT solutions designed to address them.

We bring together the people who build and monitor Telstra networks with the people who provide your solution, minimising 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 public safety sector via the Telstra Public Safety Blueprint.

Our Customer Service Delivery Model ensures you have a dedicated Service Management Representative.

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

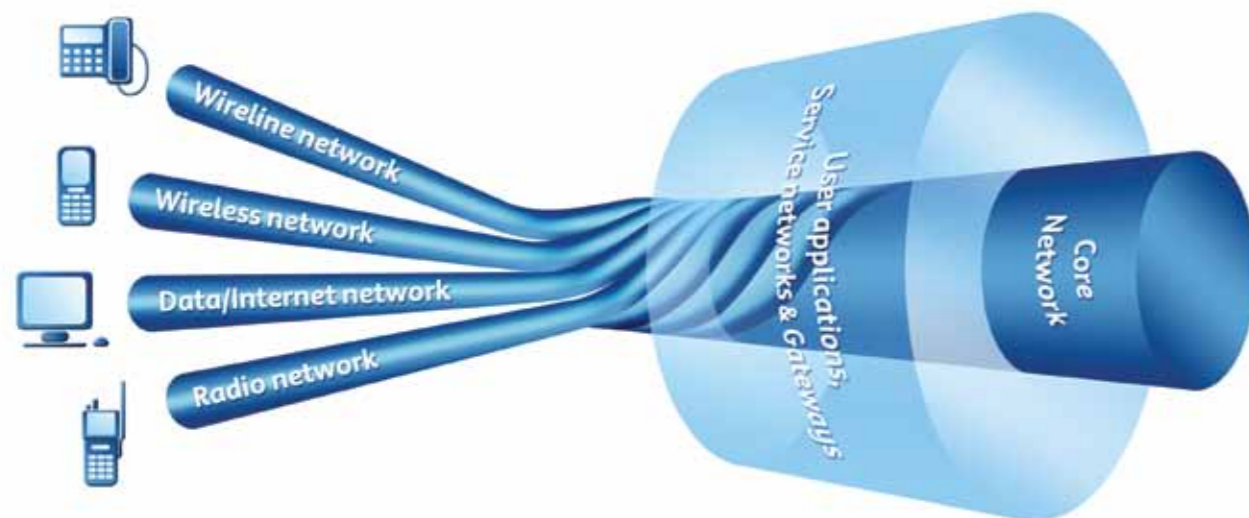
Enjoy the peace of mind that comes from a 24/7 Service Desk offering a single point of contact for your support services and service request fulfilment.

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.



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

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

1 After sighting a bushfire, a refinery worker calls Triple Zero to raise the alarm and the call is referred to the Emergency Communications Centre (ECC). Using Telstra Contact Centre solutions, the fire service within the ECC alerts police and ambulance services, initiating a multi-agency response simultaneously over the Telstra Next IP™ network.

Telstra Triple Zero Two call centres operate 24/7 to divert calls to the appropriate state emergency departments.


Telstra Contact Centre Solutions The ECC can respond via phone, email, Web-chat, SMS, mobile video, voice over IP and interactive voice response.



24/7 triple zero emergency response

2 In the Emergency Communications Centre, fast access with a high level of security to high quality live video stills, voice and data from the site enables incident commanders coordinate and make rapid, informed tactical and operational decisions.


Telstra Situational Awareness ECC video, voice and data from multiple sources is transmitted across the Telstra network to the ECC. This enables officers to make rapid, informed decisions, update officers in the field and disseminate information to related agencies and the media.



Up-to-the-minute situational awareness

3 They track the location of personnel and operational assets and monitor vehicles and officers in the field. And they collaborate effectively with first responders across the Telstra network providing them with evacuation routes and receiving real-time status reports.


Telstra Situational Awareness - Field Operations Telstra solutions use highly accurate Assisted Geographic Positioning System (AGPS) technology to track officers and equipment in the field. In-vehicle units with real-time activity monitoring provide complete visibility of all vehicles via an intuitive online interface which can be integrated into your systems.



Secure collaboration with responders

4 Emergency services initiate automated calling to all premises, residents and mobiles within the danger zone. Caller status information integrates with maps and phone databases to provide real-time reporting.


Telstra Emergency Warning System Using automated calling, emergency services can warn citizens within a defined danger zone. One visual interface shows who has been successfully contacted and who needs to be followed up.



Powerful emergency warning system

5 Police collaborate with the ECC and each other as they evacuate those in danger, monitor the threat from land and air and apprehend the fleeing suspect. Real-time access to information across the network enables officers to run a rapid background check on the suspect and his vehicle.

Telstra Mobility Solutions Police officers are equipped with ruggedised devices, PDAs and smartphones, enabling them to access vehicle information and criminal records in the field.



Immediate access to information in the field

THE TELSTRA PUBLIC SAFETY BLUEPRINT



Maintain communications through a combination of the Telstra Next IP™ network and Next G™ network, and the Telstra Managed Radio network services in conjunction with Government Radio Networks (GRNs) and Private Mobile Radio networks (PMRs) managed by Telstra.

In this hypothetical scenario, we depict the mission-critical communications and collaboration that would occur if a refinery were under threat from a bush fire, started by an arsonist who has fled the scene.

6 Police set up a forward mobile command vehicle to coordinate activities at the evacuation site. This maintains communications for officers evacuating the car parks and marshalling people at the railway station.


Telstra Vehicle Access Network The command vehicle supports multiple paths for mobile data and voice using a combination of the Next G™ network and satellite networks, together with Government Radio Networks and Private Mobile Radio networks.



In-field command and control

7 Firefighters tackle the blaze and transmit video live across the Next G™ network providing ECC staff with immediate situational awareness of the incident. At the refinery they collaborate with a chemical expert on how best to contain the threat.

Video Over the Next G™ Network Video network management software allows high-quality, low-latency video transmission across the Next G™ network to multiple concurrent viewers watching over your network.



Contextual information reporting

8 Ambulance crews collaborate using the Telstra network to treat casualties at the scene and provide up-to-the-minute reporting on casualties. Even when operating in some underground locations, they still experience reliable coverage.

The Telstra Next IP™ network and Next G™ network Emergency workers can depend on reliable communications as the Next G™ network gives them coverage to 99% of the population – in more buildings and car parks than any other 3G network in Australia.



Reliable coverage, even underground

9 As they travel to the hospital, emergency workers access and transmit patient information using the Next G™ network to expedite triage and inform casualty staff of incoming patient numbers and conditions.

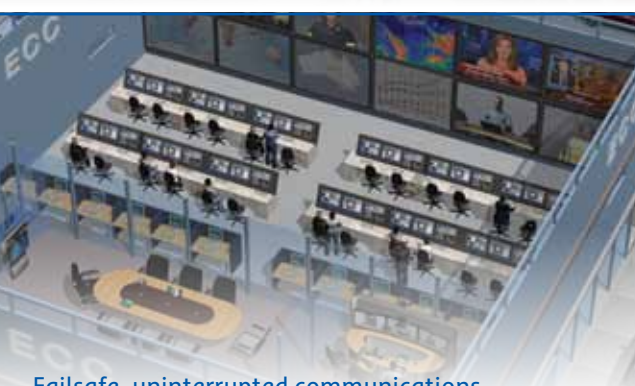
Telstra Mobility Solutions Fast network speeds enable emergency workers to access critical data such as patient histories and injuries, incident locations and maps showing fire hydrants, power, etc on their mobiles.



Rapid information exchange

10 At the Telstra Global Operations Centre a dedicated team of almost 400 working with some of the world's most advanced management and operational systems monitor and maintain the network to ensure consistent communications supported by Telstra's field services technicians.

Telstra Global Operations Centre Telstra proactively monitors network connections and reroutes around faults to ensure uptime, so emergency workers can rely on consistent communications.



Failsafe, uninterrupted communications



COMMUNITY SAFETY SOLUTIONS

Telstra's Community Safety solutions can help mitigate the impact of disasters by providing accurate and detailed information to the right people at the right time.

Telstra Emergency Warning System (EWS)

Telstra's EWS enables organisations to send targeted communications to individuals in danger zones to help save lives and reduce losses. Automated phone calling issues instructions or directs them to a Website, public radio service or 1800 number for updates.

Mass outbound calling capacity enables Emergency Services Organisations (ESOs) to send messages in rural, urban and CBD areas. The Next G™ network provides coverage to 99% of Australians and in more buildings, lifts and car parks than any other 3G network in Australia.

Using the network ESOs can set in motion automated calling to individual premises, residents and itinerant mobiles defined by geographical region – street, block, town, shopping centre.

Telstra EWS integrates with existing maps and phone databases to show you who has been warned, who is yet to be contacted and who has not picked up so that your teams can follow-up.

The Next G™ network provides coverage to 99% of the population and in more buildings, lifts and car parks than any other 3G network in Australia.

This solution integrates with existing systems and devices to provide a complete warning system connecting radio stations, Operation Centres and individual emergency workers to ensure the most up-to-date information is disseminated to all involved.

Triple Zero Emergency Service

Telstra provides fast first contact through two call centres in Sydney and Melbourne that divert the call to the appropriate state emergency department.

Triple Zero is a free call anytime anywhere within Australia. Dialling 000 (or 112) on most Australian GSM mobile phones will override any keypad lock, and may work even when out of range of the caller's home network (the phone will attempt to use other networks, if available, to make the call). Interpreter services are available in many languages 24 hours a day.

In the 2006-07 financial year, Telstra's 000 service operators answered 11.5 million calls. On average, that's almost 31,000 calls a day.

97% of all calls to the 000 service were answered by Telstra operators within five seconds and 99% of all calls were answered within ten seconds.

FIELD OPERATIONS SOLUTIONS

Telstra Field Operations solutions incorporating mobile and station operations improve both officer safety and public safety outcomes.

Telstra Vehicle Access Network
Telstra Vehicle Access Network (VAN) provides a practical, cost-effective way to put emergency crews in touch with specialist expertise, patient histories, maps, criminal databases and more via a screen on a vehicle dashboard.

It enables multiple paths for mobile data and voice to the vehicle using the Next G™ network, and Telstra Managed Radio network services in conjunction with Government Radio Networks (GRNs) and Private Mobile Radio networks managed by Telstra to maintain communications. This means you can increase coverage and availability without the expense of network expansion.

Telstra Duress Alerting

Duress Alerting enables you to stay informed regarding your active personnel and their safety in the field without making a large investment in technology. Officers secretly press a key or combination of keys on their mobiles and send a Duress Alert via SMS and email to a preset destination. Duress Alerting integrates easily into Computer Aided Despatch Systems supporting Triple Zero Call Despatching and other services.

Telstra Mobility Solutions

Manageable mobile solutions with a high level of security allow first responders to improve communication and situational awareness in the field and Emergency

Communications Centre. For example, Telstra Location Services enables a communications centre to locate officers in the field using highly accurate Assisted Geographic Positioning System technology.

Telstra Mobile Workforce Services enables emergency workers – especially support specialists – to view and update assignments and timesheets using their mobiles.

And Telstra's Fleet Management Services provide real-time visibility of your fleet via an intuitive geographical system online interface.

We also offer customised device configuration and the integration of specific applications into a mobile environment.

Situational Awareness

Telstra mobile situational awareness solutions can help you provide your emergency crews with fast, mobile access to information, video, maps, field operations guides, presence and communications with a high level security on mobile devices or in-vehicle units in the field – all integrated with geospatial mapping, if required.

We can also integrate near real-time location tracking of individual responders via the Global Positioning System (GPS) and integrate the solution with your command, control, and communication systems.

Fast speeds on the Next G™ network enable fast, reliable live video transmission. It also fully supports next generation devices, including smartphones and data cards.



COMMUNICATION CENTRE SOLUTIONS

Telstra already manages more than 30,000 contact centre seats in Australia and carries more than 100 million customer calls. Tailored to meet your unique needs and integrated with network access and professional support, we can provide a complete solution – hosted, co-hosted or based on your own equipment.

Contact Centre Solutions

As the region's largest contact centre operator and a leader in speech solutions, Telstra has in-depth experience in designing, operating and managing contact centre solutions that meet the demanding requirements of Emergency Operations Centres.

We can provide the specialist skills and knowledge you need to optimise your contact centres, either as a one-off service or on a regular basis. This includes assessment, design, transition, build and implementation with coordination across multiple vendors.

We offer network and Web-based solutions, Genesys, Cisco and PABX solutions such as Astra and Mitel; NICE call recording and analytics; and outbound solutions such as dialler on demand. We complement these with a full portfolio of enterprise speech and IVR solutions.

Once your solution is in place we can also operate your contact centre for you with 24-hour maintenance and monitoring.

Telstra Communication Centre solutions enable Emergency Services Organisations to obtain a full picture of the incident as it evolves and collaborate effectively across response teams and the public.

Situational Awareness Solutions

Telstra Situational Awareness solutions give incident commanders and senior management fast access to high quality live video and stills from the site with a high level of security enabling them to make rapid, informed tactical and operational decisions.

Telstra can provide a compact, rugged, all-in-one, portable video streaming solution for unmanned monitoring, live aerial surveillance that acts as a video capture point, central processing core and Internet connection and a robust 'in-field' wireless video-streaming solution.

Video is streamed across the Next G™ network nationally from cameras operated by individuals or located in remote controlled vehicles and helicopters, which can provide a bird's eye view of a situation on a SmartBoard.

Incident commanders can watch the video streams from their desktop, on their mobile, in large screen presentation format or via simultaneous multiple view. The unique video network management software allows the transmission of high quality, low-latency video nationally across the Next G™ network to multiple concurrent viewers watching over the Internet.

Video is recorded for Video-On-Demand access to be used in investigations, disaster management analysis and training.



MISSION-CRITICAL NETWORK SOLUTIONS

The cornerstone of the Telstra Public Safety Blueprint is our mission-critical networks offering a wide coverage area, fast speeds and consistent and reliable communications across Australia with a high level of security.

The Telstra Next IP™ network and Next G™ network – Australia's largest fully integrated national IP network.

With connectivity in more places throughout Australia, you can count on the powerful Telstra Next IP™ network and Next G™ network to transmit near real-time video, voice, data, IM, presence and GIS information between emergency personnel.

The Next G™ network provides coverage to 99% of the population and IP connectivity across 45 countries and IPVN connections to 800 cities worldwide giving you the confidence that you can communicate effectively during an emergency and coordinate with overseas teams during international incidents.

Even in challenging locations, the Next G™ network provides coverage in more buildings, lifts and car parks than any other 3G network in Australia.

The Telstra Next IP™ network provides 99.999% target core reliability and is a ISO 27001 certified*, redundant and accessible IP network with a high level of security.

Secure Networks

Your communications are supported by national networks with a high level of security. Telstra has the widest 3G coverage area in Australia to help you reach your first responders. Telstra has the experienced

A combination of the Telstra Next IP™ network, Next G™ network, Wi-Fi and Telstra Managed Radio network services in conjunction with Government Radio Networks (GRNs) and Private Mobile Radio (PMR) networks managed by Telstra maintain communications no matter where responders are.

and dedicated people required to ensure the call gets through, no matter what the circumstances or obstacles.

The Global Operations Centre's (GOC) sophisticated monitoring and control systems can respond immediately to identify incidents to deliver superior network uptime for our customers. A dedicated team of almost 400 work with some of the world's most advanced management and operational systems to monitor and maintain the network 24/7. This is especially effective in extraordinary circumstances such as a natural emergency.

The Major Incident Management team has tools such as the 'global eye' system which views all network elements layered onto a GIS system and a cross-domain impact tool providing a real-time view of network impact.

*ISO/IEC 27001:2005: Security Management System for the provision of Managed Area Networks.



Security Services

Telstra provides a complete, managed enterprise security solution that spans your networks and data and is tailored to fit your individual requirements. We start with a thorough review of your security needs and then design and implement a security architecture, disaster recovery and business continuity plan.

Services are provided under recognised security-delivery frameworks, such as the Information Technology Infrastructure Library (ITIL), ensuring best practice.

This is complemented with 24/7 monitoring from our Global Operations Centre with over 140 highly skilled people providing proactive round-the-clock customer network monitoring and management to ensure that your equipment functions with ours.

With around 180 security staff, Telstra is one of Australia's largest professional security services groups. We have the expertise, technologies and facilities to help you comprehensively manage risk.

Partnerships with security leaders, including Cisco Systems and EMC-RSA enable us to deploy the latest solutions and maintain a thorough understanding of advanced security technologies.

Managed Radio Networks

Telstra has the broad experience and the technological expertise needed to design, construct, operate and provide managed radio services. We also support GRNs and PMR networks to the mission-critical standard Emergency Services and Public Safety Organisations require. Telstra owns the Victorian Statenet Mobile Radio network which network provides 96% geographical coverage under rigorous Service Level Agreements.

By integrating radio networks with the wireless Next G™ network we can provide you with unprecedented coverage to 99% of the Australian population.

High availability to meet rigorous Service Level Agreements is ensured by our world-class Global Operations Centre which continually monitor the network, identifying faults and restoring service, often before you are aware of issues.

We also provide highly secure communications through digital voice encryption, if required. To support the unique needs of emergency communications, through our Managed Radio partners we can also offer extensive features such as duress call buttons, call priority, call alert, radio IDs and out-of-range indication, private (one-to-one), group and multigroup calls and telephone interconnect calls to any network.

Unified Communications

Telstra provides an extensive range of unified communications solutions, including IP Telephony, videoconferencing, presence and mobility applications, to help justice and emergency workers collaborate more effectively using rich media.

Our 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 existing applications and extending your solution to mobile devices.

Upon successful transition, we can either hand off to normal operations and support or provide a fully managed service complete with end-to-end monitoring, maintenance, upgrades and improvement – all through a single point of contact. Because we manage your solution from your network through to carrier networks and all other components we can rapidly resolve technical problems. This also gives us flexibility to switch capabilities on or off very cost-effectively as your needs change.

The Telstra Next IP™ network provides 99.999% reliability. Network security and management is provided with business grade Service Level Agreements and continual network upgrades minimise obsolescence concern.

Managed Data Centres

We can help you put in place a secure, reliable, storage infrastructure that provides full disaster recovery and redundancy and scales easily to meet escalating storage demands. We also offer a range of managed storage solutions to help you improve resilience with minimal capital investment. These include virtualisation features that can help to reduce your organisation's carbon footprint. Consult our specialists for help in proactively preparing for unplanned disruptions, including remote working options so your people can stay productive during a disaster or epidemic.

Your data is stored on our Internet Security Systems (ISS) accredited best practice network – hosted on your premises or ours. We also have ISO accreditation for both network and storage (ISO 27001), ensuring best practice testing, maintenance and failsafe procedures.

Performance is monitored according to agreed Service Level Agreements to ensure service benchmarks are achieved.

The Next G™ network provides coverage to 99% of the population and IP connectivity across 45 countries as well as IPVN connections to 800 cities worldwide.

Telstra Secure™

Telstra Secure™ is a premises alarm monitoring service that can be quickly deployed through 'zero touch' installation. A monthly flat-fee makes it affordable and easy to budget. You can also commission your existing dial-up based alarm panels to reduce the cost of migration.

Alarming information is encrypted using a highly secure Triple DES algorithm and transmitted over a dedicated virtual private network, ensuring that it is highly secure and protected from the risks associated with the Internet. All premises are monitored in accordance with AS 2201.5 standards and staff can remotely check alarms and monitors from any network connection.

To lower your operational costs, Telstra maintains all network servers and provides you with comprehensive support for a low monthly cost.

Telstra Remote Telemetry

Telstra professionals can provide you with an integrated IP solution that takes care of data transmission from remote locations. This includes an integrated Customer Premise Equipment (CPE) device that supports connectivity to your remote telemetry network, reducing hardware, software and support costs. A Wide Area Network (WAN) connects your remote telemetry sites to a 'head-end' (management) location. The in-built intelligence and security of Telstra's IP WAN manages the routing and delivery of your remote data, and your head-end location is connected using Frame Relay, BSDL or ADSL with wireless back-up. This solution can be extended cost-effectively to new remote locations without the need to establish new Private Leased Lines every time.

*ISO/IEC 27001:2005: Security Management System for the provision of Managed Area Networks.



THE TELSTRA ADVANTAGE

The Telstra Public Safety Blueprint 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 minimising 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 public safety sector via the Telstra Public Safety Blueprint.

- Seamless interoperability between Telstra networks and your enterprise applications enables a smooth operational experience and information sharing between ESOs.
- Our engineers, product specialists and support personnel are the most experienced at designing, building and implementing ESO and 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 Public Safety Blueprint.
- 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 Public Safety and Security 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 Australia's largest and most qualified field and technical workforce 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
CONTACT YOUR **ACCOUNT EXECUTIVE**
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