

**IN THE MATTER OF UNDERTAKINGS
DATED 23 DECEMBER 2005 LODGED BY
TELSTRA CORPORATION LIMITED
WITH THE AUSTRALIAN
COMPETITION AND CONSUMER
COMMISSION IN RESPECT OF
UNCONDITIONED LOCAL LOOP
SERVICE
("the Access Undertakings")**

SUPPLEMENTARY STATEMENT OF [c-i-c]

On 4 August, I, [c-i-c] of 5/40 Creek Street, Brisbane in the State of Queensland,
Manager, state as follows:

Confidentiality

1. [removed]

Provisioning of ULLS

2. I refer to my earlier statement dated 26 July 2006 ("**July Statement**").
3. In paragraphs 8 and 9 of my July Statement I set out the procedures undertaken by the Telstra Wholesale Customer Service group ("**WCS**") in relation to the provisioning of ULLS Requests ("**WCS ULLS Procedures**"). All of WCS ULLS Procedures are necessary for the provisioning of ULLS Requests. In addition, I set out at paragraphs 11 and 12 further activities that are required to be undertaken by WCS staff.
4. Telstra has contractual obligations to its customers in respect of ULLS activations and associated measures of performance outcomes. [c-i-c] Further, Telstra files with the ACCC a monthly report called the "Record Keeping Report" (RKR) which provides the ACCC with specific details of Telstra performance of ULLS connections for each month.
5. The WCS ULLS Procedures were designed by WCS and WCT Business Process Systems Specialists to be as streamlined and efficient as possible so that Telstra may meet its contractual obligations and activation targets set out at paragraph 4 above.

6. Based on my experience, I do not believe that there is a more efficient way for WCS to provision ULLS Requests other than by following the WCS ULLS Procedures.

7. In paragraph 15 of my July Statement I set out the number of Cutovers which each full time WCS customer service representative is expected to achieve on an annual basis for the period 2005/06 to 2007/08. I prepared those figures on the basis that each customer service representative was carrying out the WCS ULLS Procedures in an efficient manner and also taking into account the additional activities required to be undertaken by the WCS staff, as set out at paragraphs 10 and 11 of my July Statement. In formulating these figures I also factored in a [c-i-c] productivity improvement expected as a result of ongoing system and process improvement opportunities.

DATED: 4 August 2006

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[c-i-c]