



Networks and IT  
Access and Network Facility Engineering

---

**Procedure**  
**Document No: 013731**

**EDMS**  
**Document No: ABS-4585**

## **Working in Network Sites**

---

Implementation Approval:  
David Piltz  
Network Engineering -Executive  
Access and Network Facility Engineering

Process Owner:  
Milan Delac  
Principal  
Facilities Operations & Maintenance

**Controlled Document - No Unauthorised Copying**

Implementation: 10 September, 2002

Telstra Corporation Limited  
ABN 33 - 051 775 556

# TABLE OF CONTENTS

- 1. PURPOSE.....4
- 2. SCOPE.....4
- 3. THIRD PARTY STAKEHOLDERS IN THIS PROCEDURE.....4
  - 3.1. Network Property Facility Manager .....4
  - 3.2. Commercial Property Manager .....5
- 4. CONDUCT IN NETWORK SITES .....5
  - 4.1. Conditions of entry to network sites .....5
  - 4.2. Access and security .....6
  - 4.3. Housekeeping.....6
    - 4.3.1. General.....6
    - 4.3.2. Storage.....7
    - 4.3.3. Deliveries and Unpacking Areas .....7
    - 4.3.4. Accommodation.....7
    - 4.3.5. Chemicals.....7
  - 4.4. Notification of works.....8
    - 4.4.1. Network Property Facility Manager (NPFM) notification .....8
    - 4.4.2. Planned events.....9
    - 4.4.3. Commercial leases .....9
  - 4.5. Risk management.....10
    - 4.5.1. General.....10
    - 4.5.2. Methods of procedure.....10
  - 4.6. Permits and approvals .....11
    - 4.6.1. General.....11
    - 4.6.2. Fire protection system impairment .....11
    - 4.6.3. Hot or Dust Work.....11
    - 4.6.4. Building works and occupancy changes.....12
    - 4.6.5. Alterations of building safety systems.....12
    - 4.6.6. Works requiring regulatory authority certificates or permits.....12
    - 4.6.7. Confined spaces and restricted work environments .....13
    - 4.6.8. Hoists, cranes and building maintenance units .....13

4.7.	Building fabric, structure, services, plant and equipment .....	13
4.7.1.	Air-conditioning .....	13
4.7.2.	Electrical .....	14
4.7.3.	DC busbars, cables and batteries .....	14
4.7.4.	Standby generator plant (SGP) .....	14
4.7.5.	On-grid PV Solar Systems.....	15
4.7.6.	Earthing .....	15
4.7.7.	Building.....	15
4.7.8.	Asbestos.....	15
4.7.9.	Expanding foam fillers and sealers.....	15
4.7.10.	Fire doors .....	15
4.7.11.	Fire stopping .....	15
4.7.12.	Supply and update of records.....	16
4.8.	Other requirements .....	16
4.8.1.	Dust .....	16
4.8.2.	Property fault reporting .....	16
4.8.3.	Parking .....	17
4.8.4.	RF Radiation .....	17
4.8.5.	Access restrictions.....	17
4.8.6.	Optical fibre cables .....	17
4.8.7.	Excavations and road openings .....	17
4.8.8.	Fire Detection Isolations .....	17
5.	MISCONDUCT .....	18
6.	COMPLIANCE MEASUREMENTS .....	18
7.	REFERENCES.....	19
8.	DEFINITIONS .....	20
9.	ATTACHMENTS .....	20
10.	DOCUMENT CONTROL SHEET .....	20

# 1. PURPOSE

This procedure sets out rules and instructions that all personnel must follow when undertaking work in relation to Telstra's network sites. For the purposes of this procedure a "network site", means any land, buildings or network infrastructure owned, occupied or controlled by Telstra, or which forms part of Telstra's telecommunications network.

The key objectives of this procedure are to:

- a) Maintain a safe and healthy working environment for network site occupants, users, neighbours, and the public;
- b) Eliminate or minimise risk to Telstra's network assets and supporting infrastructure (and their intended functioning) due to the performance of construction or maintenance works or any other activity at the network site;
- c) Protect Telstra's property, assets and equipment;
- d) Eliminate or minimise disruption to normal business activities carried out on the network site;
- e) Assist Telstra to coordinate construction, installation and other projects which may have an impact on the site, its buildings and occupants;
- f) Comply with Telstra's environmental policy; and
- g) Eliminate energy wastage and support Telstra Energy Management to reduce energy consumption and greenhouse emissions.

# 2. SCOPE

This procedure applies to all network sites and to all parties (whether Telstra personnel, contractors or third parties) performing work in, or in relation to, a network site.

This procedure outlines the behaviours and standard with which personnel must comply when activities in relation to a network site have any potential to adversely affect:

- the land on which Telstra's personnel or assets are located;
- building assets (including structures, building services, fire systems, plant and equipment) connected with a network site;
- any person who is situated on or has access to the network site, including Telstra personnel, Telstra's tenants, visitors, contractors, users, neighbours and members of the public;
- the conditions existing at the network site (including temperature, electrical and other utilities supply, fire protection mechanisms, modes and means of access, the use of space and the management of energy, waste and the environment.

# 3. THIRD PARTY STAKEHOLDERS IN THIS PROCEDURE

## 3.1. Network Property Facility Manager

Visionstream is the contractor who currently performs the role of the Network Property Facility Manager for Telstra. The Network Property Facility Manager acts as a representative of Telstra as the person responsible for a network site and is a key stakeholder for any activity within the scope of this procedure.

The Network Property Facility Manager's role includes:

- a) Enforcing this procedure and ensuring statutory and regulatory obligations, including Telstra's procedures and standards, are met in connection with network sites;
- b) Coordinating network site property stakeholders on behalf of Telstra to ensure appropriate approvals and authorisations are obtained in relation to land and building related projects;
- c) Minimising disruption to site occupants and other users by co-ordinating and liaising with building tenants in relation to capital and maintenance related works;

- d) Performing an acceptance and handover role for completed works projects;
- e) Reviewing control methods for risky works and activities and providing technical advice to personnel carrying out construction activities at a network site to ensure that Telstra's interests are considered and protected; and
- f) Liaising with the Commercial Property Manager on leasing matters arising from Telstra's works in network sites.

## 3.2. Commercial Property Manager

**JLL Pty Ltd** is the contractor who currently performs the role of the Commercial Property Manager for Telstra.

Telstra's Commercial Property Manager provides the management of Telstra leases – both where Telstra is the tenant and where Telstra is the landlord – associated with network sites.

The Commercial Property Manager's role includes:

- (a) Commercial lease management responsibilities, such as the serving of notices to landlords or tenants, as the case may be; and
- (b) Advising the network Property Facility Manager and Telstra of the terms of leases which need to be observed by Telstra in carrying out works at network sites.

## 4. CONDUCT IN NETWORK SITES

### 4.1. Conditions of entry to network sites

All persons entering networks sites must:

- (a) Follow any entry instructions that apply to the site;
- (b) Register their presence by signing in and out. Site presence must be registered using the QR Code option in the first instance, or SMS as directed on the Site QR Sticker. The site log book must only be used where the QR Code is not available on site. (Staff permanently accommodated within formally agreed tenancies at network sites may use local arrangements and are exempt from this process);
- (c) Ensure their authorisation to be on the particular site is easily verified by:
  - (A) Display of a valid Telstra Identification Card; or
  - (B) Seek escort through the site by a person displaying a valid Telstra Identification Card; or
  - (C) Carrying a validly-signed Attendance Request Application Form, an authenticated work order and another form of personal identification, such as a driver's licence, company ID card or other photographic proof of identity;
- (d) Have performed the requisite network site induction training applicable to their role and activities in connection with the particular network site. Where there is a need to employ adhoc contractors for very short term:-
  - (A) Specialist or test activities; or
  - (B) Urgent faults; or
  - (C) Specialised construction:
 

who do not have current network site induction certification (to be completed every 3 years) they shall be directly and constantly supervised by responsible personnel that have current network site induction and are familiar with the requirements and expectations of WINS; Network Site Induction training options for internal and external staff can be found under training requirements at [Facilities & Supplier Operations - Network Access](#)
- (e) Maintain and (as required) demonstrate familiarity with emergency procedures relating to the particular network site and take part in trial evacuations from time to time;

- (f) Obey any direction given in accordance with any emergency plan, or by members of the building's Emergency Control Organisation, Network Property Facility Manager or other authorised emergency management personnel;
- (g) Not smoke on or in the close vicinity of a network site;
- (h) Conduct themselves in a civil and inoffensive manner at all times while on or performing activities in connection with a network site;
- (i) Switch off mobile phones in areas where signage states '*Mobiles to be turned off*' or similar;
- (j) Keep doors closed, particularly entry, exit, perimeter, fire control doors, Electronic Access Card (EACS), or any internal doors to air-conditioned areas;
- (k) Switch off all lights when leaving unoccupied areas;
- (l) Shut and lock all perimeter and security doors, windows and gates after working in unattended or unoccupied areas; and
- (m) Follow any specific directions on safety signage and apply general hazard management appropriate to any signage.

## 4.2. Access and security

Please refer to the Telstra intranet site [Facilities & Supplier Operations - Network Access](#)

For all internal Telstra personnel who require access to network sites, their one-up manager is responsible for approving the procurement of all necessary network site keys or electronic access proximity (EACS) cards.

Personnel employed as contractors, who require access to network sites, must approach their Telstra contract or vendor manager directly or indirectly, depending if they are a prime contractor or sub-contractor to Telstra. The Telstra contract or vendor manager is ultimately responsible for approving the procurement of all necessary network site keys or electronic access proximity (EACS) cards.

For information on any physical access device that is not working as expected, the user may contact Telstra's Physical Access Team, who manage the physical access process. Their number is 1300 363 421 option 1.

Note: Under no circumstances are locks of any description to be changed or added without obtaining permission from the Physical Access Team and the Network Property Facility Manager.

## 4.3. Housekeeping

### 4.3.1. General

The network site must be kept clean and tidy at all times. All construction waste, dirt and debris must be cleaned up and removed from the site each day as work proceeds by the personnel responsible for the work.

Waste receptacles located on or around network sites are for wastes generated from day to day telecommunications activities and must not be used for waste from construction-related activities.

Where activities performed by personnel other than Telstra employees generates an increased need for cleaning or grounds maintenance services, the employer of those personnel must reimburse Telstra for the cost of the additional services.

Where personnel seek the assistance of external contractors to clean a network site, it is recommended that the existing site cleaning company be engaged.

Food preparation and consumption must only occur in designated lunchrooms. Litter must be disposed of appropriately (including, if there is no appropriate receptacle at the site, removing the litter from site).

The presence of drinks or food in equipment or MDF areas is strictly prohibited.

Amenities provided at a network site must not be used unless suitable arrangements for their cleaning are in place. Facilities without a permanent office presence of either Telstra or other third parties are likely to not

have scheduled cleaning and hygiene services. In those cases where it is not clear that cleaning arrangements exist, the staff or contractor must perform the cleaning directly.

Exits and paths of travel to exits must be kept readily accessible, functional and clear of obstructions and trip hazards.

Access must be maintained to any emergency or fire equipment and services and to electrical switchboards.

#### **4.3.2. Storage**

Equipment, tools, spares, project materials, chemicals and other items used for the purpose of performing work at a network site must be stored in a place approved by the Network Property Facility Manager. All stored material must be labelled with a 24-hour contact name, phone number and the appropriate Telstra business group or contractor company details (including the contract details). Telstra may remove and dispose of any unlabelled materials.

The storage of any items must not cause inconvenience or risk to any person or property.

Combustible items (paper, boxes, foam, pallets, fuels, chemicals, etc) must not be stored in equipment rooms, power rooms or plant rooms. Such items must be removed from the building or to an approved waste receptacle. Log books or building infrastructure drawings (eg emergency lighting, power & battery, fire system, switchboard legends, etc) are exempt.

#### **4.3.3. Deliveries and Unpacking Areas**

No deliveries are to proceed without an inducted officer associated with the project on site to accept responsibility for the delivery. The officer accepting the delivery must ensure that the delivered materials are placed in an appropriate storage area. Equipment and plant rooms are not to be used as storage areas. Delivered materials must be labelled with a 24-hour contact name, phone number and the appropriate Telstra business group or contractor company details (including the contract details).

All unpacking of delivered equipment to be done in an area away from equipment rooms, and air conditioning ventilation systems. Adequate control measures to minimise the creation of dust or exhaust fumes that could affect people and communication equipment are to be implemented.

Antistatic lined cardboard boxes used to carry individual cards are allowed in equipment rooms only at the time the card is being installed, and must be removed immediately.

#### **4.3.4. Accommodation**

Personnel must obtain approval from the Network Property Facility Manager for the use of any area or space for project office or any other accommodation-related usage. Personnel must comply with any directions of the Network Property Facility Manager as to the use of any space authorised for accommodation-related usage.

#### **4.3.5. Chemicals**

Chemicals prohibited by law or Telstra policy must not be used on Telstra network sites.

All chemical use on network sites is subject to technical specification approval for use within the Telstra network. The contractor must consider the chemical properties of the substance, the intended method of application and its potential to interfere with network operations or people's health. The facility manager and contractor will co-develop management strategies to minimise the potential for damage or injury from contractor activities at Telstra Network sites.

Chemicals stored on network sites shall be kept in an appropriate area or storage cabinet.

Contractors who use hazardous chemicals and dangerous goods on Telstra sites must make available to employees any relevant safety and handling information (MSDS).

## 4.4. Notification of works

### 4.4.1. Network Property Facility Manager (NPFM) notification

Personnel must notify the Network Property Facility Manager with a “*Working in Network Sites – Notice of Proposed Works*” (WINS form - see EDMS File BGM-4976, formally known as attachment [013731f01](#) ) at least 10 working days before commencing any activity that:

- Is potentially hazardous, or could cause nuisance; or
- Could adversely affect property or building infrastructure and services

The acceptance of a WINS form by the NPFM only indicates that the NPFM has accepted the timing and purpose of the proposed site access, but:

- Is not an approval of the proposed work and does not replace any statutory, contractual or other approvals which may be required; and
- Does not satisfy the obligations of personnel intending to carry out the work to undertake all processes required either by law or by any agreement pursuant to which the proposed work is to be undertaken.

Without limiting the above, the following activities must be notified to the Network Property Facility Manager in the WINS form:

#### **Building structure and fabric**

Penetrations, drilling and coring (eg floor, wall and roof); demolition; working on or removing asbestos; building construction, alterations and changes.

#### **Building plant and equipment**

Isolation, modification or installation of air conditioning plant, equipment and controls; switching, isolation or works on electrical switchboards, UPS or emergency power plant; all AC electrical work in strategic network buildings; use of heavy machinery, plant or equipment; use of overhead cranes and hoists.

#### **Building services**

Altering building safety systems (eg. working on, removal of, or isolation of: fire indicator panels, fire and smoke detection systems, fire stopping and fire pillows; obstructions to paths of egress); changes to heat loads or power supply loads from installation or altering of equipment; disruption to electrical power, water, gas, air conditioning, fire services.

#### **Building occupants (tenants, visitors, users etc.) and the public**

Activities that may present risk to health and safety; activities that may cause discomfort; activities that may cause interruption to business activities.

#### **Building and environmental conditions and hazards**

Performing hot work (welding, grinding, soldering etc.); excavations; activities generating dust, metal filings/swarf, fumes, offensive odours and loud noises; storage of materials (including boxes, crates and cable reels); use or storage of hazardous chemicals, plant and equipment; unnecessary energy wastage.

Formal notification of routine maintenance activities may not be necessary, but personnel must seek direction from the Network Property Facility Manager prior to performing such activities.

If so directed by the Network Property Facility Manager, personnel must meet at the directed location to discuss any aspect of their work at a network site.

The details of Network Property Facility Managers for each network site may be obtained from:

- [Structure Builder \(FM\)](#) (Internet access required); or
- Visionstream (02) 9867 3190

Personnel must state in the WINS form and separately advise Telstra of any instance where works for which they are responsible may affect or activate building services plant, equipment or high-temperature alarms. By way of examples only, activities that activate alarms may include:

- Isolation or failure of air-conditioning plant and equipment;
- Increases in equipment room temperature up to the high temperature setpoint;
- Interruptions, switching or isolation of power distribution and supplies; and
- Isolation of fire detection circuits, panels and aspirated smoke detection (eg. VESDA™) and work that produces any heat, smoke or dust which may activate these alarms.

Telstra must be advised using form [014640f06](#), this must be emailed to [hazards@team.telstra.com](mailto:hazards@team.telstra.com). This allows the activity to be assessed and recorded in the systems used to manage hazards. Notification lead times are indicated on the form. Telstra will issue a Change sequence number (CRQ) to the requester for approved activities.

Telstra Power and Facilities (P&F) monitor alarms from telepower and building management equipment. P&F must be called by phone before the start, and following completion of site activity, quoting the Change sequence number, so that they can monitor alarms generated by the activity.

Prior to commencing planned changes (Hazards) at **Priority 2- Priority 4** sites an SMS process is available to start and stop a CRQ, the contact SMS number is **0428 360 048**

Prior to commencing planned changes at Priority 1 sites you must contact the GOC as per the following:  
**1300 652 235 4-2-1** CRQ Works at P1 sites

**1300 652 235 4-2-2** Use this option if SMS Start/Stop fails for CRQ Works at NON P1 sites

Personnel must ensure that all building-related alarms have been cleared and reinstated before leaving the network site, unless otherwise agreed by the Network Property Facility Manager. P&F can advise on the generation or clearing of alarms.

Due to the use of common alarm points in some network sites, personnel who require an alarm to be isolated or ignored during works must ensure that other area or plant alarms are not unknowingly isolated or ignored.

#### **4.4.2. Planned events**

Personnel must notify any planned interruption or activity potentially hazardous to the network to the nominated Maintenance Controllers using the relevant Change Management Notification Form.

For planned switching of critical electrical load (main switchboards, EPP, UPS) at [Critical Network Sites](#) the "Buddy" system is to be used with two people to be present. One shall perform the procedure Checker/Verifier role and the other that of the Switcher.

Prior to proceeding to switching a Tool Box Talk shall be conducted with those that are present. The talk should provide an overview of the planned procedure with its expected outcomes, safety or other issues to be aware of and should confirm the roles during the event of those that are present.

#### **4.4.3. Commercial leases**

Some network sites are subject to commercial leases under which Telstra owes obligations to third parties.

Personnel must seek direction from the Network Property Facility Manager as to any lease-related impacts before commencing any activity that may:

- Affect freedom of movement into, out of or within a network site;
- Cause a nuisance to any person on the site; or
- Affect normal business activities,

And must comply with any directions of the Network Property Facility Manager as to the management of those matters (including the issuing of notices to third parties).

## 4.5. Risk management

### 4.5.1. General

Personnel within network sites must ensure that any hazards and risks associated with their activities are identified, assessed, controlled and managed.

Personnel must provide appropriate advice, warnings and liaison to stakeholders and site occupants, including as to the location, possible impact, duration, type of hazards, level of risk and controls to be used in connection with their activities.

Except where personnel are preparing to perform works pursuant to a contract or arrangement that provides for other obligations, the proposed method of performing works must be documented and provided to appropriate Telstra stakeholders (including the Network Property Facility Manager) for review and acceptance. The documentation must be in the form of a MOP document or other Telstra-approved form.

Notwithstanding any acceptance by Telstra, personnel must ensure that proposed controls are adequate and appropriate to manage identified risks.

Any disagreement on control methods that cannot be resolved at the workplace level should be escalated. Telstra staff should escalate via their line-management, whereas contractors and third parties, should escalate via their Telstra Contract Manager or Interface Manager.

Subject to any contractual provisions that apply, the Network Property Facility Manager or other Telstra stakeholders may take reasonable action to minimise risks if they determine, acting reasonably, that personnel are not adequately managing those risks at any time. At the same time the Network Property Facility Manager or other Telstra stakeholder may escalate the matter to the Telstra line-manager (for Telstra personnel), Contract Manager (for contractor personnel) or Interface Manager for resolution.

### 4.5.2. Methods of procedure

A method of procedure (MOP) must document in sequence how an activity is proposed to be undertaken to minimise risks. It must define who is responsible for the required activities and steps. A printed copy of the MOP and associated documents must be kept on site during the activity and on request the annotated version shall be produced.

Without limiting the provisions of any contract or arrangement that may apply, MOPs must be prepared:

- In accordance with Telstra Procedure ( EDMS Document ABG-1762 ) formerly known as [000169](#) ("Method of Procedure (MOP)");
- Prior to undertaking any activity that may adversely affect the site, building, people or site conditions;
- As early as possible, so that any required control strategies can be included in the scope of works;
- After consultation or interaction with stakeholders (including the Network Property Facility Manager);
- So as to describe the necessary steps required to minimise all identified risks.

Where appropriate, a site meeting must be held among all relevant stakeholders to ensure all potential risks are identified.

The MOP shall then be forwarded to affected stakeholders for review at least 10 working days before commencing any activity.

Where appropriate, a preliminary MOP must be prepared at the briefing or design stage of works, in consultation with stakeholders, so that requirements can be identified and included in any tender or contract specification that may subsequently be provided to contractors.

MOPs must contain the following information:

- Network site name and location;

- Project description and general description of work;
- Contractor's and subcontractors' details and contact numbers (where relevant);
- Telstra line-manager (for Telstra personnel), Contract Manager (for contractor personnel), or Interface Manager details and contact numbers;
- Commencement and completion dates for each activity;
- Details of how hazards will be managed (including hazards or issues identified at meetings or in correspondence or other documents);
- Installation methods, tools, etc.;
- Emergency contact names and phone numbers;
- Formal safety documentation (including Job Safety Analysis (JSA), Work Method Statement (WMS) or HS&E plans, qualifications, certification and training) where appropriate;
- Work hours;
- Proposed switching / isolation / shutdown / restoration of equipment (including when and by whom);
- Conditions at the site existing before activity commencement (including Security and entry / exit procedures etc.);
- Contingency plans; and
- Other items that have been requested by a stakeholder.

## 4.6. Permits and approvals

### 4.6.1. General

Personnel must obtain requisite and appropriate permits, approvals, certificates, licences and notices for any network site activity, including (without limitation) authorisations in connection with:

- Fire protection system impairment;
- Hot or dust work;
- Building works and occupancy changes; (Network Occupancy Agreement required)
- Alteration or installation of building safety systems;
- Works requiring regulatory authority certificates or permits;
- Entry into restricted work environment and confined spaces; and
- Use of hoists, cranes and building maintenance units.

These documents are used to help identify and control risks and to satisfy other internal or external obligations.

### 4.6.2. Fire protection system impairment

Personnel must service a Fire Protection System Impairment Notice in connection with any disconnection, impairment or isolation of any fire protection system or services installed within Telstra network buildings to detect, control, and extinguish fire or to provide water or other fire extinguishing media to these systems.

Fire protection systems subject to these requirements include automatic fire sprinklers, automatic fire detection and alarm systems, fire fighting water supplies, gaseous fire suppression systems, hydrant and hose reel systems and off-site monitoring.

Personnel must provide a 'Fire Protection System Impairment Notice' to the Network Property Facility Manager, who may convey any required advice to relevant stakeholders.

Notice forms and instructions are available from the Network Property Facility Manager.

### 4.6.3. Hot or Dust Work

Hot Work Permits are required for any activity that may produce a source of ignition. This includes all forms of open flames, grinding, welding, soldering (MDF activity exempt), heat gun (electric heat guns for heat

shrinking of cable exempt) , blast cleaning or use of oxy/acetylene apparatus or when any equipment used could cause sparks, fire, flames, smoke or intense heat.

Dust Work Permits are required for any work that produces a level of dust that may affect network equipment, people or their work areas, or that could activate fire detection smoke sensing equipment.

Personnel must:

- Comply with Telstra Procedure [AEB-8897](#) (“Fire and Dust Precautions – Hot or Dust Work Permit”);
- Provide copies of Hot or Dust Work Permits to the Network Property Facility Manager and display them on site in a prominent location before commencing the relevant activities; and
- Obtain special permission from the Network Property Facility Manager before carrying out any Hot or Dust Work in strategic network sites.
- Remove all combustibles within an 11M radius of the hot work. If not possible cover all combustibles with a flame proof tarpaulin.
- Maintain a continuous one hour fire watch, then a three hour periodical firewatch should be undertaken if no functioning automatic smoke detection is available in the area. The smoke detection should be alarmed to a continuously attended location.

#### **4.6.4. Building works and occupancy changes**

Local council planning approvals and building permits may be required where work is of a type described in the relevant legislation or regulations as requiring a permit and when no Telecommunication Act immunity exists. In all cases personnel must consult with a Telstra-nominated town planner and / or building surveyor.

Personnel must:

- Provide a signed Network Occupancy Agreement (provided by Telstra Property) to the Network Property Facility Manager.
- Ensure that all applicable authorisation fees have been be paid before commencing work on site;
- Provide copies of all permits and approval notices to the Network Property Facility Manager prior to commencing works; and
- Provide the originals of all permits and approval notices to the Network Property Facility Manager on completion of the works.

#### **4.6.5. Alterations of building safety systems**

Personnel must obtain all requisite and appropriate building permits or approvals from Telstra’s nominated building surveyor where works involve the alteration of building safety systems (including when cables are run between floors or through fire-rated walls).

Personnel must:

- Provide copies of all permits and approval notices to the Network Property Facility Manager prior to commencing works; and
- Provide the originals of all permits and approval notices to the Network Property Facility Manager on completion of the works.

Any isolation, alteration or removal of an existing building safety system must be indicated on the WINS form when submitting it to the Network Property Facility Manager.

#### **4.6.6. Works requiring regulatory authority certificates or permits**

Certificates of compliance, permits and other certificates shall be provided or obtained as required by regulations or by relevant authorities (eg. electrical supply, plumbing installations, council permits, trade waste agreements, hazardous waste disposal documentation, etc.).

Personnel must provide copies of all permits and approval notices to the Network Property Facility Manager prior to commencing works.

#### **4.6.7. Confined spaces and restricted work environments**

Personnel entering and/or working in confined spaces or restricted work environments that are not encompassed by [Telstra Policy & Standards](#) must perform appropriate hazard identification and risk assessments for the area and the works to be performed. Suitable control strategies, procedures and training must be developed and applied. Gas testing of underground structures (including manholes) is mandatory. Gas testing for pits is risk based and determined by site contexts. In these matters personnel must comply with the Occupational Health and Safety (Commonwealth Employment) (National Standards) Regulation 1995, No 337, Part 7.

#### **4.6.8. Hoists, cranes and building maintenance units**

Visionstream approved and authorised personnel may operate Network building Hoists and Building Maintenance Units. The Network Property Facility Manager holds keys for various hoists which have 'lock out' switches installed. Keys should be obtained by the Principal Contractor through the submission of a Hoist work permit form, obtained from the Network Property Facility Manager.

On some of Telstra's sites the hoist and anchor points will have been decommissioned. If there is a requirement to have the hoist recommissioned for the duration of a project on site, the Facility manager must be contacted 14 days prior to the required commencement date.

The cost of the recommissioning of hoists is to be borne by the project/contractor requiring the service.

It is recommended that alternative lifting solutions are explored prior to committing resources to the recommissioning of plant.

### **4.7. Building fabric, structure, services, plant and equipment**

In performing any works at a network site, personnel must:

- Provide the Network Property Facility Manager with one or more 24-hour names and contact telephone numbers for emergencies or call-outs;
- Ensure contractors to be utilised for fault recalls meet defined response times applicable to site type and situation. Applicable response times are available from the Network Property Facility Manager;
- Subject to any contractual requirements to the contrary, ensure payment of costs associated with either isolating and reinstating any services;
- Subject to any contractual requirements to the contrary, ensure payment of costs associated with the requirement to have Network Property Facility Management staff attend or be present on site when such staff would not otherwise be required to do so pursuant to current contracts with Telstra; and
- Ensure that all building plant, equipment and services upgrades are maintained to manufacturer recommendations at installation. This includes certification that building safety systems are maintained in accordance with manufacturer recommendations and relevant codes and standards.

Where applicable, and subject to any agreement or arrangement that provides to the contrary, personnel who arrange, manage or perform the following types of works in network sites must comply with the obligations set out below relating to those works:

#### **4.7.1. Air-conditioning**

Personnel must:

- Ensure that the existing air-conditioning plant capacity is capable of supporting any new heat loads and will not adversely affect other areas or compromise the relevant Telstra (Procedure No. [007338](#)) design standards (such as for redundancy and environmental conditions);
- Determine (at design stage) whether any additional air-conditioning capacity or ventilation is required;
- Re-balance the air distribution system where changes to ventilation or air velocities and quantities are effected;
- Ensure airflows and air-conditioning vents are not obstructed or altered in any adverse manner;
- Provide, operate and maintain any additional or relocatable portable cooling equipment as required to maintain environmental conditions throughout the works; and

- Supply and/or update drawings and records in respect of any new or altered air-conditioning installations

#### 4.7.2. Electrical

Personnel must:

- Ensure that existing electrical systems at the network site are capable of supporting any new power loads and will not compromise the design standards set out in Telstra Procedure No. [007338](#);
- Ensure that any increase in maximum electricity demand is taken into consideration when installing plant and equipment and that all incoming mains cables, sub-mains, switchboards, circuit protection devices and back-up generator capacity comply with Telstra's standards and are able to handle ultimate loads;
- Ensure that circuit protection device discrimination is not affected when installing new circuits or altering existing circuits. Proof must be demonstrated by way of a discrimination grading document, containing calculations and graphs evidencing that discrimination has been designed into the project. The discrimination grading document must indicate how the prevention of unwarranted tripping of protective devices during fault conditions has been considered;
- Ensure that any temporary planned or potential unplanned increases in site power usage, which could affect the power supplier's contracted maximum demand levels, are notified in writing to the Network Property Facility Manager prior to works commencing (increases in site power consumption that affect the maximum demand have the potential to significantly increase relevant fees to Telstra. Therefore all instances where increases (including temporary increases) in maximum demand are anticipated, such as during testing and commissioning of large plant and equipment (for instance, chillers and associated equipment), must be notified to ensure all options are given due consideration to reduce this impact);
- Ensure that any new electrical installations are incorporated into any existing site energy efficiency systems (such as lighting control systems, high efficiency motors and conversion equipment);
- Update existing drawings for any new or altered electrical circuits or switchboard installations and use correct and consistent labelling of items. All AC power distribution single line drawings must comply with section C11 of Telstra Procedure No. [007338](#);
- Notify P&F prior to any work on uninterruptible power supply (UPS), mini-UPS (MUPS), inverters, rectifiers, batteries, and high- and low-ohmic distribution (HOD, LOD) cubicles. Contact is through P&F on 1300 652 235 Option 4;
- Not use UPS power outlets and essential power outlets (where the EPP backs up the normal supply) unless approval is obtained from the Network Property Facility Manager or the Telstra stakeholder who requested the works. Only non-essential power outlets should be used for general use;
- Where plant or equipment is electrically isolated, relevant lockout and tagging procedures shall be undertaken at the point of isolation. The Network Property Facility Manager must be advised of any isolation of plant or equipment in a strategic network site;
- Test leads and provide valid electrical testing tags on non-fixed mains powered equipment;
- Use portable RCD's with tools and appliances connected to power outlets that are not protected by a fixed RCD;
- Engage appropriate supply authorities to 'insulate / emphasise' overhead power supplies when working underneath them or in their vicinity; and
- Not use metallic ladders for electrical work wherever a potential for electrical contact exists or within a battery room.

#### 4.7.3. DC busbars, cables and batteries

Personnel must assess the risk when working above or near direct current (DC) power from the exchange batteries distributed by copper or aluminium busbars or by insulated cables. Short-circuiting of these conductors can create massive electrical currents that can cause burns from severe arcing, molten metal or fire.

#### 4.7.4. Standby generator plant (SGP)

Personnel must:

- Subject to any contractual requirements to the contrary, provide payment for diesel fuel supply and delivery costs when an SGP is required to be run at a network site.

- Advise the Network Property Facility Manager before any work is performed on or in the vicinity of SGP equipment at a strategic network site.

#### **4.7.5. On-Grid PV Solar Systems**

Personnel must:

- Isolate on-grid photovoltaic (PV) solar systems before accessing any roof area, working on any main switchboard or solar supply connection board by activating one of the emergency cut off buttons that will be located next to the fire panel, and on the PV Distribution Board (PVDB); and
- On completion of works manually reset the solar system inverters to bring the system back on-line.

The procedure for resetting the inverters to bring the system back on-line will be available at the PVDB and additional detail will be provided in the Operations and Maintenance manual located next to the PVDB.

#### **4.7.6. Earthing**

Personnel must ensure that equipment racks and overhead ironworks are kept at equipment service earth potential and separated from the building electrical protective earth potential. These two earthing potentials must not be bridged together in equipment areas. All earthing works must meet section C6 of Telstra Procedure No. [007338](#) and AS 3015.

#### **4.7.7. Building**

Personnel must:

- Investigate and confirm that existing hidden services will not be adversely affected by penetrations, drilling, hammering or coring activity;
- Ensure that additional live and dead loads imposed on floors, columns or bearers are certified by a structural engineer (with design calculations where required or appropriate); and
- Confirm that service isolation will not unnecessarily impact the functioning of the network.

#### **4.7.8. Asbestos**

Personnel must:

- Obtain and review the site asbestos manifest prior to commencing any works;
- Not rely on the asbestos manifest in isolation and should consider other indicators such as the age of the building and types of materials used;
- Initiate an asbestos survey on materials not previously tested (or where any uncertainty exists) prior to conducting any works in connection with those materials;
- Telstra staff must comply with the Telstra Asbestos Management procedure (only Asbestos removal Qualified Telstra staff are permitted to undertake ACM Wad punching works);
- Contractors must meet or exceed the minimum requirements set out the Contractor Asbestos Management Guide;
- Provide copies of any asbestos surveys to the Network Property Facility Manager;
- Provide updates of existing asbestos manifests to the Network Property Facility Manager;
- Notify the Network Property Facility Manager when any works may alter the condition or the risk level of asbestos material; and
- Provide notification to other site occupants or users that works are to be carried out, with information on the controls to be used to prevent risk to them.

#### **4.7.9. Expanding foam fillers and sealers**

Expanding foam type fillers and sealers are not permitted to be used in Telstra sites and infrastructure including but not limited to building penetrations, cable pits/manholes and all conduits.

#### **4.7.10. Fire doors**

Personnel must:

- Ensure that fire and smoke doors are kept closed; and

- Ensure that doors to equipment rooms, the main distribution frame, power and battery rooms or plant rooms are not kept open for extended periods.

#### 4.7.11. Fire stopping

Personnel must:

- Fire stop all cable runs and penetrations in services and communication risers, floors, walls, roofs, and the like at the end of each working day and at the completion of all work. Fire-stopping via fire rated pillows or equivalent Telstra-approved materials must be used as temporary fire stopping material until the completion of works, when permanent fire stopping treatment appropriate to the service must be used, at all times ensuring there is no loss of fire rating or integrity to surrounding building material;
- Fit an approved label adjacent to the fire stopping with the particulars completed that indicates the date and the name of the company applying the fire stopping. The approved labelling shall be in accordance with the requirements of document 007337 E10-3

#### 4.7.12. Supply and update of records

Personnel must:

- Update any existing records or provide new records, including drawings, associated with site conditions altered by any works;
- Provide at least two copies of as-built drawings and operation-and-maintenance manuals for building services required to be maintained by the Network Property Facility Manager. Drawings must include a CAD-format electronic (soft) copy. Other documents must be provided in portable document format (pdf) files; and
- Update Netpower records using the Visionstream eForms process.

### 4.8. Other requirements

#### 4.8.1. Dust

Personnel must apply adequate dust control measures to any work where dust could affect any communication equipment, people or their work areas, or otherwise cause nuisance. Controls must include:

- Work practices that avoid or minimise the creation of dust;
- The use of containment methods that prevent the spread of dust to unwanted areas; and
- Consideration of air-conditioning, ventilation and invisible means of dust travel.

#### 4.8.2. Property fault reporting

For all **urgent issues only** that pose an immediate threat to the Network or the Health and Safety of staff and the Environment please call P&F on 1300 652 235 Option 4. Calls for issues that do not pose an immediate threat will not be accepted on this number.

#### Reporting all non-urgent Telstra Network Site Maintenance:

The web forms are the preferred option for reporting non-urgent Telstra Network site maintenance issues.

**Internal Staff** (Including suppliers with Account-01 access)

- Web form: [Non Urgent Service Request – Network Site](#)
- Email: [!FST Facilities Maintenance - Network Sites](mailto:!FST_Facilities_Maintenance_-_Network_Sites)
- Phone: 1800 773 080

**Contractors** (without Account 01 access)

- Web form: <http://www.telstra.com/sitereport>
- Email: [F1103735@team.telstra.com](mailto:F1103735@team.telstra.com)
- Email General Enquiries: [F1200477@team.telstra.com](mailto:F1200477@team.telstra.com)

**Tenants accommodated at a Network Site requiring assistance for issues relating to their work area**

- Web form: [Tenancy Service Request](#)
- Email: [!FST Tenancy Service Requests - Network Sites](mailto:!FST_Tenancy_Service_Requests_-_Network_Sites)

#### Escalations:

Escalations relating to existing logged non-urgent fault reports should include the Work Request identification number.

#### Internal Staff

- Email: [! FST Escalation](mailto:FST_Escalation)
- Phone: 1800 773 080

#### Contractors (without Account 01 access)

- Email: [F1101294@team.telstra.com](mailto:F1101294@team.telstra.com)
- Phone: 1800 773 080

#### 4.8.3. Parking

Personnel must not park on-site unless authorised to do so by the Network Property Facility Manager. 'Standing' is only permitted to unload goods at designated areas. Car parking must be in compliance with Telstra Policy, any tenancy agreements and must not impinge on Operational function or performance.

#### 4.8.4. RF Radiation

Personnel must not access or work in areas indicating the existence of hazards associated with radio frequency (RF) radiation or electromagnetic energy (EME) unless correct process and precautions are followed.

Personnel must review the Radio Communication Site Management Book (RCSMB) or the EME Guide for the particular network site before working in proximity to RF-producing equipment and in areas where antennas are located (such as building roofs and tower structures). This documentation outlines radiation patterns from RF-producing equipment. For the latest version of the RCSMB or the EME Guide refer to the [Radio Frequency National Site Archive \(RFNSA\)](#).

#### 4.8.5. Access restrictions

Personnel must only access areas of the network site that are directly related to the activity or task being performed. Unless authorised and specifically trained to do so, personnel are prohibited from accessing roof areas, towers or mast structures.

#### 4.8.6. Optical fibre cables

Optical fibre cables must not be distorted, kinked or disturbed.

#### 4.8.7. Excavations and road openings

Personnel must notify the Network Property Facility Manager of any excavation by machinery on-site or any opening of roads in the vicinity of the network site.

The "Dial Before You Dig" service must be contacted for locations of underground services and communication cabling prior to the commencement of such works (phone 1100).

#### 4.8.8. Fire Detection Isolations

Typically 2 types of fire detection systems may be installed at Network sites.

##### Prior to isolating any Fire Detection system you must

1. Notify Power & Facilities (P&F) at the GOC on 1300 652 235 Option 4.
2. Provide the GOC (P&F) with contact details and the exact window of time the proposed work will be carried out.
3. Be contactable at all times during this timeframe. In the event of a false **fire alarm and personnel are not contactable, the GOC (P&F) will contact the Fire Brigade to attend to the site.**
4. Notify the GOC (P&F) on 1300 652 235 Option 4 at the conclusion of activities that may generate false alarms and once any isolated zones have been reinstated.

##### **Fire Indicator Panel (FIP)**

A fire alarm panel that is monitored by both the fire brigade and the GOC. The FIP is fitted with zone isolation facilities. Any fire panel isolations and relevant zones must be isolated at the FIP to prevent false alarms being transmitted to the fire brigade.

### **Building Alarm Collector (BAC)**

BAC is an active fire alarm system and cannot be isolated, it is actively monitored by the GOC. There is no direct link between the BAC and a third party fire line monitoring company or the fire brigade. Failure to notify P&F at the GOC of intended work will result in Fire Brigade attendance.

## **5. MISCONDUCT**

In accordance with the Telstra Values and Telstra's Code of Conduct (which can be found at <http://home.collab.in.telstra.com.au/rep/wkqp/0000880/Published%20Policies/Telstra%20Group%20Code%20Of%20Conduct.pdf>)

Telstra's assets, including network sites, must only be used for the benefit of Telstra. All Telstra personnel who have control of or access to Telstra's funds, assets, equipment, property or goods is personally accountable for them. Similarly, Telstra contractors who have the control of or access to Telstra assets, including network sites, must act in accordance with their contractual obligations, including this procedure.

Conduct by Telstra personnel in connection with network sites that is in breach of:

- (a) This procedure;
- (b) The Telstra Values or Telstra's Code of Conduct;
- (c) A direction by an authorised Telstra manager or other person authorised by Telstra (including a Network Property Facility Manager's representative); or
- (d) The standards that a reasonable person would regard as appropriate in the circumstances; and conduct by personnel of Telstra's contractors in connection with network sites that is in breach of:
- (e) This procedure;
- (f) A direction by an authorised Telstra manager or other person authorised by Telstra (including a Network Property Facility Manager's representative); or
- (g) The standards that a reasonable person would regard as appropriate in the circumstances;

may:

- (h) In the case of Telstra's employees, result in disciplinary action; and
- (i) In the case of personnel of Telstra's contractors, result in Telstra exercising its contractual rights to deal with the misconduct, including removing relevant personnel from the premises and notifying their employers;

Where a Telstra representative or an authorised Telstra representative of the Network Property Facility Manager reasonably considers that a person to whom this procedure applies has engaged in misconduct, then depending upon the particular circumstances of the misconduct, they may:

- a. Issue the person with a notice of breach of this procedure;
- b. Direct the person to take whatever action is deemed necessary to render the site safe;
- c. Direct the person that they must immediately cease their activity and exit the premises;

## **6. COMPLIANCE MEASUREMENTS**

Compliance with this procedure may be measured by site and workplace inspections undertaken by the Network Property Facility Manager and/or other Telstra representatives.

Any non-conformances identified during an inspection or otherwise may be recorded and passed on to the relevant stakeholders for action. A non-conformance notice may be issued to the Telstra line-manager (for Telstra personnel), Contract Manager (for contractor personnel) or Interface Manager for resolution.

## 7. REFERENCES

EDMS Document No	Title	Link
ABG-1762	Method of Procedure (MOP) Document	<a href="http://objects.in.telstra.com.au/documents/ABG-1762">http://objects.in.telstra.com.au/documents/ABG-1762</a>
ABS-4499	Method of Procedure (MOP) Proforma	<a href="http://objects.in.telstra.com.au/documents/ABS-4499">http://objects.in.telstra.com.au/documents/ABS-4499</a>
BGM-4976	Working in Network Sites ( WINS ) Application	<a href="http://objects.in.telstra.com.au/documents/BGM-4976">http://objects.in.telstra.com.au/documents/BGM-4976</a>
AWL-9484	Hazard Notification/Planned Service Interruption Request For Telepower/Environmental/Building Works	<a href="http://objects.in.telstra.com.au/documents/AWL-9484">http://objects.in.telstra.com.au/documents/AWL-9484</a>
AEB-8897	Fire and Dust Precautions	<a href="http://objects.in.telstra.com.au/documents/AEB-8897">http://objects.in.telstra.com.au/documents/AEB-8897</a>
AYZ-6719	Network Facilities Summary Card	<a href="http://objects.in.telstra.com.au/documents/AYZ-6719">http://objects.in.telstra.com.au/documents/AYZ-6719</a>
AWH-8767	Telstra's Environmental Policy	<a href="http://objects.in.telstra.com.au/documents/AWH-8767">http://objects.in.telstra.com.au/documents/AWH-8767</a>
	List of Critical Network Sites	<a href="http://objects.in.telstra.com.au/documents/BOD-7863">http://objects.in.telstra.com.au/documents/BOD-7863</a>
	Network Access (EACS/Keys, Induction)	<a href="https://telstra.unily.com/sites/access-network-facilities-engineering/SitePage/187720/network-access">https://telstra.unily.com/sites/access-network-facilities-engineering/SitePage/187720/network-access</a>
	007338 "Power and Engineering Services Standards"	<a href="https://telstra.unily.com/sites/007-338-power-and-building-service-standards/SitePage/146010/power-and-building-services">https://telstra.unily.com/sites/007-338-power-and-building-service-standards/SitePage/146010/power-and-building-services</a>

## 8. DEFINITIONS

The following words, acronyms and abbreviations are referred to in this document.

Term	Definition	Term	Definition
AC	Alternating Current	MOP	Method of Procedure
BAC	Building Alarm Collector	MSDS	Material Safety Data Sheet
CAD	Computer Added Drafting	MUPS	Mini Uninterruptible Power Supply
DC	Direct Current	NPFM	Network Property Facility Manager
EACS	Electronic Access Card System	P&F	Power and Facilities
EDMS	Enterprise Data Management System	RCSMB	Radio Communication Site Management Book
EME	Electro Magnetic Energy	RF	Radio Frequency
EPP	Emergency Power Plant	RFNSA	Radio Frequency National Site Archive
GOC	Global Operations Centre	SGP	Standby Generator Plant
HOD	High-Ohmic Distribution	SMS	Short Messaging System
HS&E	Health Safety & Environment	UPS	Uninterruptible Power Supply
JLL	Jones Lang Lasalle Pty Ltd	VESDA	Very Early Smoke Detection System
JSA	Job Safety Analysis	WINS	Working in Network Sites
LOD	Low-Ohmic Distribution	WMS	Work Method Statement

## 9. ATTACHMENTS

Document Number	Title

## 10. DOCUMENT CONTROL SHEET

The latest authorised version of this document can be found on the Telstra Intranet at

<http://objects.in.telstra.com.au/documents/ABS-4585>

## Contact for Enquiries and Proposed Changes

If you have any questions or suggested improvements regarding this document contact:

Name:	John Henry
Designation:	Facility Operations
Phone:	(07) 3391 2604

## Record of Issues

Issue No	Issue Date	Nature of Amendment
1	09/09/2002	First Issue
2	28/10/2003	Revision and changes to Purpose, Scope, Responsibilities, Notification, Risk Management, Hot work, Confined Space, Electrical & Asbestos, RF Radiation, Measurement clauses. Additional information for C&CM contracts. Numerous minor text changes.
3	21/01/2005	Minor changes to reference of document in 3.2.4 now removed format changes and author change
4	22/08/2005	Process Owner update
5	05/04/2006	Process owner update, minor change to Scope paragraph and section 3.2.1 item 7 for role clarity
6	11/08/2006	Three Strikes policy added to section 3
7	25/07/2007	Three strikes removed, section 4.3.3 (Unpacking Areas) and section 5 (Misconduct) added, significant rewording of document
8	13/09/2007	Changes to 3.1, 4.1 and 4.3.3. Remainder of document reviewed to comply with Telstra Care obligations.
9	14/04/2010	Changes to sections 4.1, 4.3.2, 4.4.1, 4.4.2, 4.5.2, 4.6.7, 4.8.2, 4.8.3, and 7. Minor changes to match new group names.
10	15/11/2010	Business Unit Updates.
11	25/02/2011	Updated contract No and removed all reference to Sentinar
12	15/03/2011	Updated Document & Application with EDMS Document No's
13	2/08/2011	Updated EDMS Links & Physical Access Requirements.
14	22/02/2012	Updated Occupancy changes clause 4.6 / 4.6.1 & 4.6.4
15	05/07/2013	Updated Silcar Service Request links
16	26/09/2013	Change to classification from "Telstra in Confidence" to "Telstra Internal"
17	04/12/2013	Section 4.2 Access and security updated to include reference to requirement for approval for lock changes, new section added 4.7.8 on expanding foam fillers and sealers, section on fire doors and fire stopping now 2 separate sections 4.7.9 Fire doors & 4.7.10 Fire stopping, updated links
18	28/3/2014	Update references to AMC with P&F in sections 4.4.1, 4.7.2, 4.8.2 & 8. Remove reference to STAC and update hazard request link section 4.4.1. Update property fault reporting contacts/links in section 4.8.2
19	28/5/2015	Removed reference to Silcar, updated links & inserted link to network induction training options
20	30/7/2015	Updated contact number for Power & Facilities in sections 4.4.1 & 4.8.2
21	26/2/2016	4.1 added clause b to include QR code option, 4.4.1 under building environmental conditions and hazards added metal filings/swarf, 4.6.3 exempted MDF soldering, 4.8.4 added reference to EME Guide, 4.8.8 added to cover fire detector isolations and BAC, updated links
22	29/7/2016	4.4.2 added clause to include requirement for 2 people when switching electrical loads at critical network sites
23	31/10/2017	4.7.2 added requirement for portable RCD's to be used with tools and appliances connected to power outlets that are not protected by a fixed RCD 4.7.5 added On-Grid PV Systems and requirement for isolation 4.7.8 added requirement not to rely on asbestos manifest in isolation
24	18/6/2018	4.6.3 electric heat guns for heat shrinking activity exempted from HWP
25	25/2/2019	4.1 (b) mandating use of the QR code option for registering site presence where available; BU update
26	23/10/2019	4.7.8 removed obligation to use licenced contractor for all ACM work to allow Asbestos removal qualified Telstra staff to undertake ACM Wad punching

This publication has been prepared and written by Telstra Corporation Limited (ABN 33 051 775 556), and is copyright. Other than for the purposes of and subject to the conditions prescribed under the Copyright Act, no part of it may in any form or by any means (electronic, mechanical, microcopying, photocopying, recording or otherwise) be reproduced, stored in a retrieval system or transmitted without prior written permission from the document controller. Product or company names are trademarks or registered trademarks of their respective holders.

Note for non-Telstra readers: The contents of this publication are subject to change without notice. All efforts have been made to ensure the accuracy of this publication. Notwithstanding, Telstra Corporation Limited does not assume responsibility for any errors nor for any consequences arising from any errors in this publication.