

ISGM – providing outsourced Design and Construction services for Telstra

Frequently asked questions

This document has been prepared to help subcontractors to better understand the benefits of providing Design and Construction (D&C) subcontractor services for ISGM. Questions are grouped together to help you easily find what you are looking for. Please click on a question to be hyperlinked to the answer.

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Introduction

Q. Who do ISGM provide services for?

A. Infrastructure Services Group Management (ISGM) is the sole provider of outsourced Installation & Maintenance, and Design & Construction subcontractors for Telstra's Service Delivery.

As part of our "Project Alliance" agreement with Telstra, ISGM provides all of the subcontractor services for Installation & Maintenance. This includes customer and business faults and installations, jumper running, broadband cable and ADSL.

The agreement also includes the management of the outsourced services for Design & Construction (D&C) from Telstra exchanges to customer premises for Telstra's Service Delivery. This includes the installation, construction and maintenance of copper, fibre and broadband networks and external infrastructure (which typically includes Civil, Hauling, Jointing and Splicing) and Pre- Provisioning. The expanded partnership is for four years plus a two by two year extension option.

We are looking for people to design, install, construct and maintain copper, fibre and broadband networks and external infrastructure.

Why should subcontractors join ISGM?

Q. Why should I subcontract to ISGM?

A. ISGMs directors and management have a long history working in the telecommunication sector. Our team has an in-depth knowledge of Telstra and the installation, maintenance, design and construction fields. We understand the challenges that subcontractors have faced over the past few years and we are committed to working to build a solid relationship that benefits all. We believe that a solid and successful relationship with ISGM subcontractors will lead to satisfied customers. That is why we do everything we can to attract, develop and keep the very best subcontractors.

There are several advantages for subcontractors who decide to join ISGMs subcontractor workforce:

- ✓ **Competitive rates** - Based on our market research with current subcontractors, ISGM will offer competitive rates across the board. Rates are also reviewed annually.
- ✓ **Reduced payment terms** – ISGM will reduce the payment terms to fourteen days from date of invoice.
- ✓ **Safe work practices** – At ISGM safety is our priority. We don't cut corners on safety because we want everyone to arrive home safely every day.
- ✓ **Reduced inefficiencies** - ISGM take a partnering approach. We will work with Telstra and subcontractors to iron out inefficiencies, duplications or issues that get in the way of getting jobs done productively.
- ✓ **User friendly systems** - fair and reasonable allocation of work via simple to use systems – ConSol and ISGMs Pre-Provisioning system.

- ✓ **Teamwork** – ISGM subcontractors are a part of a team all focussed on achieving the same goals. Team Managers employed by ISGM are co-located with the Telstra Team Managers in Telstra offices in metropolitan and major regional areas to ensure a consistent and team based approach.

Q. What other benefits do ISGM offer me?

A. As an ISGM D&C subcontractor you have access to:

- ✓ discounts on fleet, fuel cards, business and personal insurances and movie tickets through our iExtra membership program. Details will be provided as part of the sign up process;
- ✓ free AFL and NRL Footy Tipping competition (with \$50 weekly prizes and \$1,000 annual prize).

Q. What sort of subcontractors do ISGM need?

A. We are looking for Pre-Provisioning, Jointing, Hauling and Construction subcontractors as part of the Project Alliance.

Function	Description of work to be undertaken
Pre-Provisioning	<ul style="list-style-type: none"> Providing all necessary small pipe, cabling and fittings to newly constructed residences before the customer moves in. Providing trenching, installation of a lead-in cable (the cable that connects the house to the street cabling), and internal wiring to the first telephone socket in the residence.
Jointing/ Splicing	<ul style="list-style-type: none"> Jointing and testing of copper cable for the Customer Access Network (CAN). Splicing, testing, installing and commissioning of fibre cable and associated hardware. Installing aerial and underground copper and fibre cables. Repairing of damages, network outages and rearrangements on fibre and copper cables. Installation, repairs and testing in the Hybrid Fibre Coaxial (HFC) network. installation of Cross Connecting Units (CCU)
Hauling	<ul style="list-style-type: none"> Hauling of copper /HFC or fibre cabling in the CAN. Hauling aerial IB cabling. Cable recovery.
Construction	<ul style="list-style-type: none"> Providing boring, trenching and ploughing to install pipe and cable. Installation and repairs of pits and manholes in the street and telephone poles. Replacement of underground and aerial customer lead-ins for residential and commercial premises.

Rates and invoices

Q. What rates are available for subcontractors?

A. ISGM is committed to paying a competitive and consistent schedule of rates for all ISGM subcontractors. Rates are also reviewed annually. The rates schedule will be provided to subcontractors as part of the sign on process.

Q. When and how are invoices processed?

A. ISGM will offer payment terms of up to fourteen days from date of invoice. Payments to D&C subcontractors will be made via electronic funds transfer (EFT) into nominated bank accounts after approved invoices have been processed.

Q. Why are rates different across different states?

A. Rates have been calculated based on state conditions, costs of labour and CPI.

Q. Do rates include GST?

A. No, all rates are exclusive of GST.

Q. What is a Recipient Created Tax Invoice (RCTI)?

A. We set up Recipient Created Tax Invoices for subcontractors. Invoices can then be generated based on the data from the approved closed jobs that you enter into ConSol and ISGMs Pre-Provisioning system. This streamlines the accounting process and reduces the payment of your invoices to fourteen days.

Materials

Q. What materials are ordered by subcontractors?

A. All equipment used on the network is subject to Telstra specification. ISGM has created an online materials ordering system called iOrder. Materials will be delivered directly to subcontractors business addresses.

Q. What materials will be accessible through ISGM iOrder?

A. All materials that are currently supplied to Telstra construction and maintenance employees will be available through iOrder.

Q. What materials cannot be ordered through ISGM iOrder?

A. Consumables and materials for other utilities or for Non Telstra works.

License and accreditation

Q. Is a license required for removing asbestos containing material?

A. We require companies completing Asbestos Containing Material (ACM) work to have a Class B Licence (as a minimum — you may have a Class A which is acceptable) issued or recognised by the health and safety regulator of the jurisdiction in which the works are being performed. Please note that in some states, workers who undertake ACM Work under your Class B must be direct employees. Please contact the state WorkCover regulator for assistance.

Systems

Q. What is ConSol?

A. ConSol (Contractor Solutions) is the system that ISGM will use to issue projects to subcontractors. Our ISGM designers will plan the required work. Our optimiser team will then issue work directly to you through your ConSol account. You can check work allocation and provide acceptance, variations, enter the status of work in progress and indicate when a task or project is complete.

Q. Do I have to pay for a ConSol license?

A. No, you can visit www.isgm.com.au and hit the link to ConSol to get your username and password. This is free for ISGM subcontractors.

Q. Will ISGM provide ConSol Training?

A. Yes, ISGM will provide an online ConSol training course for those subcontractors who are unfamiliar with the system. We can also provide you with a Quick Reference Guide and Frequently Asked Questions to help you learn to navigate the system. You will also have access to the ConSol telephone (1300 927 747) and web inquiry (help@yarris.com) support service.

Q. Are all the documents requested in ConSol mandatory e.g. Police check, working with children etc?

A. No. In ConSol it will indicate if the document is mandatory or optional. Working with children is only required if you are working on premises such as schools.

Q. Will ISGM pay for the ConSol Training?

A. ISGM will provide the online ConSol training video and Quick Reference Guide free of charge for ISGM subcontractors.

Q. How many jobs will be batched in one go?

A. Work Orders will be issued on an individual project basis until the job is selected as complete in ConSol, however in some pre-approved cases, multiple projects (e.g. bundled joint work) may be issued to subcontractors.

Q. What if subcontractors don't want to use ConSol?

A. To be part of the ISGM D&C subcontractor workforce, a subcontractor (and any employees they engage who are also responsible for performing construction services) will need to use ConSol. It will be the only way Work Orders are distributed to our construction subcontractors.

Q. What about Pre-Provisioning subcontractors – how will our work be allocated?

A. ISGM is developing a Pre-Provisioning system to issue and manage TOW to Pre-Provisioning subcontractors. It will provide the pre-provisioning details of basic telephone services to residential

addresses. It will also provide the locations, acceptances, variations, progress reports and completion reports.

Q. Will ISGM provide training on the Pre-Provisioning system?

A. Yes, ISGM will provide an online training course for Pre-Provisioning subcontractors. We will also provide you with a Quick Reference Guide to help you learn to navigate the system.

Q. What if subcontractors don't want to use the Pre-Provisioning system?

A. To be part of the ISGM Pre-Provisioning subcontractor workforce, a subcontractor (and any employees they engage who are also responsible for performing Pre-Provisioning services) will need to use our ISGM system. It will be the only way TOW's are distributed and registered.

Q. What will the variation process be?

A. The principles are to reduce delays by using processes such as SPD (Service Provider Direct) where variations are allowed up to a certain value for the entire project with supporting evidence provided at project completion with the as-built. This will greatly reduce the need for variations.

Q. What will the EOT process be?

A. The Program Optimisers will have visibility of all work and it's due date. They will work with the Sub-contractor to arrange the work so dates can be met.

Q. How will work be distributed and what areas will we be expected to work in?

A. The work will be distributed based on capability and capacity. Deployment will be looking for the closest resource with the skills and availability.

Q. Will design jobs be done as a desktop design? If so, who will be sorting out the dramas when these have not been field scoped? Will ISGM have field supervisors for this?

A. There will be office based designers and field survey. The Service Provider Direct process however allows for the constructor to make changes up to a certain value without the need to get approval first. There will also be field Team Managers to sort out any major issues. The designers are also local. This will ensure a clear communication path between the field and design to rectify any ongoing issues.

Uniforms and vehicles

Q. Do D&C subcontractors have to wear a uniform?

A. ISGM D&C subcontractors won't be provided with uniforms however there is an expectation that subcontractors will look professional, neat and tidy. The clothing worn will need to meet PPE requirements and not be branded with any logos with the exception of your company logo.

Q. Do subcontractors need to have ISGM / Telstra branding on their vehicles?

A. No, subcontractor vehicles will not require ISGM / Telstra branding on their vehicles.

Q. Are there any vehicle / plant requirements for subcontractors?

A. ISGM subcontractor vehicles, plant and equipment must be in line with industry standards, commercial and road worthy. Vehicles must be capable of transporting materials, test equipment and tools safely. They must also be comprehensively insured.

Q. What if subcontractors do jobs for other providers as well?

A. ISGM subcontractors will be unable to use any ISGM issued materials on jobs for other providers.

Insurances

Q. Why do subcontractors need to list ISGM on their public liability insurance?

A. **ISG Management Pty Ltd** requires to be noted as an interested party on the policy (not as an insured party). There is no cost to the ISGM subcontractor for having **ISG Management Pty Ltd** noted.

Q. Why do subcontractors need Personal Accident & Sickness insurance in QLD?

A. As part of ISGMs agreement with Telstra, it is a requirement that all ISGM subcontractors have Workcover or like insurance. ISGM is aware that company directors in QLD cannot take out Workcover to insure themselves. In these instances, ISGM requires the ISGM subcontractor to take out Personal Accident & Sickness insurance in lieu of Workcover. However, if ISGM subcontractors have employees or subcontractors they must also ensure they have a Workcover policy to cover them.

Q. Where can subcontractors get a good deal on insurance?

A. EBM Insurance has tailored an insurance package for ISGM subcontractors which can include Public Liability, Professional Indemnity, General Property, Personal Accident & Sickness (in lieu of Work cover in Qld - where applicable). Contact Gino Renzella, EBM Insurance, Corporate Account Director on (03) 9425 1890 or email ginor@ebminsure.com.au for more information.

Regions and rollout

Q. Is this just for metropolitan areas?

A. No, we are looking for D&C subcontractors right across Australia – in all the mainland capital cities and from Tasmania to Cape York- Lord Howe Island to Rottnest Island - and everything in between.

Signing on

Q. What do subcontractors need to do to be part of ISGMs subcontractor workforce?

A. To join our ISGM subcontractor workforce, you will need to visit the [ISGM Subcontractor portal](#) on our website and click on the 'Register your interest here' icon. You will be directed to an expression of interest registration form on ConSol.

Q. I am already registered with ConSol – do I have to register again?

A. If you are already registered on ConSol, you won't need to resubmit your personal details, you just need to login and update your businesses Service Details. To do this you need to:

- Login to ConSol under the 'Login' tab.
- Once in ConSol, select the 6th Tab along called 'Company Info'.
- Choose the first drop down option called 'Company Details'.
- Toward the bottom of the page you will see a box called 'Service Details – Select categories'. In this section you will need to select whatever work you do in the industry.

Please make sure you add the work types your business undertakes:

- Telecommunications – Cable Hauling,
- Telecommunications – Cable Jointing,
- Telecommunications – Civil Works and / or,
- Telecommunications – Pre-Provisioning,

Please note you must also select the following option for your registration details to be made available to ISGM.

- Telecommunications – ISGM

Once your selections are showing up in the 'Currently Selected Categories' box, just click submit at the bottom of the page and your registration of interest is complete.

Q. I don't have a ConSol account – how do I register?

A. If you haven't used the ConSol system before, you will need to register as a new user. You will need to complete the registration form and make sure you select the work types your business undertakes in the Service Details section. Please make sure you add the work types your business undertakes:

- Telecommunications – Cable Hauling,
- Telecommunications – Cable Jointing,
- Telecommunications – Civil Works and / or,
- Telecommunications – Pre-Provisioning,

Please note you must also select the following option for your registration details to be made available to ISGM.

- Telecommunications – ISGM

Once your selections are showing up in the 'Currently Selected Categories' box, just click submit at the bottom of the page and your registration of interest is complete.

Q. What happens next?

A. Once we have all your details on file we will email you an Introductory Pack.

After you have submitted your expression of interest, you need to make sure you start to gather all your accreditations and insurance documents. ISGM will need scanned copies of all required documents to be uploaded to ConSol as part of the next step in our on-boarding process (please see the document checklist under on the Register Now page of our website.)

Q. What do we expect from our D&C subcontractors?

A. We know this all sounds great, but in return there are some key expectations and accountabilities that ISGM D&C subcontractors need to deliver:

- ☐ be safe – in all working environments – we want all ISGM subcontractors to get home safely every day.
- ☐ provide a superior level of customer service.
- ☐ look the part – be professional, neat and tidy.
- ☐ be punctual – hit the end dates.
- ☐ get the job done right the first time – ensure quality workmanship.

If subcontractors can tick all these boxes, then we want them as part of our team.

Q. Will face to face meetings offer to sort out questions above and more?

A. Yes. During the sign up process our HSE people will be coming out to audit you to ensure you have the correct HSE processes in place. This may also include or be completed by a Team Manager.

More information

Q. Where can subcontractors go for more information?

A. We have created a number of avenues for subcontractors to find information or to ask questions regarding the transition to ISGM. They are:

- visit the ISGM website – www.isgm.com.au
- call our toll free hotline on 1300 474 000