



PARLIAMENT OF AUSTRALIA
HOUSE OF REPRESENTATIVES

TONY WINDSOR MP
INDEPENDENT
FEDERAL MEMBER FOR NEW ENGLAND

Shop 5
259 Peel Street
TAMWORTH NSW 2340

All Mail: PO Box 963
TAMWORTH NSW 2340

Ph: (02) 6761 3080
Toll Free: 1300 301 839
Fax: (02) 6761 3380
e-mail: Tony.Windsor.MP@aph.gov.au
Web Page: www.tonywindsor.com.au

MEDIA RELEASE

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Telstra network problems confirmed by leaked report

Independent Member for New England, Tony Windsor, has been given a copy of a leaked Telstra report that confirms major and numerous problems with its telecommunications infrastructure.

Mr Windsor said that the Telstra-in-confidence Report has been very blunt about CAN (Customer Access Network) Fault Rate.

“The report spells out in very large letters – ‘The CAN Fault Rate has been increasing since June 2001 and has accelerated in the last 9 months’.

It goes on to indicate – again in large letters – that ‘Since 2002/03, a prime objective, as agreed with capital sponsors, has been to keep the fault rate constant’. Funding levels have not supported this.” Mr Windsor said.

“This Telstra-in-confidence report appears to be very much a huge flashing warning light to the Telstra board and the Government that there are major problems with the infrastructure and that they have not been honest with the Australian public in their efforts to sell off the rest of Telstra.

The message sent by this report spells out that ‘without adequate investment in rehabilitation, the CAN Fault Rate will continue to increase incurring additional operating expense and increasing the risk of NRF breaches requiring mandatory rehabilitation action’.

The authors of this report have been very blunt in their message and the fact that it is now in the public domain shows that there are people within Telstra who are concerned enough about the vital service provided by Telstra to the Australian community to get the real picture out,” Mr Windsor said.

Mr Windsor also indicated to the Parliament his disappointment in claims by the Prime Minister and Deputy Prime Minister and the Deputy Prime Minister’s National Party colleagues that the Telstra network was now up to “scratch” and ready for sale.

“The National Party poodle has continued to sit on the Liberal Party’s lap on the full sale of Telstra issue despite the very large opposition to the proposal from their constituents.

Even when faced with the cold hard facts as set out in this Telstra-in-confidence report, they continue to tell country people to trust them.

Well in many parts of the country, the old infrastructure of copper wire, cables disintegrating, inadequate exchanges and patch ups rather than upgrades is causing major problems for accessing the benefits of modern technology and as a result, holding the country back.

The Nationals have become a stumbling block for the future of country Australia rather than the corner stone that they purport to be,” Mr Windsor said.

For further information contact Tony Windsor, Ph (02) 6761 3080