

File HA-AC 4/1/18 Subject GRADE OF SERVICE COMPLAINT
MR ALAN SMITH 055-26 7267

000571

Phone 055-73 0200 From MARK ROSS
CUSTOMER SERVICES MANAGER
HAMILTON - VIC/TAS REGION

To CHRIS DOODY - NETWORK OPERATIONS
GRAEME DAVIES - FAULT BUREAU VIC/TAS

Chris/Graeme

Please find enclosed documentation in regard to a Grade of Service Complaint from Mr Alan Smith of Cape Bridgewater.

Our local technicians believe that Mr Smith is correct in raising complaints about incoming callers to his number receiving a Recorded Voice Announcement saying that the number is disconnected.

They believe that it is a problem that is occurring in increasing numbers as more and more customers are connected to AXE.

Can you please investigate this problem and provide me with a written reply so as I can forward this to Mr Smith and our local Federal Member, before what is already a difficult situation, gets right out of hand.

Mark Ross
Mark Ross
Customer Services Manager - Hamilton

2/7/92

mr1981b3

*Need to
Chronology.*

11A

DAVID HAWKER MP

Federal Member for Wannon

~~Shadow Minister for Land Transport~~



PARLIAMENT OF AUSTRALIA
HOUSE OF REPRESENTATIVES

26 July 1993

L130KH.93

Mr Alan Smith
Cape Bridgewater Holiday Camp
RMB 4408
PORTLAND VIC 3305

Dear Mr Smith *Alan*

Thank you for your facsimile of 21 July 1993 about Mr Palmer's experiences with his telephone service.

I have written to Mr Doug Campbell, the Group Managing Director of Commercial and Consumer affairs at Telecom, about a number of problems brought to my notice as a result of a recent press release. A number of people seem to be experiencing some or all of the problems which you have outlined to me. I will inform you of Mr Campbell's response when it is received.

I trust that your meeting tomorrow with Senators Alston and Boswell is a profitable one.

Thank you once again for keeping me informed of developments.

Yours sincerely

David Hawker
DAVID HAWKER, MP

11B



PARLIAMENT OF AUSTRALIA
HOUSE OF REPRESENTATIVES

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DAVID HAWKER, M.P.
MEMBER FOR WANNON

18 August 1993

LC105KH.93

Mr Alan Smith
Cape Bridgewater Holiday Camp
PORTLAND VIC 3305

Dear Mr Smith *Alan*

Further to your conversations with my electorate staff last week and today I am enclosing a copy of the correspondence I have received from Mr Harvey Parker, Group Managing Director of the Commercial and Consumer division of Telecom.

I wrote to him outlining the problems of a number of Telecom customers in the Western Districts, including the extensive problems you have been experiencing.

Thank you once again for keeping me informed of developments at your end.

Yours sincerely


DAVID HAWKER, MP

11-C

DAVID HAWKER MP
Federal Member for Wannon



PARLIAMENT OF AUSTRALIA
HOUSE OF REPRESENTATIVES

15 September 1993

Mr Graham Schorer

Fax: (03) 328 4462

What follows is a list of the ten detailed complaints David Hawker has recently received regarding Telecom's service in the Western Districts of Victoria. Mr Alan Smith's complaints have not been included in this list as I understand you already have a detailed record.

- PENSHURST** 1. Difficulty in having outgoing calls connected, receives a recorded message saying wrong number when dialling out, but number is correct. Gazette exchange.
2. Continuous problems with new fax machine - believes because of age of exchange equipment.
- APSLEY** 3. Difficulty with outgoing calls, takes 1/2 hour of trying on Sunday evenings. Receives recorded message that wrong number. Bringalbert exchange.
- HAMILTON** 4. A business. 25% of calls not connected, all area codes. Advised by Telecom engineers that, probably the exchange, not their telephones.
- TIMBOON** 5. For 3 months incoming callers have been cut off after 2 rings.
- VICTORIA VALLEY** 6. For 18 months incoming callers have received a recorded message that the number is not connected. Victoria Valley exchange.
- HARROW** 7. Incoming callers receive an engaged signal when phone not in use. Telephone rings when no caller. Telephone cuts out after a few rings.
- APSLEY** 8. Incoming callers receive engaged signal when phone not in use.

11-E