

MEDIA RELEASE

Portal upgrade makes doing business easier

12 December, 2007

Telstra Wholesale today unveiled its new-look website which has been re-launched to make it easier for its customers and site visitors to find the information they need.

The site located at <telstrawholesale.com> has been re-designed to make it easier to navigate. It has a new look, the latest product information and access to tools and services useful for Telstra Wholesale customers.

On every page of the new site Telstra Wholesale customers can log into the 24 hour self-service online systems which give Wholesale's customers access to service ordering, activation, fault tracking and billing services.

Last year Telstra Wholesale processed around 5.8 million online service inquiries and fulfilled more than 2.4 million orders, an increase of more than 16 per cent on previous years.

Telstra Wholesale Group Managing Director, Kate McKenzie, who has led the wholesale business for two years, said tremendous effort has been invested in improving customer service over the past 24 months.

"Putting the customer at the centre of everything we do and developing user-friendly online systems is having a very positive impact on our service performance," Ms McKenzie said.

These impressive service statistics* include:

- total orders averaging about 200,000 a month
- service order automation approaching 80 per cent
- 99 per cent of all online orders entered into Telstra's fulfilment process in the same day
- 99.5 per cent of DSL orders raised on the same day
- 83 per cent of all calls to front of house consultants answered with 15 seconds.

(*year to date, October 2007)

"In an increasingly competitive market, it's our commitment to our customers through our service delivery, high-quality products and our team of experts which will retain us as Australia's leading provider of robust and reliable telecommunications services," Ms McKenzie said.

Media inquiries

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About Telstra Wholesale

Telstra Wholesale is Australia's leading full service wholesaler of innovative telecommunications solutions and network capacity. As part of Telstra Corporation, Telstra Wholesale offers its customers not only the latest in telecommunication solutions and services, but also the reach and reliability of Telstra's vast network infrastructure, known in Australia for its coverage, interoperability and reliability. Telstra Wholesale is continually developing and evolving its extensive range of dedicated wholesale solutions -voice, wireless, internet and data-for use in both the Australian and international markets.