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From: Sakul, Ramah [mailto:Ramah.Sakul@team.telstra.com]

Sent: Friday, 16 January 2009 12.02 pm

To: Carter, John Gordon (REPS)

Cc: Kotlowitz, Danny M

Subject: ASEAN hearing / Ruddock question on notice

Dr Carter,

At the Joint Standing Senate Committee on Foreign Affairs and Trade set up to make enquiries about the Government's ASEAN FTA, Mr Phillip Ruddock asked Mr Kavan Peries from Telstra International a question in relation to a submission Telstra had made to the Government that raised the environmental benefits of telecommunications.

Mr Ruddock asked,

"I was very interested in the discussion on the impact of global warming and the suggestions you made of certain opportunities. Have any of those opportunities realised reduce carbon emissions and extra revenues for Telstra?"

" I thought it was quite imaginative. I just wondered whether you had sold to Mr Fox real-time freight management via broadband to fill empty vehicles or something like this?"

Mr Peries took the question on notice. This is Telstra's response.

"The seven "carbon opportunities" outlined in the expert report *Towards a High-Bandwidth, Low-Carbon Future: Telecommunications-based Opportunities to Reduce Greenhouse Gas Emissions*, quoted in Telstra's submission, are illustrative of the ways in which over the next five to ten years telecommunications networks could be used to achieve substantial reductions in Australia's greenhouse gas emissions. Currently Telstra has a number of solutions in the market which can be used by our customers to reduce their greenhouse gas emissions. These include high definition videoconferencing and collaboration, mobile workforce and fleet management solutions, web contact centres and desktop virtualisation. Our own experience in using these solutions demonstrates the kind of savings that can be made. For example in 2007, we estimated that 7,500 videoconferences lasting nearly 20,000 hours had saved around 4,200 tonnes CO2 equivalent from avoided travel.

Many of our customers have, or are developing, emissions reduction strategies and use Telstra products to help achieve their objectives. As Mr Ruddock identified, Linfox is one such customer. While the freight management solution deployed by Linfox is not identical to that described in *Towards a High-Bandwidth, Low-Carbon Future: Telecommunications-based Opportunities to Reduce Greenhouse Gas Emissions*, it has a similar purpose of improving fleet productivity and hence reducing emissions. Again, Telstra's own experience from installing GPS in all our technicians' vehicles, combined with improved routing scheduling and better sequencing of work led to an estimated 19% reduction in greenhouse gas emissions per install/repair task."

Please contact me if you have any further questions.

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