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SENATOR THE HON RICHARD ALSTON

Minister for Communications and the Arts
Deputy Leader of the Government in the Senate

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Ms Sue Harlow
Member
AUSTEL
PO Box 7443, St Kilda Road
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Dear Ms Harlow

Thank you for your letter of 11 July 1996 and for providing me with AUSTEL's sixth status report on Telstra's progress in implementing the recommendations of AUSTEL's April 1994 *The COT Cases Report*.

I have noted your advice that Telstra has implemented most of the recommendations of *The COT Cases Report*. I have also noted your concern about the delays which are occurring in the implementation of Telstra's Fault Management System and its current indecision as to which system it will implement, either MOSAIC or Service* Plus. I will await further advice in the next *Cot Cases Report* concerning this issue, but agree with you that Telstra should decide and proceed to pilot and implement the chosen system, without further delay.

I also look forward to further advice on the outcome of discussions between Telstra and the TIO concerning the *Status and Progress of the Fast Track, Special and Standard Arbitration Proceedings*. While Telstra has encountered criticism from various sources over the Arbitration Proceedings, it is a positive step to note that discussions will be held between the two parties in an effort to improve proceedings. I understand that Telstra has already agreed to some of the revised concepts suggested by the TIO for an improved scheme.

Yours sincerely

RICHARD ALSTON
Minister for Communications and the Arts



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11 July 1996

Senator The Hon Richard Alston
Minister for Communications & the Arts
Parliament House
CANBERRA 2600

Dear Senator Alston

**REPORT ON PROGRESS OF TELSTRA'S IMPLEMENTATION OF
RECOMMENDATIONS OF AUSTEL'S *THE COT CASES* REPORT**

I am pleased to provide AUSTEL's sixth status report on Telstra's progress in implementing the recommendations of AUSTEL's April 1994 *The COT Cases* Report.

This report consists of two parts: a summary of significant developments to date; and a more detailed commentary on the implementation of outstanding recommendations.

Telstra has now implemented most of the recommendations of *The COT Cases* Report. However, some significant recommendations remain to be implemented, and Telstra's progress in relation to these is of concern to AUSTEL. Of particular concern is Telstra's failure to introduce its enhanced fault management support system. Telstra continues to utilise the LEOPARD fault management system, which was identified by its consultants Coopers & Lybrand in November 1993 as being urgently in need of replacement.

On a more positive note, Telstra has now fully implemented recommendation 1 of the Bell Canada International *Network Consulting Study*, so that greater information is now available on reasons for call failure, thus allowing improved network fault identification. Telstra has also decided to adopt a universal complaint management system, known as CICERO. AUSTEL understands that Telstra is already deriving considerable benefit from its analysis of the complaint data produced by CICERO, and that this will lead to customer benefits.

Also included in AUSTEL's report is a report by the Telecommunications Industry Ombudsman (TIO) on the *Status and Progress of the Fast Track, Special and Standard Arbitration Procedures*. The TIO is critical of Telstra's behaviour and attitude in relation to these arbitrations.

Yours sincerely

Sue Harlow
Member