

# YOUR PHONE SERVICE – IT'S ON THE LINE

Your phone. It's hard to imagine life without it. Keeping in touch with family and friends. The phone is an essential part of daily life that we take for granted.

Today phones are just one part of the massive telecommunications industry so vital for Aussie businesses to grow and prosper. The Internet and email are revolutionising the way we keep in touch and do business. And now, it has all become an essential part of life for rural and remote areas.

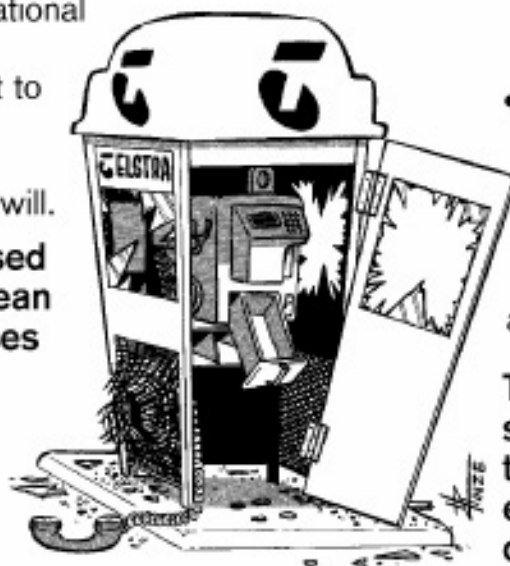
## Sell off on the cards

Telstra is Australia's largest phone and telecommunications company, providing an essential service to millions of Australians. It employs over 40,000 workers, many in rural and regional areas.

51% of Telstra shares are owned, on the public's behalf, by the government. But Telstra jobs and services are in danger.

John Howard, Peter Costello and the leader of the National Party, John Anderson, want to sell off Telstra. And if they get re-elected they will.

**A fully privatised Telstra will mean more job losses and poorer service for customers.**



## Since privatisation began in 1996:

- More than 40,000 jobs have been lost.
- The time taken to answer customer calls about repairs and faults has increased.
- It's taking longer to repair faults and install new connections.

Now Howard has given approval to sell off Telstra's Network Design and Construction Division threatening another 6000 jobs.

**Telstra needs more permanent staff, not less. It's the only way to improve phone services and ensure Australia has a high quality national phone network.**



## 40,000 JOBS LOST SINCE PRIVATISATION BEGAN

John Smith is one of many highly skilled telecommunications workers from NSW country towns as well as rural and regional Australia. He is married with two school age children.

Since being sacked by Telstra John has had to rely on savings and the dole. In those towns, the chances of getting another job are slim. There are countless stories like John's around rural and regional NSW.

It costs \$70,000 to train one of Telstra's field staff, like John. That's thousands of dollars wasted every time a full-time employee is shown the door.

**Eventually it's your phone service that deteriorates.**