

IN THE MATTER OF an arbitration pursuant to  
the Fast Track Arbitration Procedure dated 21  
April 1994

Between

**ALAN SMITH**

Claimant

and

**TELSTRA CORPORATION LTD trading as  
TELECOM AUSTRALIA**

Telecom

**WITNESS STATEMENT OF \_\_\_\_\_**

I, \_\_\_\_\_ Street, Portland, in the State of Victoria,  
solemnly and sincerely declare and affirm as follows:

**BACKGROUND**

1. I commenced employment with Telecom in 1967. I initially spent 22 years with Telecom's Country Network Engineering group ("CNE") installing telephone switching equipment and associated equipment including AXE nodes, AXE 104 exchanges (rurals), ARK exchanges, ARF exchanges and associated equipment such as RCM systems. Between 1982 and 1989 I was a Projects Supervisor with CNE.
2. I transferred to Network Operations Portland in 1989 and between 1990 and 1994 I was responsible for maintaining switching equipment at the Portland exchange, including the AXE 104 exchange, the ARF exchange and associated equipment such as the RCM systems which connected customers to Portland AXE 104 exchange.
3. In 1972 I obtained a Telecommunications Technicians Certificate. In 1975 I obtained a Certificate of Technology with specialist studies in electronics and communications. I have also attended many Telecom provided courses relating to specific areas of work and equipment within the Telecom network (for example, in relation to AXE and ARF exchanges and RCM systems).
4. In February 1994 I left Telecom to further my studies.

**MR SMITH**

5. Mr Smith initially made complaints concerning his telephone service to Telecom's 1100 fault reporting number. Complaints made to 1100 that may have related to the Portland exchange were generally referred to me.
6. I regularly telephoned Mr Smith particularly during 1992 and 1993 to clarify the details of complaints he had made in relation to his telephone service. I never experienced any abnormal problems in attempting to telephone Mr Smith.

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