

AG820507 PR926077

**AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION**

*Workplace Relations Act 1996*  
s.170LJ Agreement with organisations of employees (Division 2)

**Telstra Corporation Limited**

and

**Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services  
Union of Australia**

and

**CPSU, the Community and Public Sector Union**

and

**Professional Officers Association (Victoria)**

and

**The Association of Professional Engineers, Scientists and Managers, Australia**  
(AG2002/6683)

**TELSTRA - CORPORATE GROUP ENTERPRISE AGREEMENT 2002 - 2005**

Various employees	Telecommunications services
COMMISSIONER SMITH	MELBOURNE, 20 DECEMBER 2002

**CERTIFICATION OF AGREEMENT**

In accordance with section 170LT of the Workplace Relations Act 1996, the Commission hereby certifies the attached written agreement.

This agreement shall come into force from 22 December 2002 and shall remain in force until 22 June 2005.

BY THE COMMISSION:

COMMISSIONER

Appearances:

A Wood Solicitor, on behalf of Telstra Corporation Limited.

N Bretag for the Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia.

B Nadenbousch for The Association of Professional Engineers, Scientists and Managers, Australia and the Professional Officers Association (Victoria).

S Jones for the CPSU, the Community and Public Sector Union.

Hearing details:

2002.

Melbourne:

December, 20.

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## CORPORATE GROUP

2002 - 2005

### Enterprise Agreement

How is the Enterprise Agreement 2002 - 2005 finalised?

A valid majority, or 50% or more of employees from your business unit who will be covered by this Enterprise Agreement and who vote, must vote YES for the Enterprise Agreement 2002-2005, before it can be finalised.

Following a YES vote, Telstra and the unions will apply to the Australian Industrial Relations Commission to have it certified.

The salary increases indicated in this Agreement will be paid from the beginning of the first pay period, commencing on or after the date the Agreement is certified.

### THE VOTING PROCESS

STEP 1 - Staff Briefings and Viewing Period	
22 November to 5 December	Your manager will brief you on the contents of the proposed Enterprise Agreement 2002-2005 up until 5 December, 2002. Each eligible employee will receive a copy of this Agreement. You have 14 days to consider the contents of this Agreement. The viewing period begins Friday 22 November and ceases Thursday 5 December. If you have any questions regarding its content, please see your manager for a full explanation.
STEP 2 - Postal Vote Conducted	
6 December to 18 December (noon)	Telstra has provided postal vote facilities, administered by the Australian Electoral Commission. You will receive your ballot form in the mail and you will need to ensure that your form is posted in time to be received by the Australian Electoral Commission by 18 December (noon).
STEP 3 - Vote Count Finished	
19 December	All votes counted by the Australian Electoral Commission and the results announced by Telstra.
STEP 4 - Salary Increase	
	If more than 50% of eligible employees who vote on the Enterprise Agreement vote YES, and the Agreement is certified, salary increases will be paid from the first pay period following certification.

### WHAT AM I VOTING FOR?

You are being asked to vote on an Enterprise Agreement that will apply only to your business unit. Telstra has taken this approach because it believes that it will enhance the growth and productivity of each individual business unit by allowing its managers and employees to focus more directly on their business goals and activities.

### WHY AM I VOTING?

The Enterprise Agreement can only be made if a valid majority of employees; covered by the Enterprise

Agreement in your business unit, and who vote, vote YES.

December 2002

Certification - everyone goes on Company Rate (special Grandfathered arrangements in place).

January 2003

First increase of 2% to Company Rate following certification.

June 2003

Second increase 2%.

December 2003

Third increase 2%.

June 2004

Fourth increase 2%.

December 2004

Fifth increase 2%.

Jun 2005

Agreement expires.

Note. "Your summary explanation" is provided to assist your understanding of the Agreement and does not form part of the terms of the Agreement.

#### Telstra Corporate Group Enterprise Agreement 2002 - 2005

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## PART 1 - YOUR EMPLOYMENT ARRANGEMENT

### 1. Name of Agreement

	<p>Your summary explanation This Agreement covers the period from 23 December 2002 to 30 June 2005, a total of 30 months The primary reason for the change was to bring the Enterprise Agreement cycle into line with the company business planning cycle. Every staff member covered by the Agreement will be on the Workstream system under the new Agreement. The Workstreams are defined in clause 10.2 on page 7. No change. The revised working clarifies the choice staff have in circumstances where they are transferred or promoted where they are offered an AWA. Additional wording has been added to this clause to cater for new employee types - Supplementary and Casual workers. No change to the operation of this clause. This clause is inserted to provide for any amendments to Telstra's Awards. This is a new employment type and no-one is currently employed in this category. It represents a significant step forward in Telstra's aim to provide flexible, family-friendly work options. At the same time, it provides competitive hourly rates for working across the various spans of hours/grouping of days.</p>
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	<p>This is a permanent employee of Telstra - refer to Schedule D on page 14 for specific terms and conditions for this new type of worker. A Fact Sheet is also available from your manager or the EA Agreement intranet site at <a href="http://www.in.telstra.com.au/ism/enterpriseagreement/index.asp">http://www.in.telstra.com.au/ism/enterpriseagreement/index.asp</a>. No change.</p>
<p>This Agreement shall be known as the Telstra - Corporate Group Enterprise Agreement 2002-2005 ("Agreement").</p>	
<b>2. Your role in Telstra</b>	
2.1 Workstreams	
<p>Your job will be allocated to a Workstream. The arrangements that apply to each of the Workstreams are contained in Part 3 of this Agreement. The Workstream definitions are contained in clause 10.2.</p>	
2.2 Movement of Employees	
<p>Movement to another job will be on the basis of merit selection. Where a job requires you to be licensed or to possess relevant permits or formal qualifications, those requirements will be specified in individual job descriptions; otherwise there will be no mandatory qualifications for any job, in any Workstream.</p>	
<b>3. Australian Workplace Agreements</b>	
<p>3.2 Telstra may enter into an Australian Workplace Agreement ("AWA") with any employee covered by this Agreement. The AWA may operate to the exclusion of this Agreement or prevail over its terms to the extent of any inconsistency. The employee will remain subject to the terms of that AWA until that AWA is terminated or replaced by another AWA. After the expiry date of an employee's AWA she or he may choose to apply to terminate that AWA in accordance with the Workplace Relations Act 1996.</p>	
<p>3.2 It is a term of this Agreement that employees who are party to an AWA that expired before this Agreement was certified will remain subject to the terms of those AWAs. An employee who is not currently subject to the terms of an AWA</p>	

will not be required to enter into an AWA for their existing job. If an AWA is offered to that employee she or he may accept or reject that offer.	
3.3 Where an employee is offered on AWA when transferred or promoted she or he will have the choice of accepting or rejecting any new AWA. Where an employee rejects an AWA offered under this sub-clause the transfer or promotion will occur and either	
3.3.1 this Agreement applies for those employees not already subject to an AWA; or	
3.3.2 if they are already subject to an AWA, that AWA applies and they will be paid the appropriate rate of pay for that position.	
<b>4. How you will be employed</b>	
4.1 Employment Arrangements	
4.1.2 Telstra may employ you to work arrangements that are:	
(a) full time;	
(b) part time;	
(c) supplementary;	
(d) casual; or	
(e) for a fixed period or specific project.	
4.1.2 There is no limitation on the number and/or use of any type of work arrangement	
4.2 Part Time Employment	
You are a part-time employee if you are engaged to work less than 36.3/4 hours per week. If you are a part-time employee you will be eligible for the benefits of this Agreement, and those in the relevant awards, on a pro-rata basis.	
4.3 Casual Employment	

4.3.1 You are a casual employee if you are engaged to work as a casual.	
4.3.2 Casual employees may only be employed in accordance with a Telstra award that applies to them.	
4.4 Supplementary Worker	
If you are a Supplementary Worker you are subject to the terms and conditions set out in Schedule D to this Agreement and not to an 9 other terms and conditions set out in this Agreement (unless specified in Schedule D) or any award (including but not limited to the Telstra Corporation General Conditions Award 2001 ("GC Award").	
<b>PART 2 - HOURS OF WORK</b>	
<b>5. Your hours of work</b>	
5.1 If you work full time	
If you are a full time employee (other than a shift worker), your ordinary hours of work will be 36.3/4 hours per week, worked between 7am and 7pm, Monday to Friday. There will be an unpaid meat break after no longer than 5 hours of continuous work. The meat break will be at least 30 minutes in length and no more than one hour, except in areas where the Flexible Working Hours Scheme operates where the meat break may be longer. Within these parameters, the timing of the meat break will be at the discretion of your manager, taking into account any individual requirements. If you work in the Northern Territory, the daily span will start and finish half an hour earlier.	

5.2 Start and finish times	Your summary explanation No changes that affect the operation of this clause. Staff whose shifts are entirely within the 7am-7pm span of ordinary hours and who are presently receiving a shift penalty, will no longer receive that penalty 12 months after the certification of this Agreement.
Within the span of 7am to 7pm, your normal start and finish times Will be determined by your relevant manager, based on customer and operational need and following discussions with you. The discussion with you will have regard to your preferences and family responsibilities.	

However, customer needs and operational requirements will be a significant consideration in determining start and finish times and your daily pattern of work. Outcomes will be distributed fairly across the work group.	
5.3 Method of working ordinary hours	
Your ordinary hours may be worked in any pattern which provides for an average of 36 3/4 hours per week. However, areas of Telstra which currently operate under the Flexible Working Hours Scheme (based on 7 hours 22 minutes per day) or a nine-day fortnight (consisting of 8 hours 10 minutes per day) will continue to have access to those arrangements in a manner consistent with this Agreement, having regard to, in particular, those matters contained in Clauses 5.2 and 5.5.	
5.4 Committed Scheduling	
5.4.1 For employees working ordinary hours between 7am and 7pm, Monday to Friday in Customer Call Centres, a Committed Scheduling arrangement will apply in (accordance with the following principles. Committed Scheduling covers the full range of work functions including call handling and non-call handling activities.	
5.4.2 The Centre Manager will determine the timing and the need for the introduction of the scheme. You will be scheduled to work a total of 147 hours over a four-week period, averaging 36.3/4 hours per week. You will be scheduled to work no more than 10 hours per day and no less than 5 hours per day.	
5.4.3 Schedule options will be developed on a four-weekly cycle and take into consideration the needs of the business, together with the needs and preferences of employees.	
5.4.4 Individual schedules will include predetermined daily commencement, finish and meat break times plus up to two scheduled days off over a four-week period. The allocation of schedules to a centre will be based on the number of requested days off by employees in that centre.	
5.4.5 Allocation of individual schedules will be based on the needs of the business and your preferences.	
Where there are gaps between the required schedule numbers and your preferences, all final schedules will be determined by the Centre Manager.	
5.4.6 You will receive a minimum of one week's notice of your four-weekly schedule. The intent is to minimise variations in individual start times within a schedule and from schedule to schedule.	
5.4.7 It is recognised that circumstances will arise from time to time that lead to employees not meeting scheduled start and finish times. The supervisor will have discretion to facilitate alternative arrangements where appropriate.	
5.4.8 You may initiate schedule swaps, subject to the prior approval of	

your supervisor where there is no impact on the business.	
5.4.9 Overtime will be paid where you work beyond scheduled hours and the supervisor does not facilitate time in lieu arrangements.	
5.4.10 All unplanned leave will be recorded as equal to the amount of time you were scheduled to work that day.	
5.4.11 If you are transferring from a site covered by this clause, the timing of the move will take into account the balance of hours worked; if the hours worked are in excess of the 36.3/4 hour weekly average, your supervisor will arrange time off in lieu.	
5.5 If you work part time	
5.5.1 As a part time employee (other than a shift worker) your ordinary hours of work will be scheduled in the period between 7am and 7pm, on any day between Monday to Friday. Your minimum daily hours of part time work will be no less than 3 hours. Telstra or you may vary your part time hours of work by agreement.	
5.5.2 If you commence part time employment (even if you were already employed by Telstra), after 22 December 2000 your hours of work may be varied on the same basis that they are varied for a full time employee working in an equivalent job in the same area.	
5.5.3 As a part time employee, you will have reasonable predictable hours of work.	
<b>6. Shift work</b>	
6.1 Hours of work for shift workers	
You may be engaged on shift work. The ordinary hours of work for shift work will:	
(a) not exceed 36.3/4 hours per week or an average of 36.3/4 hours per week over a cycle of shifts for full time staff:	
(b) be less than 36.3/4 hours per week or an average of less than 36.3/4 hours per week over a cycle of shifts for part time staff.	
6.2 Shift arrangements	
If you are scheduled to work shift where any part of the ordinary hours on that shift falls between the hours of 7pm and 7am Monday to Friday, you will be paid an additional 15% of your salary for all ordinary hours worked on that shift. Where you are required to work your ordinary hours for a period exceeding four weeks on a shift falling wholly within the hours of 6pm and 8am, you will be paid an additional 30% of your salary for that shift.	
6.3 Transitional arrangements	

<p>Notwithstanding the provisions of clause 6.2, where as a result of a certified agreement superseded by the Corporate Group Enterprise Agreement 2000, you received shift penalties for work commencing after 7am or finishing before 7pm, those provisions will continue to apply under this Agreement for 22 months from the date this Agreement comes into effect. However those provisions will not apply to you if you join one of the groups affected, where current employees are being paid as provided for in this clause (6.3). The provisions of clause 6.2 will apply instead.</p>	
<p>6.4 Shift work TW</p>	<p>Your summary explanation There are minor wording changes here to reflect recent changes in the names and clauses of some Awards following Award Simplification. No Change No change The only change to this clause is that the salary thresholds have been increased to take into account the five salary increases</p>
<p>If you are in a TW job, the shift provisions in clauses 6.1 and 6.2 above, will apply together with the provisions of clause 12.2 of Telstra/CEPU Technical and Trades Staff (Salaries and Specific Conditions of Employment) Award 2001, and clauses 12.2, 12.2.1 and 12.6 of the Telstra/CPSU Award 2001 as varied from time to time.</p>	
<p>6.5 Extra week's leave for continuous shift workers</p>	
<p>If you are a seven day shift worker, that is, you are rostered to and work shifts regularly on Sundays and Public Holidays, you will be eligible for an additional week's annual leave after 10 Sundays worked as part of a seven day shift. Where less than 10 Sundays are worked as part of a seven day shift roster. additional leave will be proportionate: ie. 112 day for each Sunday worked. Where a seven day shift worker works on overtime shift on a Sunday, that work will constitute Sunday work for the purposes of this clause, provided that the overtime shift must be no less than the normally rostered shift hours. The additional week's leave will be for seven consecutive days and includes non working days. Clause 6.S overrides clause 23.1.2 of the GC Award.</p>	
<p><b>7. Overtime rates</b></p>	
<p>7.1 If you are a full time employee</p>	
<p>7.1.1 Telstra may require you to work reasonable overtime. If you are a full time employee, and you are authorised to work overtime, you will be paid at the overtime rates prescribed in the relevant Award for overtime worked.</p>	
<p>7.1.2 If you are a TW employee, the provisions of clause 14 of the Telstra/CEPU Technical and Trades Staff (Salaries and Specific Conditions of Employment) Award 2001, as varied from time to time will apply.</p>	
<p>7.2 If you are a part time employee</p>	

7.2.1 As a part time employee you may be requested, but not required, to work overtime. Overtime, when worked and authorised, will be paid at the rates provided in clause 7.2.2, after you have worked ordinary hours equivalent to a full time employee, or weekly hours exceeding 36.3/4.	
7.2.2 You will be paid overtime rates as follows:	
(a) outside the span of ordinary hours or outside the regularly scheduled full time equivalent ordinary hours - 150% for the first three hours and 200% thereafter,	
(b) on a Sunday - 200% for all time worked;	
(c) on a public holiday - 250% for all time worked; and	
(d) on a Saturday, if you are a shift worker - 200% for all time worked.	
7.2.3 If you work additional time, which is not overtime as defined, the additional time worked will be paid for at the ordinary time rate. Any additional hours paid at ordinary time will count for the pro rata accrual of annual leave and sick leave.	
<b>8. Rest relief</b>	
8.1 You will have at least 10 consecutive hours off work (inclusive of reasonable travelling time) between periods of ordinary hours work.	
8.2(a) Where you work overtime between periods of ordinary hours work you will have 10 consecutive hours off work between these times before commencing the next period of ordinary hours work, without loss of pay.	
(b) If you are required to resume or continue work without having 10 consecutive hours off work, you will be paid at double rate until you cease that period of work, and you will then be eligible to be absent from work until you have 10 consecutive hours off work, without Loss of pay for any ordinary hours work scheduled during that absence.	
8.3 Notwithstanding the provisions of clause 8.2 above, where overtime is worked under the relevant Award Emergency Duty provisions, rest relief will only apply when the time worked is at least three hours (including travelling time) on each call.	
3.4 The provisions of this clause do not apply where you wish to change your scheduled shift, and your manager agrees to the change.	
<b>9. Exemptions</b>	
9.1 If you are employed in a job in the CSSW or SW, and your Actual Salary exceeds \$59,909 pa (from the First Increase Date), \$61,107 pa (from the Second Increase Date), \$62,329 pa (from the Third Increase Date), \$63,576 pa (from the Fourth Increase Date), and \$64,847 pa (from the Fifth Increase Date), (including Temporary Assignment Allowance), you will not be eligible to receive the payments prescribed in clause 7 (Overtime) and paragraphs of Schedule B (Essential	

Customer Servicing), or additional payments relating to rostered work on public holidays or excess travelling time contained in the GC Award.	
9.2 If you are employed in a job in the CSSW, SW, TPW or TW above Band 8 (including on Temporary Assignment Allowance), you will not be eligible to receive the payments prescribed in clause 7 (Overtime) and paragraph 3 of Schedule 8 (Essential Customer Servicing) or additional payments relating to rostered work on public holidays, or excess travelling time contained in the GC Award.	
9.3 The exclusion in clause 9.2 does not apply to you if you are a TW employee whose job is that of a technical specialist graded at, or above, Band 8.	
9.4 The exclusion in clause 9.2 does not apply to you if you are a TPW employee whose job is that of a technical specialist graded at Band 9.	

<b>PART 3 - WORKSTREAM ARRANGEMENTS AND INCREASES</b>	Your summary explanation A sentence relating to the treatment of cash payments has been deleted from this clause because there are no cash payments provided for in this Agreement.
<b>10. Definitions</b>	
10.1 General Definitions	
"Actual Salary" means the salary, which you are actually paid.	
"Actual Salary - Calculation of Salary Related Benefits" means your Actual Salary will be your salary for all purposes in calculating benefits under the applicable Awards and this Agreement, and for the calculation of superannuation, long service Leave and such like.	
"Agreement" means the Corporate Group Enterprise Agreement 2002-2005.	
"Company Rate" means the agreed annual rate of pay for jobs within a Band, in a Workstream at any particular time.	
"First Increase Date" means the date on which the first increase provided for in this Agreement is payable. This will be from the first full pay period occurring on or after certification of this Agreement (this will be during January 2003).	
"Second Increase Date" means the date on which the second increase provided for in this Agreement is payable. This will be from the first full pay period occurring 6 months after certification of this Agreement (this will be during June 2003).	
"Third Increase Date" means the date on which the third increase provided for in this Agreement is payable. This will be from the first full	

pay period occurring 22 months after certification of this Agreement (this will be during December 2003).	
"Fourth Increase Date" means the date on which the fourth increase provided for in this Agreement is payable. This will be from the first full pay period occurring 12 months after certification of this Agreement (this will be during June 2004).	
"Fifth Increase Date" means the date on which the fifth increase provided for in this Agreement is payable. This will be from the first full pay period occurring 24 Months after certification of this Agreement (this will be during December 2004).	
"Telstra Job Evaluation and Classification System" means the grading system that will apply to at jobs covered by this Agreement. It will involve agreed Telstra Core Job Descriptions, as well as a system to grade jobs from scratch using a new job description. The system is based on the internationally regarded Hay system of Job Evaluation, which allows for easy reference to market data.	
"Band" means the level of a job within a Workstream.	
"Range" means the Job Evaluation and Classification System's point score range which defines the upper and lower points limits for a Band in the Workstream.	
"Core Jobs" means jobs that have been graded and placed into Bands by the Telstra Job Evaluation and Classification System using agreed job descriptions. Core Jobs align particular job duties with Bands for the life of this Agreement, and guide evaluators in determining the appropriate Band for new or substantially altered jobs.	
"Workstream" means a defined group of employees working in jobs which are operationally and organisationally associated within Telstra.	
10.2 Workstream Definitions	
10.2.1 Customer Sales and Service Workstream means employees who are employed in the Corporate Group in those jobs in which employees are engaged principally in the sale of products and services; managing of enquiries for Telstra customers' fault reporting - who are not covered in the Customer Field Workstream and Technical Workstream; telesales; billing and credit management; and the direct supervision and direct support of employees employed in these functions.	
10.2.2 Support Workstream means employees who are employed in the Corporate Group in the classifications specified in the Awards listed in Schedule C of this Agreement and who are engaged in work in Australia that is not in the Technical Workstream, Customer Field Workstream, Technology Professional Workstream or the Customer Sales and Service Workstream. This coverage excludes those employees covered by any of the Agreements specified in clause 18 of this Agreement.	
10.2.3 Technical Workstream means employees who are employed in the Corporate Group and who are engaged in applying practical skills and knowledge to the technical aspects of voice, data, video and information technology and those engaged in the direct supervision of	

<p>these employees. The work is focused on applying, either directly or in coaching others, technical know-how to solve problems around technical practices. It requires a suitable practical background. The exercise of technical judgement is required within a specific discipline or area of technical work.</p>	
<p>10.2.4 Technology Profession of Workstream means employees who are employed in the Corporate Group and who are engaged in applying theoretical skills and knowledge to voice, data, video and information technologies and related architecture and those engaged in the direct supervision of these employees. The work is focused on applying, either directly or in coaching others, first principles to solve problems of a conceptual or novel nature in relation to the above technologies and architecture. It is characterised by longer term planning horizons. The work is undertaken within higher degrees of autonomy in determining the conceptual approach.</p>	
<p>10.3 Grandfathering Definitions</p>	<p>Your summary explanation These definitions explain the principles underpinning the translation arrangements for staff moving to the Workstream classification system. The Grandfathered Allowance definition helps explain how the Grandfathered Allowance is calculated. The Accelerated Increment Payment definition defines which staff are eligible for the Accelerated Increment Payment. 11.2 This clause affects those staff who are NOT currently paid on a Company Rate as outlined in the Workstream system agreed ti un the 2000/2002 Agreement. Any staff affected by this clause will be receiving a personalised translation statement with their copy of this Agreement. If you believe your are impacted but have not received a personal translation statement, please contact your manager. 11.2.3 No staff member's actual salary will be reduced as a result of this Agreement or as a result of the introduction of the Grandfathered Allowance. This diagram is for demonstrative purposes only and does not represent actual dollar amounts. &lt;a href = "AG820507_c.tif"&gt; For Scanned Image &lt;/a&gt;</p>
<p>The following definitions only apply to employees who are entitled to a Grandfathered Allowance as set out in either clause 11.2.3 or clause 12.5(b) of this Agreement ("Grandfathered Employees"):</p>	
<p>A Grandfathered Employer's "Actual Salary" is the sum of the Company Rate for her or his job plus a Grandfathered Allowance.</p>	
<p>"Grandfathered Allowance" is an annualised allowance which is paid</p>	

fortnightly and calculated as the difference between an employee's Actual Salary and the Company Rate for their job. Any Grandfathered Allowance will be paid in accordance with either clause 11.2.3 or clause 11.5(b) of this Agreement.	
"Accelerated increment Payment" is a one off payment (made in accordance with clause 21.2.5 of this Agreement) which is calculated as the difference between the highest possible increment level for the classification/designation the Grandfathered Employee was working at on the date immediately prior to this Agreement coming into effect and the greater of either their Actual Salary or the equivalent Company Rate for their job immediately prior to this Agreement coming into effect.	
<b>11. Workstream Principles</b>	
The following principles apply to the operation of the Workstreams and operation of this Agreement. The work in each Workstream will be evaluated in accordance with the Telstra Job Evaluation and Classification System, and these principles.	
Foot note: A copy of the current Telstra Job Evaluation and Classification System will be tendered as an exhibit in the Australian Industrial Relations Commission proceedings for the certification of this Agreement.	
<b>11.1 The Telstra Job Evaluation and Classification System</b>	
11.1.1 Each Band, within a Workstream, will have agreed representative Core Job Descriptions. There may be more than one Core Job Description for each Band. Core Job Descriptions will form part of this Agreement.	
11.1.2 As part of the job evaluation and classification process, managers will design any new jobs that will go into the Workstream. Should the Parties to this Agreement be unable to reach agreement on the	
appropriate grading of new jobs, the matter will be referred for review to a review team consisting of:	
(a) on external consultant expert in Telstra's Job Evaluation and Classification System;	
(b) a Telstra representative; and	
(c) a nominee of the union.	
A majority of the three-person team will determine the outcome and this outcome will be binding on the Parties to this Agreement without recourse to any further review or appeal.	
11.1.3 Core jobs will not be changed, reviewed or altered except by agreement between the Parties, and without the involvement of any third party, during the period of operation of this Agreement.	
<b>11.2 Transition of employees to Workstreams and Grandfathered</b>	

Employees	
11.2.1 At the commencement of this Agreement the previous classification/designation system as provided for in the Awards listed in Schedule C will no longer apply.	
11.2.2 Subject to clause 11.2.3, the jobs performed by all employees whose employment is covered by the terms of this Agreement are now allocated to a Workstream and Band and from the date of the commencement of this Agreement will be paid the applicable Company Rate contained in Schedule A.	
11.2.3 If on the date immediately prior to this Agreement coming into effect an employee was paid (in Actual Salary that was greater than the Company Rate for their job, then from the commencement of this Agreement such an employee will be paid a Grandfathered Allowance in addition to the Company Rate.	
11.2.4 A pro-rata portion of the Grandfathered Allowance will be paid fortnightly.	
11.2.5 You Will be paid an Accelerated Increment Payment (as defined in clause 10.3), on one occasion only, if you are a Grandfathered Employee and on the date immediately prior to this Agreement coming into effect you:	
(a) were paid an Actual Salary (based on the former increment/classification/designation system) that was not equal to the equivalent Company Rate for your job; and	
(b) had not forfeited future increments (by redeployment or choosing to move to another job); and	
(c) had not reached the highest increment Level possible for the classification/designation you were working in at that date.	
11.2.6 The Accelerated increment Payment will be paid to Grandfathered Employees on or before the first pay period after the date this Agreement comes into effect subject to clause 11.2.5.	
11.2.7 Following the Accelerated Increment Payment being paid, increments will no longer apply to any employee.	
11.3 Australian Qualifications Framework ("AQF")	
Where relevant Australian National Training Authority endorsed Training Packages (including AQF Qualifications) exist or are developed, Workstreams and jobs covered by this Agreement, will be aligned to them, and they will be applied to employees working in those jobs. Telstra will recognise prior training in accordance with those Training Packages. Telstra is committed to ensuring that individual Recognition of Prior Learning ("RPL") will be given. This may be arranged through the Performance Review and Development Process, or commenced at any other appropriate time. Arrangements may be made for the recognition of prior formal training and qualifications to align these qualifications with the Training Package AQF Qualifications. The above	

is dependent upon Telstra Advanced Learning, or its successor, attaining the relevant Training Package on its Scope of Registration.

11.4 Job Movement Rules - voluntary transfer and promotion	Your summary explanation This clause has been simplified to advise staff what happens when they choose to move to another job or are promoted. This includes staff who are currently on the Company Rate and those who are receiving Grandfathered Allowance. This clause has been simplified to: A) take into account redeployment under the new Redundancy Agreement 2002 and B) take into account salary maintenance provisions for staff receiving the Grandfathered Allowance. This clause has been amended to reflect that - if you are temporality assigned to a higher position you will be paid the Company Rate for that position. - if you are receiving a Grandfathered Allowance, your Actual Salary will not be reduced. No change Telstra will increase the Company Rate by 2% five times (every six months) over the 30 months from certification of this Agreement. - Refer to diagram on page 3 The first payment will be in the first pay period on or after the date of certification, subject to certification. All salary increased will be applied to the Company Rate. No change. All allowances have been increased. See Schedule B on page 12 for the new rates.
11.4.1 Subject to clause 11.4.2, if you choose to move to another job or are promoted, including to a job in another Workstream or Band, you will be paid the Company Rate for your new job.	
11.4.2 If you are a Grandfathered Employee and you choose to move to another job or are promoted:	
(a) your Actual Salary will not be reduced;	
(b) you will be paid the Company Rate for your new job; and	
(c) to ensure that your Actual Salary is retained any Grandfathered Allowance that you previously received will automatically adjust (up or down).	
11.5 Telstra transfers and redeployees	
If you are transferred by Telstra to a new job covered by this	

Agreement, where the work is substantially the same, or you are redeployed under the Telstra Redundancy Agreement 2002, the following provisions will apply to you and the salary maintenance provisions of the Telstra Redundancy Agreement (clause 15.2) will not apply to you:	
(a) if your Actual Salary for your old job is less than the Company Rate for your new job, you will be paid the Company Rate for your new job; or	
(b) if your Actual Salary for your old job is greater than the Company Rate for your new job, you will be paid the Company Rate for your new job plus a Grandfathered Allowance equal to the difference between your old Actual Salary and the Company Rate for your new job. Your Grandfathered Allowance will replace any Grandfathered Allowance that you may have previously received (as part of your Actual Salary) for your old job.	
<b>11.6 Temporary assignment to a higher position</b>	
If you are temporarily occupying a higher position, you will receive the Company Rate for the job to which you have been temporarily assigned. If you are a Grandfathered Employee, any Grandfathered Allowance that you are being paid will automatically adjust to ensure that your Actual Salary is retained for the period of your temporary assignment.	
<b>12. Multi-functional work provisions - TW and TPW</b>	
12.1.1 In the TW you may be requested to perform any TW function at or below your work Band. In the TPW, you may be requested to perform any TPW function at or below your work Band. If you have the necessary tool set (ie. Training/Competency, Tools, Required Equipment, Vehicle) you will use your skills and abilities to complete the task competently.	
12.1.2 You may also be requested to perform higher level functions, typical of higher Bands in the TW or the TPW respectively, in a temporary capacity during times of peak work load or for employee development purposes, where you have the appropriate tool set. Such requests should be the exception, not the rule, in work allocation and usually would result from jeopardy avoidance or an urgent, first-in response requirement. You are expected to use your skills and abilities to complete the task competently.	
12.1.3 If you are required to frequently work at a higher Band, consideration will be given to an ongoing requirement for a higher Band job.	
<b>PART 4 - SALARY ARRANGEMENTS, SPECIAL ARRANGEMENTS, LEAVE AND ALLOWANCES</b>	
<b>13. Salary increases</b>	
13.1 On the First Increase Date, every employee covered by the terms of this Agreement (except Supplementary Workers employed pursuant to clause 4.4 and Schedule D) will be paid a salary increase of 2% of	

the Company Rate for his or her Workstream and Band;	
13.2 On the Second Increase Date, every employee covered by the terms of this Agreement will be paid a salary increase of 2% of the Company Rate for his or her Workstream and Band;	
13.3 On the Third Increase Date, every employee covered by the terms of this Agreement will be paid a salary increase of 2% of the Company Rate for his or her Workstream and Band;	
13.4 On the Fourth Increase Date, every employee covered by the terms of this Agreement will be paid a salary increase of 2% of the Company Rate for his or her Workstream and Band; and	
13.5 On the Fifth Increase Date, every employee covered by the terms of this Agreement will be paid a salary increase of 2% of the Company Rate for his or her Workstream and Band.	
13.6 The Company Rates that apply for the First, Second, Third, Fourth and Fifth Increase Dates are set out in Schedule A.	
<b>14. Annual leave</b>	
Annual leave accrues on a pro-rata basis and may be taken by you at your initiative following such accrual. subject to the agreement of your manager. The quantum of annual leave, afforded to you, and other arrangements relating to the payment and taking of such Leave, continue to be regulated by the GC Award.	
<b>15. Allowances</b>	
15.1 The rates for the Allowances referred to in Schedule B are payable from the First Increase Date.	

<b>PART 5 - OPERATION OF THE AGREEMENT</b>	Your summary explanation This clause has been amended to include the CPSU which was not party to the 2000 - 2002 Enterprise Agreement. Change to reflect the dates of this Agreement. It also states the intention of the parties to meet to discuss the next Agreements three months before this New Agreement expires (in June 2005) Staff members who are covered by the Agreements referred to in this clause, or an AWA will not be covered by this Agreement. This clause states that Telstra and the unions agree that all claims that have subsequently not been included in this Agreement have been settled. No party will try to revive those claims during the life
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	of this Agreement.
<b>16. Who this Agreement applies to</b>	
16.1 This Agreement applies to:	
(a) Telstra Corporation Limited ("Telstra");	
(b) the unions referred to in clause 26.2; and	
(c) employees who are employed by Telstra in the Corporate Group Business Unit in the:	
(i) Customer Sales and Service Workstream("CSSW");	
(ii) Support Workstream ("SW");	
(iii) Technology Professional Workstream ("TPW");	
(iv) Technical Workstream ("TW");	
(v) Customer Field Workstream ("CFW"); and	
who are covered by an Award binding on Telstra (the "Parties").	
16.2 The unions bound by this Agreement are:	
(a) Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia("CEPU");	
(b) Association of Professional Engineers, Scientists and Managers, Australia ("APESMA");	
(c) Professional Officers Association (Victoria) ("POAV"); and	
(d) CPSU, the Community and Public Sector Union ("CPSU").	
<b>17. When this Agreement applies</b>	
17.1 This Agreement applies from the date of certification. Its nominal expiry date will be 30 months from the date of certification of this Agreement	
17.2 Telstra and the unions referred to in clause 16.2 will commence discussions for the purposes of negotiating an agreement to replace this Agreement 3 months before the nominal expiry date of this Agreement	
<b>18. Exceptions</b>	
Employees whose employment is covered by any of the following	

agreements are excluded from this Agreement	
(a) Telstra Senior Officers Agreement 1995;	
(b) Telstra Retail Shops Agreement 2998;	
(c) Telstra Senior Officers/Minimum Rates Agreement 1996;	
(d) Telstra Salesforce Agreement 199S; or	
(e) An Australian Workplace Agreement that has not been terminated.	
<b>19. Operation of the Agreement</b>	
19.1 This Agreement operates as follows. Subject to relevant legislation, it overrides the operation of any Award or Certified Agreement binding on Telstra to the extent of any inconsistency. It supersedes and replaces the:	
(a) Telstra Corporation Enterprise Agreement 1998/2000;	
(b) Telstra Corporate Group Business Unit Enterprise Agreement 2000;	
(c) Telstra Corporation Customer Field Workforce Agreement 1998/2000; and	
(d) Any Award or agreement which may bind Telstra by virtue of a transmission of business.	
19.2 The Parties agree that Telstra will apply to terminate any of the above agreements with effect from the date of certification of this Agreement and the unions will consent to any such application.	
<b>20. No extra claims</b>	
The Parties agree that this Agreement is in settlement of all enterprise bargaining claims for the life of this Agreement. There will be no extra claims by the Parties for the duration of this Agreement.	

<b>21. Dispute avoidance/resolution</b>	Your summary explanation No change to the previous Agreements. No change to the previous Agreements.
21.1 The Parties are committed to avoiding industrial disputation.	
21.2 Telstra aims to provide a productive, rewarding, safe and non-discriminatory work environment for its employees. This environment should be characterised by co-operation, mutual respect and open communication between employees and managers.	

21.3 Where employees experience work-related problems, in the first instance the matter may be raised with their immediate supervisor who will attempt to resolve the problem within a reasonable time. ie. within two (2) working days. Telstra acknowledges the right of employees who are union members to raise the matter with their union's representative who may become involved in the discussion at any stage of the process.	
21.4 If the matter cannot be resolved with the employees' supervisor, it may be taken to the supervisor's manager who will seek resolution within two (2) working days, failing which the assistance of a more senior manager may be sought.	
21.5 If the matter has not been progressed to the satisfaction of the Parties within Six (6) working days from the time it was first raised with the supervisor, it may be referred to the relevant Managing Director and the General Manager-Employee Relations of the Business Unit and principals of the union for resolution within five (5) working days. During the period referred to in clauses 21.1 to 21.5 inclusive, normal work will continue and Telstra will not implement the matters in dispute. After completion of these steps, Telstra may implement the matters in dispute without prejudice to the final resolution of the matter.	
21.6 If the matter still remains unresolved, the Parties may refer it to an agreed mediator, which may be the Australian Industrial Relations Commission ("the Commission"). The role of the mediator is limited to providing assistance to the Parties in an attempt to address and, if possible, resolve the matter in dispute by mediation/ conciliation as quickly as possible.	
21.7 The Parties agree that the General Manager-Employee Relations of the Business Unit and the relevant union officials may agree to waive these time limits in whatever manner is necessary to aid dispute resolution. However, the importance of the nominated manager and union officials accepting responsibility for the issues within the agreed timeframes is also acknowledged by the Parties.	
21.8 Nothing in these procedures will	
(a) prevent any party from exercising its rights under the Workplace Relations Act 1996; or	
(b) prejudice the position of a party in a genuine health and safety situation.	
<b>22. Consultative Arrangements</b>	
22.1 The Parties recognise that the telecommunications industry is becoming more competitive and continues to be Subject to significant change.	
22.2 Against this background, Telstra remains committed to providing secure employment for employees in a manner consistent with prudent management.	

22.3 Telstra acknowledges that some business decisions will impact on employees' personal and working lives and is committed to minimising any adverse impact to the extent practicable. The following Consultative Arrangement will assist in this.	
22.4 Where Telstra proposes to introduce significant business initiatives or major changes, which have a demonstrable impact on employees (including Telstra policy which affects employment conditions), managers will consult with the employees who may be affected by the proposed changes and their union as early as practicable. A demonstrable impact on employees will arise in circumstances such as major changes in technology, outsourcing, or the composition, operation or size of Telstra's workforce or in the skills required, the elimination or diminution of job opportunities.	
22.5 Telstra will consult with the employees affected and their union(s) on the introduction of the changes referred to in clause 22.4, the effect the changes are likely to have on employees, and where possible the measures to avert or mitigate the adverse effects of such changes on employees. Further, Telstra will give consideration to matters raised by the employees and/or the union(s) in relation to the changes and give reasons for its decisions.	

#### SCHEDULE A - COMPANY RATES

WORKSTREAM CLASSIFICATION	COMPANY RATES (PER ANNUM)					
	First Increase	Second Increase	Third Increase	Fourth Increase	Fifth Increase	
CSSW						
Band 1	\$32,824	\$32,460	\$33,110	\$33,772	\$34,447	
Band 2	\$33,415	\$34,084	\$34,765	\$35,460	\$36,270	
Band 3	\$35,537	\$36,248	\$36,972	\$37,712	\$38,466	
Band 4	\$36,598	\$37,330	\$38,076	\$38,838	\$39,624	
Band 5	\$38,189	\$38,953	\$39,732	\$40,526	\$42,337	
Band 6	\$46,675	\$47,609	\$48,561	\$49,532	\$50,523	
Band 7	\$50,928	\$52,937	\$52,976	\$54,035	\$55,116	
Band 8	\$55,162	\$56,265	\$57,390	\$58,538	\$59,709	
SW						
Band 1	\$32,545	\$33,196	\$33,860	\$34,537	\$35,228	
Band 2	\$35,147	\$35,850	\$36,567	\$37,298	\$38,044	
Band 3	\$36,480	\$37,210	\$37,954	\$38,713	\$39,487	
Band 4	\$38,062	\$38,823	\$39,599	\$40,391	\$41,199	
Band 5	\$41,476	\$42,306	\$43,152	\$44,015	\$44,895	
Band 6	\$45,766	\$46,682	\$47,615	\$48,568	\$49,539	
Band 7	\$50,197	\$51,201	\$52,225	\$53,270	\$54,335	
Band 8	\$55,859	\$56,976	\$58,116	\$59,278	\$60,464	
Band 9	\$62,397	\$62,625	\$63,877	\$65,155	\$66,455	

Band 10	\$71,210	\$72,634	\$74,087	\$75,569	\$77,080	
Band 11	\$75,020	\$76,520	\$78,051	\$79,612	\$81,204	
TW						
Band 1	\$31,868	\$32,505	\$33,155	\$33,818	\$34,495	
Band 2	\$38,421	\$39,190	\$39,974	\$40,773	\$41,589	
Band 3	\$41,254	\$42,079	\$42,922	\$43,779	\$44,655	
Band 4	\$45,057	\$45,959	\$46,878	\$47,815	\$48,772	
Band 5	\$52,026	\$52,046	\$53,087	\$54,149	\$55,232	
Band 6	\$53,281	\$54,346	\$55,433	\$56,542	\$57,673	
Band 7	\$55,590	\$56,702	\$57,836	\$58,993	\$60,172	
Band 8	\$61,442	\$62,671	\$63,924	\$65,202	\$66,507	
Band 9	\$69,085	\$70,466	\$71,876	\$73,313	\$74,779	
Band 10	\$74,119	\$75,602	\$77,114	\$78,656	\$80,229	
TPW						
Band 8	\$61,442	\$62,672	\$63,924	\$65,202	\$66,507	
Band 9	\$69,085	\$70,466	\$71,876	\$73,313	\$74,779	
Band 10	\$82,742	\$84,397	\$86,085	\$87,807	\$89,563	
Band 11	\$86,986	\$88,725	\$90,500	\$92,310	\$94,156	
Band 12	\$88,152	\$89,916	\$91,724	\$93,548	\$95,419	

<b>SCHEDULE B - ALLOWANCES</b>	New rate is \$620 per annum No change to scheduling arrangements. Refer to allowance increase below.
1. Linguistic Allowance If you are directed to perform, in addition to your other work, work which consists of:	
(a) translating speech or written material from one language to another, or	
(b) communicating information to a disabled person by means of signs, and translating signs made by a disabled person;	
(c) you will be paid, while the direction remains in force, a Linguistic Allowance of \$620 per annum.	
2. Essential, Customer Servicing	
2.1 Scheduling Arrangements	
2.1.1	
(a) In order to satisfy essential customer servicing requirements, Telstra may schedule you to be available to respond to business needs outside	

ordinary hours of work.	
(b) In any scheduling arrangement, Telstra will have regard to your ability to be at, or to remotely access, the worksite within a timeframe, which meets its particular business needs.	
(c) The scheduling of a staff member for the purposes of this clause is the responsibility of the manager. Eligibility for this allowance is based upon your manager expressly scheduling you in accordance with the provisions of this clause. The provision of a pager or mobile phone for contact purposes does not automatically attract the operation of this clause.	

2.1.2 Your scheduling for the purposes of this clause will be based on a weekly cycle as follows:	Your summary explanation New rate is \$7.96 per night and %18.36 per day and night New rate is \$15.91 per night and \$36.60 per day and night. New rate is \$6.73 per hour New rate if \$8.32 per week New rate is \$12.04 per meal New rate is \$2.90 per shift New rate is \$15.50 per meal
(a) On-Call	
You are required to remain contactable and available within a reasonable time to return to work. Payment will be \$7.96 per night and \$18.36 per day and night.	
(b) Emergent-Call	
You are required to be available and ready to return to work within 30 minutes. Payment will be \$ 15.91 per night and \$36.60 per day and night.	
(c) Immediate-Call	
You are required to remain at home and be ready for immediate recall to work. Payment will be \$6.73 per hour.	
2.2 Payment for work	
2.2.1 For the purposes of this clause, return to duty may either be undertaken via remote access, by providing technical advice over the telephone or a return to the worksite as the work requires.	
2.2.2 No payment will be made to you under this clause where you have been appropriately scheduled but you do not, or cannot, to the required degree of readiness. respond to a call to duty.	
In addition to the amount referred to in clause 2.1 above if you are required to:	
(a) report to the worksite or a customer's premises - you will be paid at the relevant overtime rate for actual hours worked (including travel time)	

subject to the minimum payment provisions contained in clause 13.2 - Overtime, Minimum Payment of the GC Award.	
(b) perform work at home - you will be paid at the relevant overtime rate for the actual hours worked subject to a minimum payment of one (1) hour.	
2.2.3 The GC Award provision relating to emergency work payments does not apply where you are recalled to duty in terms of clause 2.2, whilst in a situation covered by this clause.	
2.2.4 If you are not scheduled in accordance with clause 2 but you are contacted to perform duty at home you will be paid at double time for the actual time worked subject to a minimum payment of one hour.	
2.2.5 The current rest relief provisions in respect of emergency work, contained in clause 8.3 of this Agreement, will apply to work in terms of this clause.	
2.2.6 If you are called upon to perform work at home, which can be effectively performed at home, but you elect to perform the work at the worksite, you will only be eligible for payment as if the work was performed at home.	
2.2.7 If you are ineligible for overtime or payment for holiday work as described in clause 9 of this Agreement you will not be eligible for payment under clause 2.	
3. First Aid Allowance	
First aid attendants may be nominated at the manager's discretion in accordance with Telstra's Occupational Health & Safety Policy. Nominated first aid attendants Will be trained and certified to St John's Ambulance Australia Senior First Aid standard or equivalent and paid an allowance of \$8.32 per week	
4. Country Employees Meal Allowance	
4.1 If you are entitled to a Country Employees Meat Allowance in accordance with clause 2S.3 of either of the following awards:	
(a) Telstra/CEPU Technical and Trades Staff (Salaries and Specific Conditions of Employment) Award 2001	
(b) Telstra/CEPU lines and General (Salaries and Specific Conditions of Employment) Award 2001	
(c) Telstra/APESMA Award 2001	
(d) Telstra/CPSU Award 2001	
(e) Telstra/CEPU - Operators (Salaries and Specific Conditions of Employment) Award 2001	

(f) Telstra/AMWU Award 2001	
that allowance will be paid at the rate of \$12.04.	
5. Office Renovations Allowance	
If you are entitled to an Office Renovations Allowance in accordance with either clause 15.2 of either of the following awards:	
(a) Telstra/CEPU Technical and Trades Staff (Salaries and Specific Conditions of Employment) Award 2001	
(b) Telstra/CEPU Lines and General (Salaries and Specific Conditions of Employment) Award 2001	
(c) Telstra/APESMA Award 2001	
(d) Telstra/CPSU Award 2001	
(e) Telstra/CEPU - Operators (Salaries and Specific Conditions of Employment) Award 2001	
(f) Telstra/AMWU Award 2001	
that allowance will be paid at the rate of \$12.04 per shift	
6. Meal Allowance	
If you are entitled to a Meal Allowance in accordance with clause 20 of the Telstra Corporation General Conditions Award 2001, that allowance will be paid at the rate of \$15.50.	

1. Telstra/CPSU Award 2001	Your summary explanation The reasons for introducing this new type of worker are: - provide an alternative for staff looking for better work/life balance - we have been unable to attract and retain this type of worker in the past because our work environment is not flexible enough. - Meet commercial pressure to serve our customers when they want us, not when it suits us. More and more customers are demanding service, from call centres and at home, outside of traditional "business" hours. - Provides a career entry opportunity into Telstra. - Provides us with an opportunity to keep knowledge in the company where staff may want to decrease their work hours in preparation for
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	retirement or a change in their lifestyle. - Any staff member interested in this type of employment should discuss it with his or her manager in the first instance.		
2. Telstra/AMWU Award 2001			
3. Telstra/CEPU Technical and Trades Staff ((Salaries and Specific Conditions of Employment) Award 2001			
4. Telstra/CEPU Lines and General (Salaries and Specific Conditions of Employment) Award 2002			
5. Telstra/APESMA Award 2001			
6. Telstra/CEPU - Operators (Salaries and Specific Conditions of Employment) Award 2001			
SCHEDULE D - TERMS, CONDITIONS AND BENEFITS FOR SUPPLEMENTARY WORKERS			
PART A			
Engagement, Span of Hours and Group of Days			
1. You are a Supplementary Worker if you are engaged to work as a Supplementary Worker.			
2. As a Supplementary Worker you will be:			
(a) allocated to either the SW or CSSW Workstreams as described in clause 10.2 of this Agreement;			
(b) engaged to perform work for Telstra in any one of the following spans of hours ("Span").			
Span	Type	Start of Span	End of Span
A	Morning	6:00 am	11:00 am
B	Middle Of Day	9:00 am	4:00 pm
C	Evening	1:00pm	11:00pm
D	Late Evening	9:00pm	2:00 am
(c) be available to perform work in a group of days agreed with you prior to your engagement ("Group")			
3. As a Supplementary Worker you may be requested to perform work outside your nominated Span and/or Group, in which case you will be paid for work performed at the applicable hourly rate for that Span and Day of Week as set out in Part 8 of this Schedule.			

Availability, Work Provided and Hours Guarantee	
4. As a Supplementary Worker you must:	
(a) be available to work during your nominated Span and Group;	
(b) provide a minimum of 48 hours' notice (and where practicable longer) to your manager if you wish to be considered unavailable to work at any time or day during your nominated Span and Group;	
(c) work all hours in your nominated Span that you are required to work by your manager and	
(d) start and finish work at such times during your Span as required by your manager.	
5. Telstra will offer you at least 500 hours work in each calendar year (January - December) ("Hours Guarantee").	
This Hours Guarantee will be pro-rated if you are not initially engaged for a full calendar year. The Hours Guarantee will be reduced by any absences or unavailability for work (excluding absence on annual leave).	
6. If you have frequently and unreasonably failed to attend work when requested by your manager, Telstra's obligation to offer you the Hours Guarantee ceases. This will not include where you have provided satisfactory reasons to your manager for genuine absences.	
7. Where Telstra is unable, due to lack of work being available within your nominated Span and or Group, in order to fulfil the Hours Guarantee:	
(a) Telstra will offer you work during an overlapping Span where such work is available; or	
(b) You and Telstra may agree to change your nominated Span and/or Group.	
8. Telstra will give you a minimum of 24 hours' notice of when you are required to work within your Span and Group and of the start and finish times within your Span.	
9. As a Supplementary Worker you will not be obliged to perform any work offered outside your nominated Span and/or Group.	
10. As a Supplementary Worker your nominated Span and/or Group may be changed by agreement between you and Telstra.	
11. Telstra recognises that you may be unable to attend work by reason of illness or where you have family responsibilities (such as to care for your spouse, child, an ill parent, or spouse of dependant). Where you are unable to attend in these circumstances you must provide your manager with as much notice as practicable but no less than 1 hour prior to your allocated start time. You will not be entitled to any payment for any	

absence from work in these circumstances.	
Payment	
12. As a Supplementary Worker you will be paid the appropriate hourly rate set out in Part B of this Schedule for work performed. The hourly rates for Supplementary Workers increase as set out in Part 8 of this Schedule.	
13. The hourly rate is inclusive of all allowances, penalties, other statutory payments or amounts (other than leave payments made in accordance with clause 21 of this Schedule) and includes a loading to cover annual leave loading.	

14. If you are required to work on a public holiday, you will be paid a 100% loading for any hours you work on that day.	Your summary explanation
15. Subject to clauses 14 and 16 of this Schedule, you are not entitled to any additional payment beyond the appropriate hourly rate of pay for any work performed.	
Overtime and meal breaks	
16. If you are required to work more than 36.3/4 hours in any week (Monday to Sunday), you will be paid overtime for the hours you work in excess of 36 3/4 hours. Overtime will be paid at 10% of the appropriate hourly rate set out in Part B of this Schedule.	
17. You are entitled to an unpaid meat break if you are required to work continuously for longer than 5 hours. The meat break will be at least 30 minutes in length and no more than one hour. Within these parameters, the timing of the meat break will be at the discretion of your manager, taking into account any individual requirements.	
Leave	
18. You are entitled to 4 weeks paid annual leave per annum based on the average number of days that you worked in any 4 week period during the 26 previous pay periods. Your annual leave will accrue on a pro rata basis on the 1st of each month, calculated on the actual hours you have worked in that previous month.	
19. When taking annual leave you will be paid at your average hourly rate of pay based on the 26 previous pay periods where payment has been received immediately preceding the commencement of the annual leave period. You will be paid at this rate for the duration of your annual leave.	
20. This calculation excludes any additional payments made within these 26 pay periods such as overtime allowances. When taking annual leave the daily hours deducted from your accrued annual leave is based on the average daily hours worked in the 26 pay periods where actual hours have been paid immediately preceding the annual leave period.	
22. You will be entitled to other types of leave (for example Long Service	

Leave and Maternity Leave) in accordance with Telstra policy.		
Termination of employment		
23. If Telstra wishes to terminate your employment (other than in circumstances of serious misconduct where you may be dismissed summarily) you will be entitled to the following period of notice:		
Your Period of continuous service with Telstra	Period notice	
Not more than 1 year	1 week	
More than 1 year but not more than 3 years	2 weeks	
More than 3 years but not more than 5 years	3 weeks	
More than 5 years	4 weeks	
24. If, on the date on which you are given notice of termination of employment, you are more than 45 years old and have completed at least 2 years continuous service the applicable period of notice will be increased by one week.		
25. Telstra may pay you compensation instead of notice. The compensation will be the number of weeks' notice to which you would otherwise be entitled multiplied by your average weekly earnings during the twelve calendar months immediately preceding the month in which the payment is made.		
26. The Telstra Redundancy Agreement 2002 will apply to your employment. Any retrenchment entitlement will be calculated based on your average weekly earnings during the twelve calendar months immediately preceding the month in which the payment is made.		
.ration of this Schedule		
27. The terms, conditions and benefits set out above apply to all Supplementary Workers engaged by Telstra pursuant to this Agreement and apply to the exclusion of any term in the Agreement, except the following		
clauses:		
(a) 2.1 (Workstreams);		
(b) 2.2 (Movement of employee);		
(c) 3 (Australian Workplace Agreements);		
(d) 4.1 (Employee Arrangements);		
(e) 4.4 (Supplementary Worker);		
(f) the following definitions in clause 10.1: 'Agreement', 'First increase Date', 'Second Increase Date', 'Third Increase Date', 'Fourth Increase Date', and 'Fifth increase Date', 'Telstra Job Evaluation and Classification System', 'Band', 'Range', 'Core Jobs and Workstream';		

(g) 10.2 (Workstream Definitions);	
(h) 16 (Who this Agreement applies to);	
(i) 17 (When this Agreement applies);	
(j) 18 (Exceptions);	
(k) 19 (Operation of the Agreement);	
(l) 20 (No Extra Claims);	
(m) 21 (Dispute Avoidance/resolution); and	
(n) 22 (Consultative Arrangements).	

## PART B

SUPPORT WORKSTREAM - HOURLY RATES FOR SUPPLEMENTARY WORKERS												
	Monday to Friday				Saturday				Sunday			
	Span A	Span B	Span C	Span D	Span A	Span B	Span C	Span D	Span A	Span B	Span C	Span D
	6am-11am	9am-4pm	1pm-11pm	9pm-2am (next day)	6am-11am	9am-4pm	1pm-11pm	9pm-2am (next day)	6am-11am	9am-4pm	1pm-11pm	9pm-2am (next day)
	Morning	Middle	Evening	Late	Morning	Middle	Evening	Late	Morning	Middle	Evening	Late
First Increase Date												
Band 1	\$17.82	\$17.20	\$18.67	\$19.52	\$22.07	\$21.44	\$22.92	\$23.77	\$26.31	\$25.68	\$27.16	\$28.01
Band 2	\$19.25	\$18.57	\$20.17	\$22.08	\$23.83	\$23.15	\$24.75	\$25.67	\$28.42	\$27.74	\$29.33	\$30.25
Band 3	\$19.98	\$19.28	\$20.93	\$21.88	\$24.74	\$24.03	\$25.69	\$26.64	\$29.49	\$28.79	\$30.45	\$31.40
Band 4	\$20.85	\$20.11	\$21.84	\$22.83	\$25.81	\$25.07	\$26.80	\$27.79	\$30.77	\$30.04	\$31.77	\$12.76
Band 5	\$22.72	\$21.92	\$23.80	\$24.88	\$28.12	\$27.32	\$29.21	\$30.29	\$33.53	\$32.73	\$34.62	\$35.70
Band 6	\$25.07	\$24.18	\$26.26	\$27.45	\$31.03	\$30.15	\$32.23	\$33.42	\$37.00	\$36.12	\$38.20	\$39.39
Band 7	\$27.49	\$26.52	\$28.80	\$30.11	\$34.04	\$33.07	\$35.35	\$36.66	\$40.55	\$39.62	\$41.89	\$43.20
Band 8	\$30.59	\$29.52	\$32.05	\$33.51	\$37.88	\$36.80	\$39.33	\$40.79	\$45.16	\$44.08	\$46.62	\$48.08
Band 9	\$33.63	\$32.44	\$35.23	\$36.83	\$41.63	\$40.45	\$43.23	\$44.84	\$49.64	\$48.45	\$51.24	\$52.84
Band 10	\$39.00	\$37.63	\$40.86	\$42.72	\$48.29	\$46.91	\$50.24	\$52.00	\$57.57	\$56.20	\$59.43	\$61.29
Band	\$41.09	\$39.64	\$43.04	\$45.00	\$50.87	\$49.42	\$52.83	\$54.78	\$60.65	\$59.22	\$62.61	\$64.57

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Second Increase Date												
Band 1	\$18.18	\$17.54	\$19.05	\$19.	\$22.51	\$21.87	\$23.38	\$24.24	\$26.	\$26.20	\$27.70	\$28.57
Band 2	\$19.63	\$18.94	\$20.57	\$21.50	\$24.31	\$23.62	\$25.24	\$26.18	\$28.98	\$28.29	\$29.92	\$30.85
Band 3	\$20.38	\$29.66	\$21.35	\$22.32	\$25.23	\$24.51	\$26.20	\$27.17	\$30.08	\$29.37	\$31.05	\$32.03
Band 4	\$21.26	\$20.51	\$22.28	\$23.29	\$26.33	s2s.se	\$27.34	\$28.35	\$31.39	\$30.64	\$32.40	\$33.41
Band 5	\$23.17	\$22.35	\$24.27	\$25.38	\$28.69	\$27.87	\$29.79	\$30.89	\$34.20	\$33.39	\$35.31	\$36.41
Band6	\$25.57	\$24.67	\$26.78	\$28.00	\$31.65	\$30.75	\$32.87	\$34.09	\$37.74	\$36.84	\$38.96	\$40.18
Band 7	\$28.04	\$27.05	\$29.38	\$30.71	\$34.72	\$33.73	\$36.05	\$37.39	\$41.40	\$40.41	\$42.73	\$44.07
Band 8	\$32.22	\$30.11	\$32.69	\$34.18	\$38.64	\$37.54	\$40.12	\$41.61	\$46.07	\$44.97	\$47.55	\$49.04
Band 9	\$34.30	\$33.09	\$35.93	\$37.57	\$42.47	\$41.26	\$44.10	\$45.73	\$50.63	\$49.42	\$52.27	\$53.90
Band 10	\$39.78	\$38.38	\$41.68	\$43.57	\$49.25	\$47.85	\$51.15	\$53.04	\$58.73	\$57.32	\$60.62	\$62.51
Band 11	\$41.91	\$40.43	\$43.91	\$45.90	\$51.89	\$50.41	\$53.88	\$55.88	\$61.87	\$60.39	\$63.86	\$65.96
Third Increase Date												
Band 1	\$18.54	\$17.80	\$19.43	\$20.	\$22.96	\$22.31	\$23.94	\$24.73	\$27.38	\$26.72	\$28.26	\$29.14
Band 2	\$20.03	\$19.32	\$20.99	\$21.94	\$24.80	\$24.09	\$25.75	\$26.70	\$29.56	\$28.86	\$30.52	\$31.47
Band 3	\$20.79	\$20.05	\$21.78	\$22.77	\$25.74	\$25.00	\$26.73	\$27.72	\$30.69	\$29.95	\$31.68	\$32.67
Band 4	\$21.69	\$20.92	\$22.72	\$23.75	\$26.85	\$26.09	\$27.88	\$28.92	\$32.02	\$31.25	\$33.05	\$34.08
Band 5	\$23.63	\$22.80	\$24.76	\$25.98	\$29.26	\$28.43	\$30.39	\$31.51	\$34.39	\$34.06	\$36.01	\$37.14
Band 6	\$26.08	\$25.16	\$27.32	\$28.56	\$32.29	\$32.37	\$33.53	\$34.77	\$38.50	\$37.58	\$39.74	\$40.98
Band 7	\$28.60	\$27.60	\$29.97	\$31.33	\$35.42	\$34.41	\$36.78	\$38.14	\$42.22	\$41.22	\$43.59	\$44.95
Band 8	\$31.83	\$30.71	\$33.35	\$34.86	\$39.41	\$38.29	\$40.92	\$42.44	\$46.99	\$45.87	\$48.50	\$50.02
Band 9	\$34.99	\$33.75	\$36.65	\$38.32	\$43.32	\$42.09	\$44.98	\$46.65	\$51.64	\$50.41	\$53.31	\$54.98
Band 10	\$40.58	\$39.15	\$42.51	\$44.44	\$50.24	\$48.81	\$52.17	\$54.10	\$59.90	\$58.47	\$61.83	\$63.76
Band 11	\$42.75	\$42.24	\$44.78	\$46.82	\$52.93	\$51.42	\$54.96	\$57.00	\$63.10	\$62.60	\$65.14	\$67.18
Fourth Increase Date												
Band 1	\$18.92	\$18.25	\$19.92	\$20.72	\$23.42	\$22.75	\$24.32	\$25.22	\$27.92	\$27.26	\$28.82	\$29.72
Band 2	\$20.43	\$19.71	\$21.40	\$22.37	\$25.29	\$24.57	\$26.26	\$27.24	\$30.16	\$29.44	\$31.13	\$32.10

Band 3	\$21.20	\$20.46	\$22.21	\$23.22	\$26.25	\$25.50	\$27.26	\$29.27	\$31.30	\$30.55	\$32.31	\$33.32
Band 4	\$22.12	\$21.34	\$23.28	\$24.73	\$27.39	\$26.61	\$28.44	\$29.50	\$32.66	\$31.88	\$33.71	\$34.76
Band 5	\$24.11	\$23.26	\$25.25	\$26.40	\$29.85	\$29.00	\$30.99	\$32.14	\$35.59	\$34.74	\$36.73	\$37.88
Band 6	\$26.60	\$25.66	\$27.87	\$29.13	\$32.93	\$32.00	\$34.20	\$35.47	\$39.27	\$38.33	\$40.53	\$41.80
Band 7	\$29.18	\$28.15	\$30.56	\$31.95	\$36.12	\$35.09	\$37.51	\$38.90	\$43.07	\$42.04	\$44.46	\$45.55
Band 8	\$32.47	\$31.32	\$34.02	\$35.56	\$40.20	\$39.05	\$41.74	\$43.29	\$47.93	\$46.78	\$49.47	\$51.02
Band 9	\$35.68	\$34.43	\$37.38	\$39.08	\$44.18	\$42.92	\$45.88	\$47.58	\$52.68	\$51.42	\$54.38	\$56.08
Band 10	\$41.39	\$39.93	\$43.36	\$45.33	\$51.24	\$49.78	\$53.21	\$55.28	\$61.10	\$59.64	\$63.07	\$65.04
Band 11	\$43.60	\$42.07	\$45.68	\$47.76	\$53.98	\$52.45	\$56.06	\$58.14	\$64.37	\$62.83	\$66.44	\$68.52
Fifth Increase Date												
Band 1	\$19.29	\$18.61	\$20.21	\$21.13	\$23.89	\$23.21	\$24.81	\$25.73	\$28.48	\$27.80	\$29.40	\$30.32
Band 2	\$20.94	\$20.10	\$22.83	\$22.82	\$25.80	\$25.06	\$26.79	\$27.78	\$30.76	\$30.02	\$31.75	\$32.74
Band3	\$21.63	\$20.86	\$22.66	\$23.69	\$26.78	\$26.01	\$27.91	\$28.14	\$31.93	\$31.16	\$32.96	\$33.99
Band 4	\$22.56	\$21.77	\$23.64	\$24.71	\$27.94	\$27.14	\$29.01	\$30.09	\$33.32	\$32.51	\$34.38	\$35.46
Band 5	\$24.59	\$23.72	\$25.76	\$26.93	\$30.44	\$29.58	\$31.61	\$32.79	\$36.30	\$35.43	\$37.47	\$38.64
Band 6	\$27.23	\$26.28	\$28.42	\$29.72	\$33.59	\$32.64	\$34.88	\$36.18	\$40.05	\$39.10	\$41.34	\$42.64
Band 7	\$29.76	\$28.71	\$31.18	\$32.59	\$36.84	\$35.80	\$38.26	\$39.68	\$43.93	\$42.88	\$45.35	\$46.76
Band 8	\$33.12	\$32.95	\$34.69	\$36.27	\$42.00	\$39.83	\$42.58	\$44.15	\$48.89	\$47.72	\$50.46	\$52.04
Band 9	\$36.40	\$35.12	\$38.13	\$39.87	\$45.07	\$43.78	\$46.80	\$48.53	\$53.73	\$52.45	\$55.46	\$57.20
Band 10	\$42.22	\$40.73	\$44.23	\$46.24	\$52.27	\$50.78	\$54.28	\$56.29	\$62.32	\$60.83	\$64.33	\$66.34
Band 11	\$44.48	\$42.91	\$46.59	\$48.71	\$55.06	\$53.50	\$57.18	\$59.30	\$65.65	\$64.09	\$67.77	\$69.89

SUPPORT WORKSTREAM - HOURLY RATES FOR SUPPLEMENTARY WORKERS												
	Monday to Friday				Saturday				Sunday			
	Span A	Span B	Span C	Span D	Span A	Span B	Span C	Span D	Span A	Span B	Span C	Span D
	6am-11am	9am-4pm	1pm-11pm	9pm-2am (next day)	6am-11am	9am-4pm	1pm-11pm	9pm-2am (next day)	6am-11am	9am-4pm	1pm-11pm	9pm-2am (next day)
	Morning	Middle	Evening	Late	Morning	Middle	Evening	Late	Morning	Middle	Evening	Late
First Increase Date												

Band 1	\$17.43	\$16.82	\$28.26	\$19.09	\$22.58	\$20.97	\$22.42	\$23.24	\$25.73	\$25.12	\$26.56	\$27.39
Band 2	\$18.30	\$17.66	\$29.17	\$20.04	\$22.66	\$22.01	\$23.53	\$24.40	\$27.02	\$26.37	\$27.89	\$28.76
Band 3	\$19.46	\$18.78	\$20.39	\$21.32	\$24.10	\$23.41	\$25.02	\$25.95	\$28.73	\$28.05	\$29.66	\$30.59
Band 4	\$20.04	\$29.34	\$21.00	\$21.95	\$24.82	\$24.11	\$25.77	\$26.73	\$29.59	\$28.88	\$30.54	\$31.50
Band 5	\$20.92	\$20.18	\$21.91	\$22.91	\$25.90	\$25.16	\$26.89	\$27.89	\$30.88	\$30.24	\$31.87	\$32.87
Band 6	\$25.56	\$24.66	\$26.78	\$28.00	\$31.65	\$30.75	\$32.87	\$34.09	\$37.74	\$36.84	\$39.95	\$40.17
Band 7	\$27.89	\$26.92	\$29.22	\$30.54	\$34.53	\$33.54	\$35.86	\$37.18	\$41.27	\$40.28	\$42.50	\$43.82
Band 8	\$30.21	\$29.15	\$31.65	\$33.09	\$37.41	\$36.34	\$38.84	\$40.28	\$44.60	\$43.33	\$46.04	\$47.48

Second Increase Date												
Band 1	\$17.78	\$17.15	\$18.63	\$19.47	\$22.01	\$21.38	\$22.96	\$23.70	\$26.24	\$25.62	\$27.09	\$27.94
Band 2	\$28.67	\$18.01	\$19.56	\$20AS	\$23.11	\$22.45	\$24.00	\$24.89	\$27.56	\$26.90	\$28.45	\$29.33
Band 3	\$19.85	\$19.15	\$20.80	\$21.74	\$24.58	\$23.88	\$25.52	\$26.47	\$29.32	\$28.61	\$30.25	\$31.20
Band 4	\$20AS	\$19.72	\$22.42	\$22.39	\$25.32	\$24.59	\$26.29	\$27.26	\$30.18	\$29.46	\$31.15	\$32.13
Band 5	\$21.33	\$20.58	\$22.35	\$23.37	\$26.42	\$25.66	\$27.43	\$28.45	\$31.49	\$30.74	\$32.51	\$33.53
Band 6	\$26.08	\$25.16	\$27.32	\$28.56	\$32.28	\$32.36	\$33.53	\$34.77	\$38.49	\$37.57	\$39.73	\$40.98
Band 7	\$28.45	\$27.44	\$29.80	\$31.15	\$35.22	\$34.22	\$36.57	\$37.93	\$42.99	\$40.99	\$43.35	\$44.70
Band 8	\$30.82	\$29.73	\$32.28	\$33.75	\$38.15	\$37.07	\$39.62	\$42.09	\$45.49	\$44.40	\$46.96	\$48.43

Third Increase												
Band 1	\$18.13	\$17.50	\$19.00	\$19.00	\$22AS	\$21.81	\$23.32	\$24.18	\$26.77	\$26.13	\$27.63	\$28.50
Band 2	\$19.04	\$18.37	\$19.95	\$20.85	\$23.57	\$22.90	\$24.48	\$25.39	\$29.21	\$27.44	\$29.01	\$29.92
Band 3	\$20.25	\$19.54	\$21.22	\$22.18	\$25.07	\$24.36	\$26.04	\$27.00	\$29.89	\$29.18	\$30.86	\$31.82
Band 4	\$20.85	\$20.12	\$21.85	\$22.84	\$25.82	\$25.08	\$26.82	\$27.81	\$30.78	\$30.05	\$31.78	\$32.77
Band 5	\$22.76	\$20.99	\$22.80	\$23.83	\$26.94	\$26.18	\$27.98	\$29.01	\$32.12	\$31.36	\$33.16	\$34.20
Band 6	\$26.60	\$25.66	\$27.86	\$29.13	\$32.93	\$32.99	\$34.20	\$35.46	\$39.26	\$38.32	\$40.53	\$41.79
Band 7	\$29.01	\$27.99	\$30.40	\$31.78	\$35.92	\$34.90	\$37.30	\$38.69	\$42.83	\$41.81	\$44.21	\$45.59
Band 8	\$31.43	\$30.32	\$32.93	\$34.43	\$33.92	\$37.81	\$40.41	\$41.91	\$46.40	\$45.29	\$47.90	\$49.39

Fourth Increase Date												
Band 1	\$28.50	\$17.84	\$19.38	\$20.26	\$22.90	\$22.25	\$23.78	\$24.66	\$27.30	\$26.65	\$28.19	\$29.07
Band 2	\$19.42	\$28.74	\$20.35	\$21.27	\$24.05	\$23.36	\$24.97	\$25.90	\$28.67	\$27.99	\$29.59	\$30.52
Band 3	\$20.65	\$29.93	\$21.64	\$22.62	\$25.57	\$24.84	\$26.56	\$27.54	\$30.49	\$29.76	\$31.47	\$32.46
Band 4	\$21.27	\$20.52	\$22.28	\$23.30	\$26.34	\$25.59	\$27.35	\$28.36	\$31.40	\$30.65	\$32.41	\$33.43
Band 5	\$22.20	\$21.41	\$23.25	\$24.31	\$27.48	\$26.70	\$28.54	\$29.59	\$32.77	\$31.98	\$33.82	\$34.88
Band 6	\$27.13	\$26.17	\$28.42	\$29.71	\$33.39	\$32.63	\$34.88	\$36.17	\$40.05	\$39.09	\$41.34	\$42.63
Band 7	\$29.59	\$28.55	\$31.00	\$32.41	\$36.64	\$35.60	\$38.05	\$39.46	\$43.69	\$42.64	\$45.10	\$46.51
Band 8	\$32.06	\$30.93	\$33.59	\$35.12	\$39.69	\$38.56	\$41.22	\$42.35	\$47.33	\$46.20	\$48.85	\$50.38

Fifth Increase Date												
Band 1	\$18.87	\$18.20	\$19.77	\$20.66	\$23.36	\$22.69	\$24.26	\$25.16	\$27.85	\$27.19	\$28.75	\$29.65
Band 2	\$19.81	\$19.11	\$20.75	\$21.70	\$24.53	\$23.83	\$25.47	\$26.41	\$29.24	\$28.55	\$30.19	\$31.13
Band 3	\$21.07	\$20.33	\$22.07	\$23.07	\$26.08	\$25.34	\$27.09	\$28.09	\$31.10	\$30.36	\$32.20	\$33.11
Band 4	\$21.70	\$20.93	\$22.73	\$23.76	\$26.86	\$26.10	\$27.90	\$28.93	\$32.03	\$31.26	\$33.06	\$34.09
Band 5	\$22.64	\$21.94	\$23.72	\$24.80	\$28.03	\$27.23	\$29.11	\$30.19	\$33.42	\$32.62	\$34.50	\$35.58
Band 6	\$27.67	\$26.70	\$28.99	\$30.31	\$34.26	\$33.28	\$35.58	\$36.89	\$40.85	\$39.87	\$42.17	\$43.48
Band 7	\$30.19	\$29.12	\$31.62	\$33.06	\$37.37	\$36.31	\$38.81	\$40.25	\$44.56	\$43.50	\$46.00	\$47.44
Band 8	\$32.70	\$31.55	\$34.26	\$35.82	\$40.49	\$39.34	\$42.15	\$43.60	\$48.27	\$47.12	\$49.83	\$51.39

## Telstra - Corporate Group Enterprise Agreement 2002 - 2005

Executed on behalf of Telstra Corporation Limited (ACN 051 775 556) by an authorised representative	
Print Name and Title	Signature
Date	

Executed on behalf of the Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia by an authorised representative	

Print Name and Title	Signature
Date	

Executed by The Association of Professional Engineers, Scientists and Managers, Australia by an authorised representative	
Print Name and Title	Signature
Date	

Executed by the Professional Officers' Association (Victoria) by an authorised representative	
Print Name and Title	Signature
Date	

Executed by the CPSU, the Community and Public Sector Union by an authorised representative	
Print Name and Title	Signature
Date	