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")

STATEMENT OF [c-i-c]

On 28 July 2006, I, **[c-i-c]** of 17/300 Latrobe Street, Melbourne in the State of Victoria, **[c-i-c]**, IT Architecture Planning & Strategy, state as follows:

1 [removed]

Background

2 I am currently a **[c-i-c]** within the Information Technology Services Group at Telstra. I work within the **[c-i-c]**, which is responsible for **[c-i-c]**. I have been in that role since 2004.

3 In my current capacity, I am responsible for development of:

(a) strategic IT architecture; and

(b) solution IT architecture.

4 Broadly speaking, strategic IT architecture involves:

(a) formulating architecture principles, standards and guidelines;

(b) assessing the current system architecture to identify any limitations or gaps;

(c) developing the target IT architecture to enhance Telstra's current and future business objectives; and

(d) providing a 'roadmap' to migrate from current IT architecture to the target architecture in a cost effective and timely manner.

5 Broadly speaking, solution IT architecture involves:

(a) analysing Telstra's current business requirements;

(b) evaluating various IT solution alternatives for addressing the business requirements; and

(c) defining the solution IT architecture to support the future processes for implementing Telstra's current business requirements,

whilst conforming to the strategic IT architecture principles, standards and guidelines.

6 The process of defining solution IT architecture may result in one or more of the following outcomes:

(a) modification of existing systems;

(b) modification of existing processes;

(c) modification of interfaces between the systems;

(d) introduction of new systems and interfaces; and

(e) introduction of new processes.

7 I have a detailed knowledge of Telstra's internal systems architecture, and a detailed understanding of provisioning processes supported by the systems architecture, for retail PSTN, ISDN2, and broadband (ADSL, DSL) provisioning.

8 I have been asked to comment on Telstra's internal network ordering and provisioning processes.

9 I make this statement from my own knowledge.

Telstra's internal sales order capture and provisioning processes

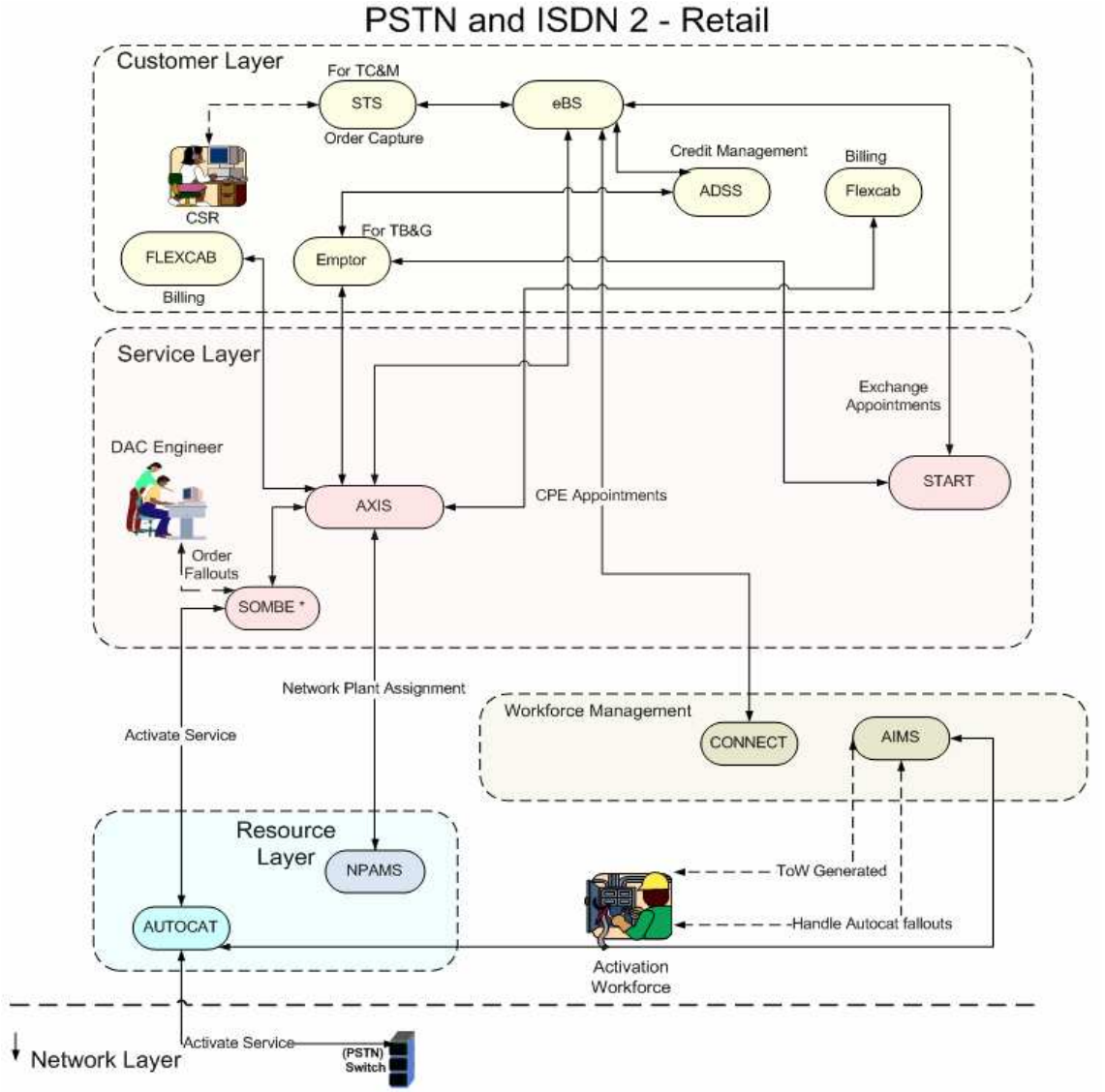
10 The network ordering and provisioning processes utilised by Telstra for retail services vary slightly according to whether a service request is:

(a) received by the Telstra Consumer and Marketing group ("**TC&M**") or the Telstra Business & Government group ("**TB&G**") within Telstra; and

(b) for PSTN, ISDN2, or broadband (ADSL, DSL) services.

Retail PSTN and ISDN2 - TC&M

11 Below is a schematic diagram of the IT architecture for order provisioning for retail PSTN and ISDN2 services.



* Note :
1. SOMBE provides workflow, integration manager and middleware services for Customer facing and Network facing systems respectively
2. SOMBE uses TIBCO Bus, the In Concert Workflow, the IM Data Manager, FAST CPI Database and BEDS database.
3. TIBCO Message Bus is used for inter system communication via the use of appropriate adaptors

12 When a Customer Service Representative ("**CSR**") receives a customer's request for a PSTN or ISDN2 service, they capture certain essential information from the customer through a software system called Sales Transaction Solution ("**STS**").

13 The STS commences the internal ordering and provisioning process by ensuring that the information in the order is complete. STS interfaces with appropriate systems via another software system called Electronic Business Services ("**eBS**").

14 eBS contains the necessary business logic to enable the CSR to perform essential tasks such as:

(a) customer identity verification;

(b) customer address verification;

(c) credit checking for new customers;

(d) determination of whether the service requested by the customer is available from Telstra; and

(e) setting-up any necessary appointments.

15 For example, eBS interfaces with a system called "ADSS" to perform credit checks; it interfaces with a system called "START" to set-up exchange appointments (technically known as 'exchange commitments'). START also provides other functions, including rescheduling of appointments, identifying exchange details for an address or number and identifying exchange features/products for a number range. START interfaces with a workforce management system called "CONNECT" to set-up the various appointments.

16 When a customer calls to request a service, the CSR organises any necessary appointments whilst on the telephone with the customer. Unless the appointments are confirmed, the order cannot be created in the order management system called "AXIS" (described in paragraph 17 below). Thus, at the initial stages of order capturing, eBS communicates directly with START or CONNECT depending on whether the work is required to be done at the exchange or work is required to be done at the customers premises or in the field. CONNECT/START set up appointments and provides what is known as a "commitment reference number", for future reference.

17 When these preliminary tasks are complete, the sales order is described as "captured" and is passed to AXIS. AXIS decomposes the order and determines the network and other manual tasks that may be required to complete the order. For example, AXIS may determine that activation needs to be done at the exchange and manual work (such as wiring) may be required at the customer's premises.

18 AXIS communicates with a system called "NPAMS" for network plant assignment via a "Task 10". Tasks are the activities that need to be performed when processing an order. Some tasks are automated tasks, such as activation on the PSTN switch. However, other tasks require manual work to be performed by a technician at the exchange, in the field or at the customer's premises. The manual work orders that CONNECT dispatches to technicians are known as "ToWs". NPAMS allows automatic and manual network plant assignment. During order processing, network plant assignment is the process by which resources are allocated or assigned by NPAMS to a service. For example, NPAMS assigns cable paths, ports, etc during the assignment process. Once NPAMS communicates to AXIS that the manual plant management tasks are complete, AXIS sends the tasks to be completed at the exchange to a system called "SOMBE".

19 SOMBE determines and manages the tasks necessary to activate the service at the exchange, as AXIS can not manage exchange tasks. SOMBE decomposes the order further, applies a number of rules and determines the necessary activation tasks.

20 SOMBE will communicate with a system called "AUTOCAT". If manual work is required at the exchange, SOMBE will send a task to AIMS, so that AIMS can then generate necessary ToW. AUTOCAT will also activate the service at the exchange. However, if AUTOCAT is unable to activate the service, the order is sent to "AIMS" so that the order can be fulfilled manually.

21 If AXIS determines that tasks need to be done by a technician in the field or at a customer premises it will communicate directly with CONNECT (via a "Task 30" in the case of the network or a "Task 40" in the case of the customer's premises). A Task 30 is for manual work in the field and a Task 40 is for manual work at the customer's premises.

22 CONNECT allocates tasks to appropriate workforce members with the appropriate skills and time to do the work and generates the ToWs for all necessary Tasks 30 and 40. When the workforce completes the tasks they update the ToW in CONNECT. CONNECT then informs AXIS that the tasks have been completed.

23 Once all the tasks are successfully completed the order is “marked as completed” in AXIS and AXIS updates the billing system called “FLEXCAB”.

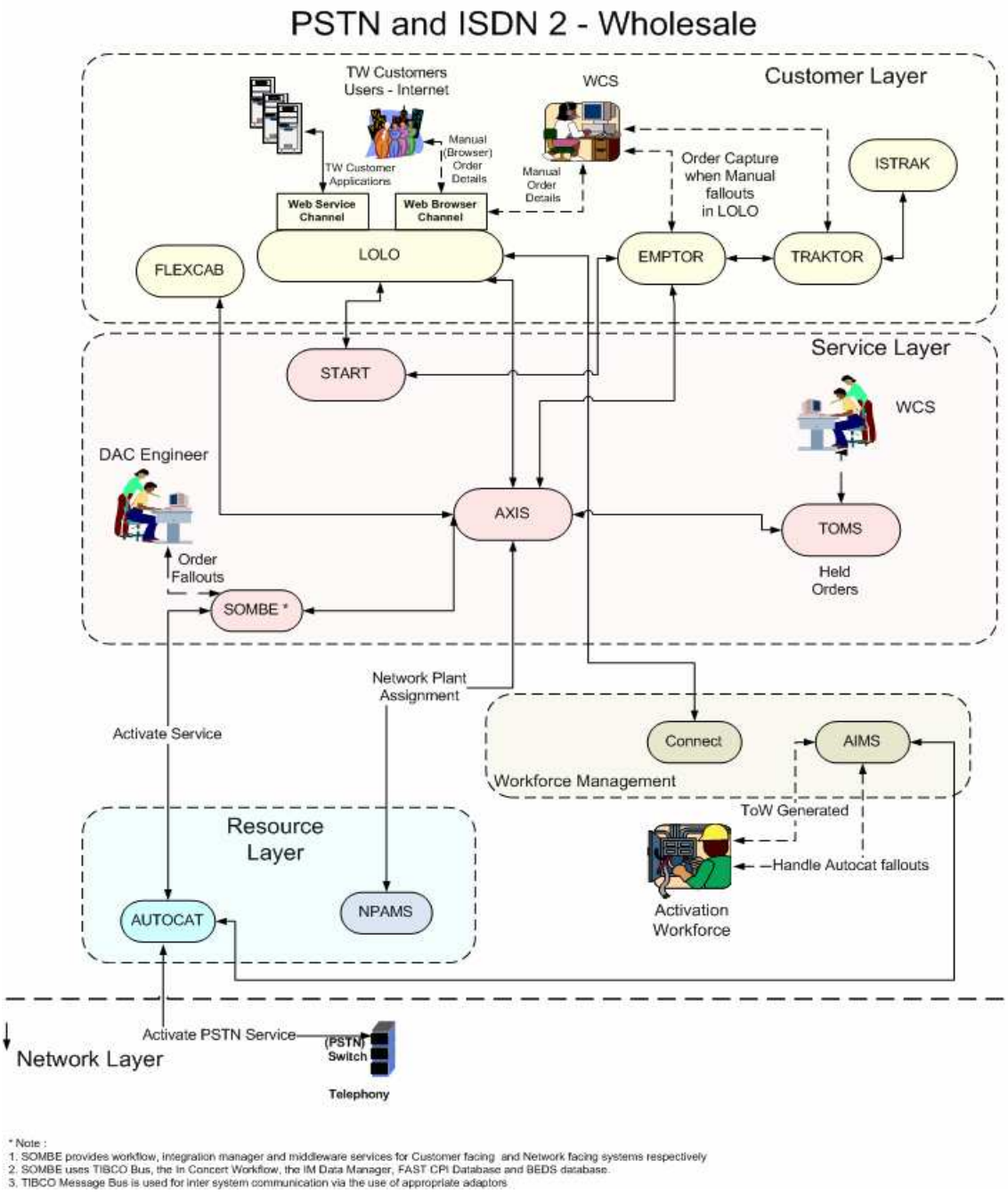
24 If for some reason it is determined during the order processing that customer service requests cannot be fulfilled due to infrastructure unavailability, the order in AXIS is pushed into a system called “TOMS”. TOMS performs held order management functions. After the infrastructure deficiency is rectified, the order is pushed back to AXIS for order processing.

Retail PSTN and ISDN2 - TB&G

25 The process for order provisioning of PSTN and ISDN2 within TB&G is similar to the one described above for TC&M except the separate functions of STS and eBS are performed by a software system called “EMPTOR”.

Wholesale PSTN and ISDN2

26 Below is a schematic diagram of the IT architecture for order provisioning for wholesale PSTN and ISDN2 services.

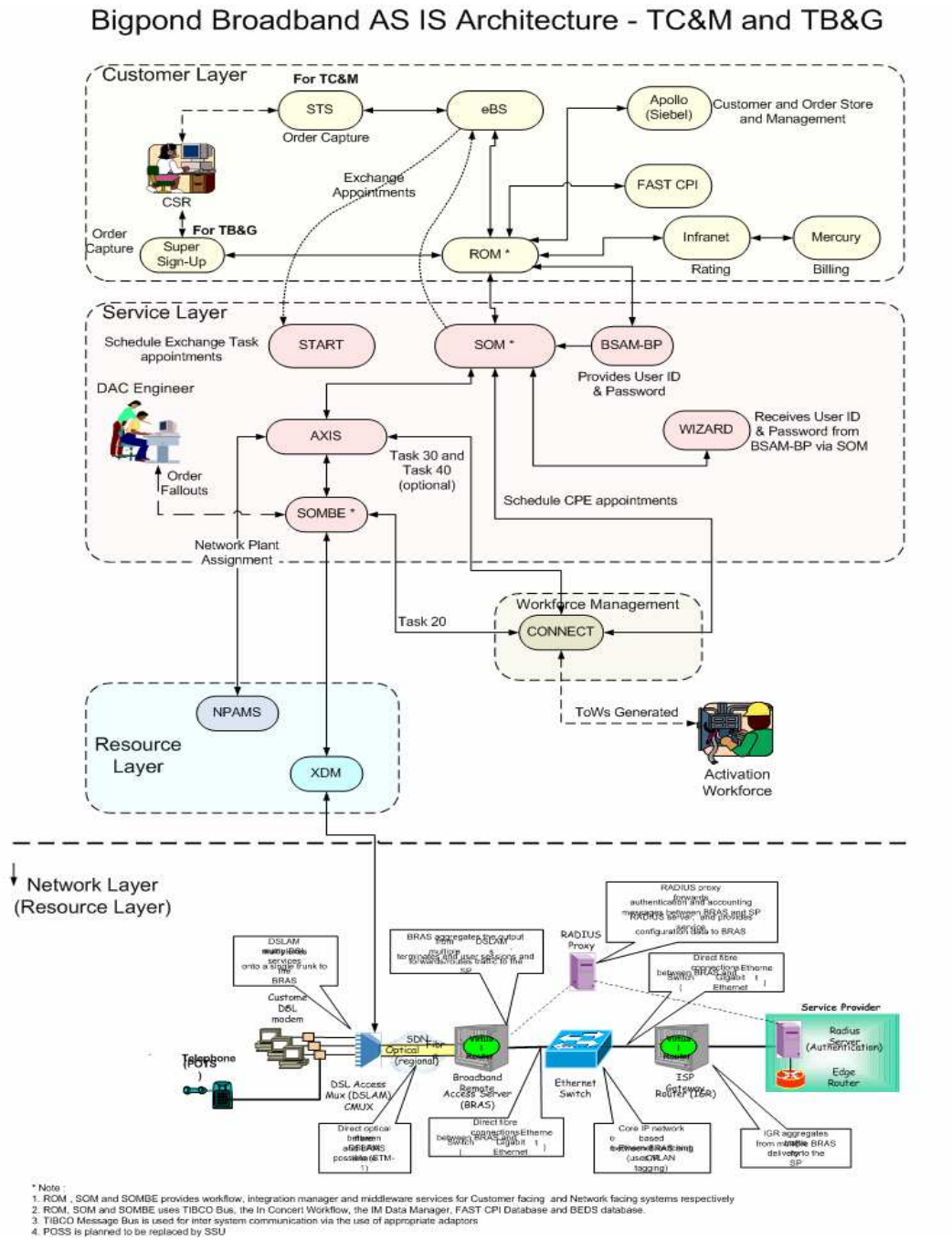


27 Wholesale orders for PSTN and ISDN2 series are captured via a system called "LOLO". That is, for Wholesale, LOLO performs the functions similar to STS and eBS (as described in paragraphs 12 to 14 above).

28 The processes for order provisioning, once the order is sent to AXIS, are similar to those described above in paragraphs 15 and 17 to 24 for retail PSTN and ISDN2 services.

Retail broadband

29 Below is a schematic diagram of the IT architecture for order provisioning for retail broadband services.



30 The ordering and provisioning process for retail broadband is very similar to those described above for PSTN and ISDN2.

31 The same systems, STS and eBS (see paragraphs 12 to 14 above), are used by TC&M to capture the order, however for a retail broadband service request TB&G use a system called "Super Sign-Up" to capture the order.

32 STS/eBS or Super Sign-Up facilitate the organisation of appointments at the customer's premises (via CONNECT), however in this case, it is done through a separate, but linked, system called "SOM". The request is communicated to SOM via another system called "ROM".

33 ROM communicates with a system called **"**FAST CPI" that stores relationship information and data concerning existing Telstra customers and their Broadband services. FAST CPI communicates this information, when required, to ROM for customer validation tasks.

34 Once preliminary validation tasks are complete, ROM receives the captured customer order (from eBS or Super Sign-Up) with essential customer order details. ROM then performs further verification and validation tasks, such as address validation, and copies the customer's details into a system called "Siebel". Address validation is performed so that Telstra can correctly determine whether the customer's address has the necessary infrastructure for supporting ADSL. Address validation is also required to ensure the customer's billing address is correct because this may be different from the service address. Customer information is maintained in Siebel.

35 ROM then requests a system called "BSAM-BP" to create a username and password for the customer. A username and password is required to allow the customer to access the service. If the customer requests a particular username BSAM-BP will validate that username.

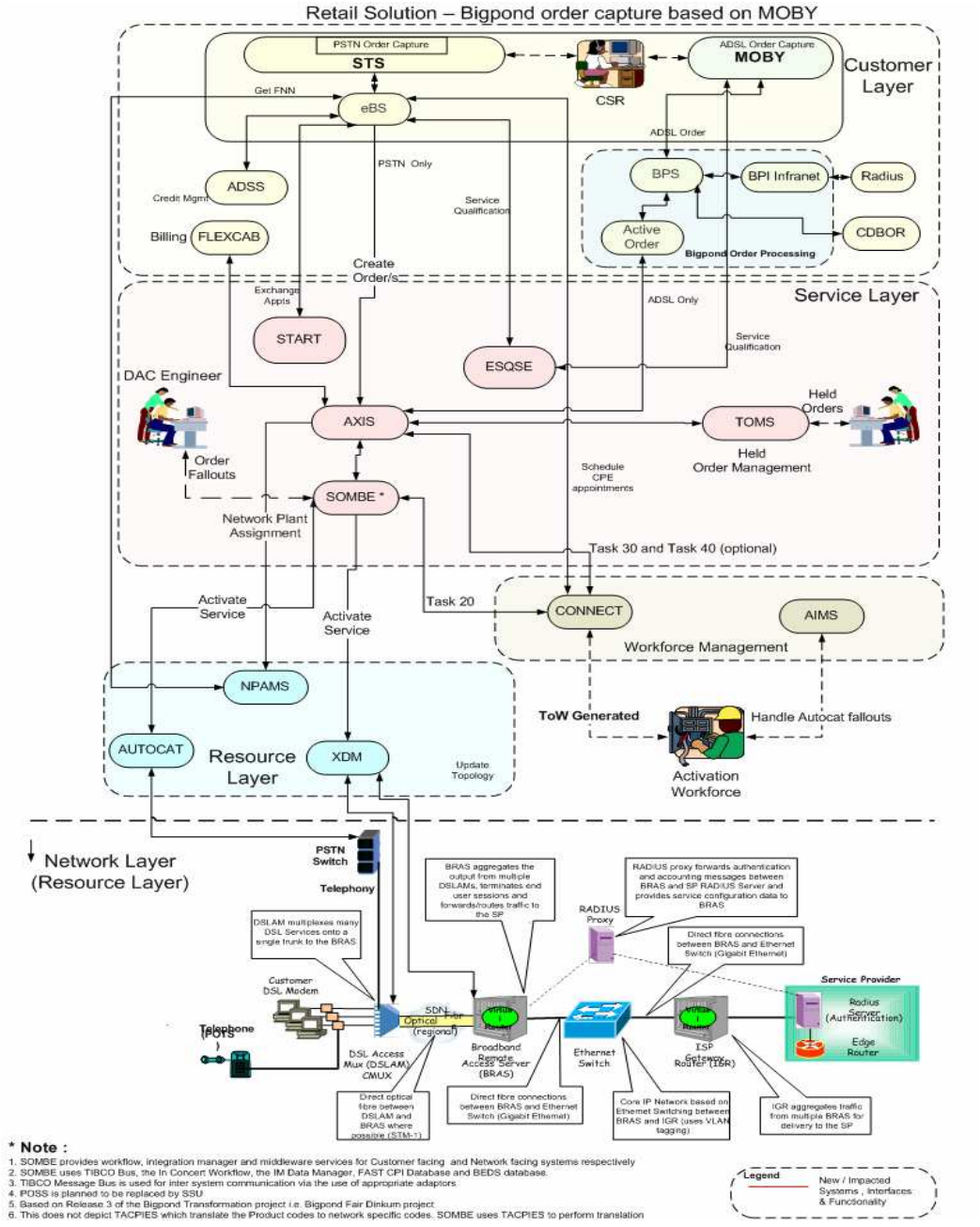
36 BSAM-BP communicates the newly created broadband username and password to ROM and ROM updates the order details, username and password to SOM. SOM then communicates the username and password, and creates an order within, a system called "WIZARD". WIZARD is the subscriber management and billing system for Telstra Bigpond ADSL and cable. WIZARD provides total operational system support for Cable (Pay) TV and Telstra Bigpond Broadband (ADSL/Cable). It provides functions such as activation of cable services, billing to customers, account receivable, customer service and management, marketing and sales reporting.

37 SOM then (via eBS) triggers organisation of exchange appointments through START (as described above in paragraph 15). After this time SOM also creates an order in AXIS (as described above in paragraph 17).

38 In the case of broadband, the relationship between AXIS, CONNECT, NPAMS and SOMBE is as described above in paragraphs 17 to 22. However, instead of AUTOCAT, automatic exchange tasks are coordinated by a system called "XDM", which allows automatic activation of DSL service on the DSLAM. Also, in order to do manual work at the exchange for ADSL, SOMBE generates a Task 20 to CONNECT and CONNECT then generates a ToW.

Order capture based on MOBY

39 Below is a schematic diagram of the IT architecture for order provisioning for broadband services based on MOBY.



40 Bigpond has recently introduced a new order capture system called MOBY for ADSL orders.

41 MOBY captures customer information, billing information, order information and communicates with other systems that perform tasks such as service qualification, credit

checking and appointment setting. In general, MOBY facilitates the sales order capture process, much the same as STS and eBS for retail PSTN and ISDN2 (described in paragraphs 12 to 14 above).

42 As a further preliminary step, MOBY communicates with a system called "ESQSE". ESQSE determines the ADSL products available to a customer, depending on the infrastructure serving the location of the customer's premises.

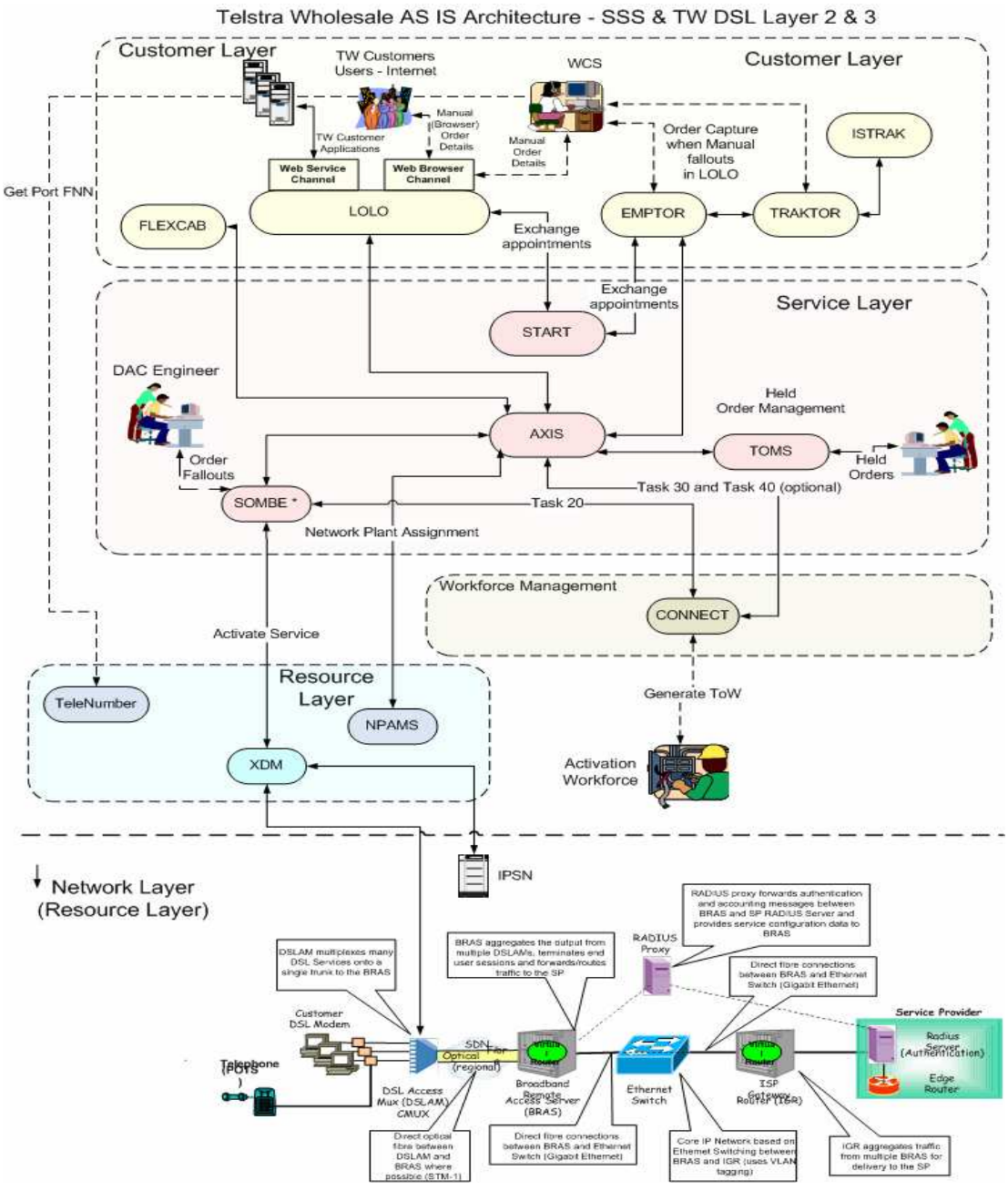
43 Once the order is captured, MOBY communicates with a system called "BPS" to coordinate further order validation and workflow tasks. BPS provides an interface to various systems that enable these initial validation and workflow tasks. Workflow tasks, in this context, are the various steps that must be taken during processing of an order.

44 For example, BPS communicates with a system called "CDBOR" to perform tasks such as address validation, customer identification and credit management. BPS also communicates with systems called "BPI Infranet" and "Radius" for the purpose of customer authentication and to create, or validate, a username and password for the customer. BPI Infranet also controls customer billing and rating.

45 The order details and the customer's username and password are then communicated to a system called "Active Order" which creates the customer's account and communicates the order details to AXIS for activation, as described in paragraphs 17 to 22 above.

Wholesale DSL/SSS

46 Below is a schematic diagram of the IT architecture for order provisioning for wholesale DSL/SSS services.



47 Wholesale orders for DSL and/or spectrum sharing service ("**SSS**") are captured via a system called "LOLO". That is, LOLO performs the functions similar to STS and eBS (as described in paragraphs 12-14 above).

48 In the provisioning of Wholesale DSL/SSS services TB & G also use a system called TRAKTOR for tracking the progress of customer requests and orders and sending acknowledgements, billing and completion notices to customers. It is also used by Telstra Wholesale, along with EMPTOR, when there are fallouts from LOLO. Telstra Wholesale also use a system called IS-TRAK to control workflow, tracking services and processing information requiring action.

49 The processes for order provisioning, once the order is sent to AXIS, are similar to the ones described above in paragraphs 15 and 17 to 24.

DATED: 28 July 2006

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[c-i-c]