

## ISGM – providing subcontractor Installation and Maintenance services for Telstra

### Frequently Asked Questions

This document has been prepared to help subcontractors better understand the benefits of providing Installation and Maintenance (I&M) subcontractor services for ISGM. Questions are grouped together to help subcontractors easily find what they are looking for. Please click on a question to be hyperlinked to the answer.

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## Introduction

### **Q. Who do ISGM subcontractors provide services for?**

A. ISGM formed a partnership with Telstra in September 2011 and have been providing all subcontractor I&M services since. Under the national contract, ISGM is responsible for the management of all subcontractor customer installations and maintenance for copper services including telephony, broadband (BCIMS HFC), ULL and jumpering activities between Telstra exchanges and customer premises. The agreement is for five years, with a two by two year extension option.

### **Q. What is the Project Alliance Model?**

A. ISGM subcontractors are issued with Toughbooks and are assigned Tickets of Work (TOW) through Telstra's Connect system. Aligning ISGM systems with Telstra's systems and processes provides an accurate representation of who is actually working on which faults and installations. This allows work to be allocated on a consistent basis according to customer demand and the location of Telstra employees and ISGM subcontractors. We believe changes like this have helped to improve the deployment of work to both Telstra Employees and the ISGM subcontractor workforce, thus allowing for the customer experience to be to the highest standard.

## Benefits for subcontractors

### **Q. How does Project Alliance benefit ISGM subcontractors?**

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

- ✓ It does not matter which region ISGM subcontractors are based in, they (and any employees they engage who are also responsible for performing I&M services) will be using the same systems and processes as their colleagues. TOW's will be allocated electronically via a Toughbook – the same way Telstra allocates work to its internal Communications Technicians (CTs). This allows work to be allocated in a consistent manner based on location, skill set and availability of subcontractors.
- ✓ Team Managers employed by ISGM are co-located with the Telstra CT's Team Managers in Telstra offices in metropolitan and major regional areas to ensure a consistent and team based approach to customer service.
- ✓ Financial incentives are provided to ISGM subcontractors on a monthly basis for superior customer service, quality and productivity.
- ✓ Telstra network free issue material can be ordered directly through ISGM Toughbooks. This is delivered to the ISGM subcontractors home, exchange or depot free of charge, saving the ISGM subcontractor time and money.

- ✓ ISGM subcontractors (and any employees they engage who are also responsible for performing I&M services) are provided with co-branded ISGM/Telstra uniforms once they begin to provide services for ISGM.
- ✓ To make sure ISGM subcontractors know how to get jobs quickly and easily we pay for a full day Toughbook training course.

## **Q. Why should I subcontract to ISGM?**

A. ISGMs directors and management have a long history working in the telecommunication sector. 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. ISGM subcontractors will have:

- ✓ Fair and reasonable allocation of work - a consistent workload as ISGM subcontractors are allocated jobs based on location, skill level and availability.
- ✓ Competitive rates – feedback from subcontractors who have joined the ISGM team suggests that in most cases ISGM subcontractors will achieve an increase in weekly take home rates.
- ✓ Incentives and rewards – ISGM subcontractors are financially recognised for superior customer service, quality and productivity.
- ✓ Teamwork – ISGM subcontractors are a part of a team all focused on achieving the same goals.

## **Q. What incentives do ISGM offer me?**

A. An incentive structure has been developed by ISGM to reward ISGM subcontractors that deliver and exceed on customer service metrics. We believe that rewarding our subcontractors for superior customer service, quality work and productivity will mean higher customer satisfaction levels. More details on this program will be provided once subcontractors commence work with us. Other benefits include iSTAR (ISGMs Subcontracting Team Acknowledgement Rewards), free Footy Tipping competition and iExtra, our online discounts program just for ISGM subcontractors.

## **Q. How can I broaden my skills and increase my opportunities?**

A. Where possible, ISGM work with subcontractors to broaden their skillsets to also include ADSL. Once subcontractors have signed on with ISGM, they need to talk to their local Regional Contract Manager via their Team Manager about this opportunity.

## 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 based on skill level and the activities undertaken. 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. Invoices are processed weekly via electronic funds transfer (EFT) into nominated bank accounts.

### Q. Why are rates different across different states?

A. Rates have been calculated based on state conditions, costs of labour, CPI, travel distance between tickets of work and volume within points of presence.

### Q. What materials are ordered by subcontractors?

A. All equipment used on the network is subject to Telstra specification and must be procured by Telstra to ensure network integrity. Any material that will form part of the Telstra network – cable, joints, connectors, tags, zip ties, wall plates, isolator boxes, conduits etc. – is ordered via the Toughbook. ISGM subcontractors are not to be charged for the materials they order via the Toughbook and subsequently install on the network. The materials are delivered free of charge to the ISGM subcontractors preferred business address.

### Q. What materials are not to be supplied to subcontractors?

A. Consumable items that are not specific to the Telstra network – sunscreen, batteries, hand wash etc. - are not supplied to ISGM subcontractors. ISGM subcontractors are also required to provide the tools necessary to complete the work.

### Q. Do rates include GST?

A. No, all rates are exclusive of GST.

## Toughbooks

### Q. What is a Toughbook?



A. A Toughbook is a durable, reliable mobile computer for use in outdoor environments (like a laptop, only tougher). They are designed for field engineers to quickly and easily log and track daily repairs and service requirements. ISGM subcontractors receive TOWs directly from the system straight to the Toughbook. In seconds ISGM subcontractors are able to enter job details and move on to the next TOW. ISGM subcontractors don't even have to pay for connectivity — Toughbooks save ISGM subcontractor's time

and money as TOWs are allocated based on geographic location, skill level and availability.

**Q. Will subcontractors have to pay for Toughbook training?**

A. No, ISGM subcontractors don't have to pay for training. ISGM covers the cost of the training. ISGM subcontractors have an intensive one day training course with a Telstra Technical Skills Support Specialist (TSSS).

**Q. Will subcontractors have to pay for the Toughbook?**

A. No, ISGM subcontractors are provided with a Toughbook, however, ISGM subcontractors are required to itemise the Toughbook on their existing insurance policies. The Toughbook remains the property of Telstra.

**Q. What if the Toughbook is damaged, lost or stolen?**

A. ISGM subcontractors or their insurance companies will have to pay for repair or replacement costs.

**Q. My insurer needs the Toughbook brand and model number?**

A. The Toughbook brand is Panasonic and the model number is CF19 MK 5. It is worth \$2,500.

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

A. Initially jobs will be dispatched in small batches until ISGM subcontractors are used to the Toughbook and how the system works. When all parties are confident, and depending on ISGM subcontractor availability, jobs can be dispatched in larger batches that drop into the queue during the course of the day.

**Q. What if subcontractors don't want to use a Toughbook?**

A. To be part of the ISGM subcontractor workforce, a subcontractor (and any employees they engage who are also responsible for performing I&M services) will need to use a Toughbook. Going forward, it will be the only way TOWs are distributed. Jumpers are distributed via Webclient to the Toughbook.

**Q. Is the Toughbook provided to subcontractors' second hand?**

A. Brand new upgraded Toughbooks are provided to ISGM subcontractors.

**Q. What if the Toughbook is faulty?**

A. Telstra will provide over the phone and technical support. A change over process is in place to minimise down time.

## Uniforms and vehicles

### Q. Do subcontractors have to wear a uniform?

A. ISGM subcontractors will be issued with a co-branded uniform, including shorts, pants, t-shirts long sleeved shirts, beanies, socks etc. They are required to wear the uniform to all Telstra customer premises. The polo top must only be worn while performing services for Telstra. All ISGM subcontractors will be required to supply two pairs of their own steel capped safety boots (one clean pair for inside customer premises and one for working outside).



### Q. Are there any vehicle requirements for subcontractors?

A. ISGM subcontractor vehicles must be in line with industry standards, commercial and road worthy vehicles. They must be capable of transporting materials, test equipment and tools safely. The use of removable Telstra/ISGM magnets on technician vehicles is entirely optional and a set of decals can be ordered through ISGM.

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

A. ISGM subcontractors will have to remove any co-branded uniforms and will be unable to use the Toughbook or any ISGM/Telstra issued materials.

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

A. To join the ISGM subcontractor workforce, subcontractors will need to register and sign on. They also need to participate in Toughbook training before beginning work.

## Availability

### Q. What time do subcontractors start and finish?

A. There are no start and finish times, however, ISGM subcontractor's availability needs to align with customer demand — between the hours of 7am and 7pm, seven days a week.

### Q. Will subcontractors be allocated minimal jobs during the week and inundated on weekends?

A. The Project Alliance Model is designed to allocate work evenly and fairly across the entire subcontractor workforce to ensure a productive, sustainable and customer focused workforce.

### Q. Can subcontractors nominate how many jobs they want a day?

A. Working with the ISGM Team Manager, ISGM subcontractors can nominate how many jobs they are capable of achieving per day. This will be based on their availability, productivity and customer demand.



**Q. What happens at the end of the day if subcontractors have two jobs left but won't get them done within the required time frame?**

A. ISGM subcontractors will need to call the ISGM Team Manager so the TOWs can be redeployed and the customer commitment can be maintained.

## **BCIMS**

**Q. Have changes been made to the BCIMS rate descriptions?**

A. The SOR descriptions on the application of each rate has changed in some cases around the scope of the work and how it applies. ISGM subcontractors should read the Telstra Access network Schedule of rates – (latest version) and understand how these are applied and are reflective of the rate payable. We expect the ISGM subcontractor to do whatever can be done to get customers connected while working safely and ensuring SORs are available for ISGM subcontractors to be remunerated accordingly.

**Q. Have changes been made to the BCIMS rate value?**

A. We have listened to ISGM subcontractor feedback and have recently adjusted the SOR for installs for BCIMS. We thank the ISGM subcontractors that assisted.

**Q. How is civil work managed under Project Alliance?**

A. Under the Project Alliance Model an ISGM subcontractor should, where possible, safely undertake civil work in order to get the customer connected. The appropriate SOR should be claimed for the civil work including any re-instatement. For any civil work that requires major work that cannot be undertaken safely by an ISGM subcontractor, the BHODEH process (018030 Business Hours on the Day and Emergency Works) should be used.

**Q. How is aerial work managed under the Project Alliance Model?**

A. Under the Project Alliance Model an ISGM subcontractor should, where possible, safely undertake the replacement of a lead-in cable on their work order to get the customer connected. If an ISGM subcontractor requires an assist, they need to consult their Team Manager. The appropriate SOR should be claimed for the aerial work. On a service call or make safe the lead-in cable can be re-instated under the appropriate SOR as long as it is safe to do so. For aerial work that requires a bucket truck on customer lead-in or network repair, the ISGM subcontractor should refer to the BHODEH process (018030 Business Hours on the Day and Emergency Works).



## 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. Why do subcontractors need to insure the Toughbook?

A. If the Toughbook is damaged, lost or stolen ISGM subcontractors or their insurance companies will have to pay for repair or replacement costs. The Toughbook brand is Panasonic and the model number is CF19 MK 5. It is worth \$2,500.

### 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, 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](mailto:ginor@ebminsure.com.au) for more information.

## Signing On

### Q. How do subcontractors register with ISGM?

A. It's simple. Visit the [ISGM Subcontractor portal](#) of our website and click 'Register your interest here'. Once a subcontractor submits their details they will receive an email confirming we have their details on file. Shortly after, a member of our team will contact them.

### Q. What's the catch?

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

- ☐ be safe – in all working environments – we want all ISGM subcontractors to get home safely every day
- ☐ provide a superior level of customer service – be pleasant and respectful

- ☐ look the part – be professional, neat and tidy
- ☐ be flexible – availability needs to align with customer demand
- ☐ be punctual – attend customer homes, streets and exchanges on time
- ☐ get the job done right the first time – reduce rework and errors

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

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

A. After subcontractors have registered and their reference checks have come back favourably, they will be sent a copy of the Contract and Standard Operating Procedures. Once subcontractors have read these, they need to call ISGM on 1300 ISGM CO (1300 4746 26) between 8.30am and 5.00pm EST, to arrange a time to meet with one of our team to officially sign a contract. At this meeting subcontractors will need to:

- bring in original copies of licenses, accreditations etc. (please be aware that we will not be able to complete the sign up process until we have sighted original copies of all documents as specified in the Document Checklist we will issue),
- run through a short Induction covering (but not limited to) Health, Safety and Environment Induction, Safety and Environmental Management Plans, Schedule of Rates, Code of Conduct, Customer Interface Procedures, Privacy and Confidentiality,
- answer a short Health and Safety Questionnaire,
- have a photo taken for our ISGM ID card.

## **Regions**

#### **Q. Do you still need subcontractors to join the ISGM team?**

A. ISGM are always looking for experienced subcontractors who want to be part of our team.

#### **Q. Is this just for metropolitan areas?**

A. No, we are looking for subcontractors nationally to service Telstra's I&M customers. We provide I&M services in the following sub districts. Subcontractors need to be aware that we may not have a need for ISGM subcontractors in all sub districts. Work may be available in the following regions:

Northern - Queensland and Northern NSW			
North Queensland	Central Queensland	Northern NSW	Brisbane
Atherton	Gladstone	Tweed Heads	Caboolture
Cairns	Rockhampton	Clarence	Chapel Hill
Innisfail	Emerald	Coffs Harbour	Chermside
Mossman	Biloela	Port Macquarie	Spring Hill

Tully	Bundaberg	Casino	Surfers
Mt Isa	Maryborough		Sunnybank
Whitsunday's	Gympie		Cleveland
Townsville	Toowoomba		Oxenford
Charters Towers	Gatton		Beaudesert
Ingham	Nambour		
Mackay	Noosa		
Sarina			

#### Central - New South Wales and Australian Capital Territory

South Coast	Central South	Sydney	Central North
Batemans Bay	Bathurst	Ashfield-Miranda	Central Coast
Jervis Bay	Parkes	Eastern Suburbs	Cessnock
Illawarra	Canberra	MacArthur	Dubbo
	Campbelltown East	North Harbour	Newcastle
	Campbelltown West	Northern Suburbs	Newcastle North
		Castle Hill	
		Mountains	
		Western Sydney	

#### Southern – Victoria

North East	North West	Riverina Snowy	South East	West
Bendigo	Blackburn	Alpine Murray	Dandenong	Ballarat
Leongatha	Brunswick	Alpine Wagga	Lilydale	Ballarat East
Sale	Collingwood		Mornington	Geelong
Seymour	Epping		Pakenham	
Shepparton	Tullamarine		Sandringham	
	Williamstown		Wheelers Hill	
			Windsor	

#### Western Region – South Australia, Western Australia and Northern Territory

Adelaide	Regional SA - Far West NSW	Perth	Regional WA South	Northern Territory
Adelaide Central	Lower South East	Bassendean	Bunbury	Alice Springs
Adelaide East	Murray Bridge	Canning	Busselton	Darwin
Adelaide North	South Coast	City		

Adelaide South		Cottesloe		
Adelaide West		Fremantle		
		Mandurah		
		Mundaring		
		Wanneroo		

## Sole Traders

### Q. How do subcontractors become a Proprietary Limited (Pty Ltd) company?

*Please note: we recommend that subcontractors seek legal or other professional advice about their circumstances.*

There are two main things subcontractors need to do to set up a Pty Ltd company.

#### 1. Australian Company Number

Register the company name with Australian Securities and Investment Commission (ASIC) and obtain an Australian Company Number (ACN). Under the Corporations Act 2001, every company in Australia is issued with a unique, nine-digit number, which must be shown on a range of documents. The purpose of the ACN is to ensure adequate identification of companies when transacting business. Subcontractors will need to complete and lodge [Form 201 Application for Registration as a Company](#). Subcontractors can expect to pay approximately \$426 for the registration fee. The application can be lodged in person at an ASIC Service Centre or mailed to Australian Securities and Investments Commission, PO Box 4000, Gippsland Mail Centre, Victoria, 3841.

#### 2. ABN / GST Registration

The Australian business number (ABN) is a unique 11 digit identifier that makes it easier for businesses and all levels of government to interact. ISGM requires ISGM subcontractors to be registered for GST to enable the Recipient Created Tax Invoice process. ISGM subcontractors can apply for an ABN online through the Australian Business Register at [www.abr.gov.au](http://www.abr.gov.au). There is no fee for applying for an ABN online or by paper application. If ISGM subcontractors consult a tax agent to complete an application form they may be charged an advisory fee for these services.

## 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](http://www.isgm.com.au)
- call our toll free hotline on 1300 474 000