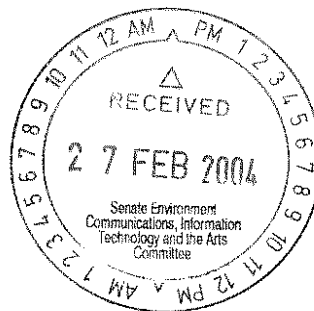


Bill Scales AO

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24 February 2004

Senator Alan Eggleston
Chairman
Senate Environment, Communications, IT & the Arts Legislation Committee
Parliament House
CANBERRA ACT 2600

Dear Senator Eggleston

I refer to Telstra's appearance before your Committee's Additional Estimates hearings on Monday 16 February 2004.

It has come to our attention that our evidence to the Committee included two inaccuracies that I now wish to correct.

The first relates to the discussion we had with Senator Bishop concerning our Directory Assistance (DA) call centres. During that discussion (see ECITA 88, 89, 90 of the Hansard) I indicated to Senator Bishop that following the recent closure of the Horsham, Hamilton and Tamworth DA centres Telstra had three centres remaining which carry DA call traffic. This is incorrect. We currently have 7 Telstra centres and 3 outsourced centres which are either partly or totally dedicated to carrying DA traffic. The Telstra centres are located in Wangaratta, Goulburn, Mackay, Murray Bridge, Maryborough (Qld), Roma and Kempsey. The outsourced centres are located in Burnie, Joondalup and Wollongong.

The second inaccuracy relates to the discussion we also had with Senator Bishop concerning full time equivalent (FTE) staff numbers (see ECITA 92). During this discussion I indicated to Senator Bishop that for the 6 months to 31 December 2003 FTE had risen by around 1900. This is incorrect. FTE numbers reduced from 42,064 at 30 June 2003 to 40,080 at 31 December 2003 – a fall of 1,984.

I would appreciate if you could pass on this advice and my sincere apologies to yourself, Senator Bishop and the other Committee members. Let me assure you and the Committee that the inaccuracies were entirely unintentional and I trust that no inconvenience or harm has been caused by our original evidence.

Yours sincerely

A handwritten signature in black ink that reads "Bill Scales". The signature is written in a cursive style with a large initial "B".

Bill Scales
Group Managing Director
Regulatory Corporate & Human Relations

Cc: Mr Mick McLean, Secretary, Senate Environment, Communications, IT and the Arts
Legislation Committee