

I informed [redacted]  
03 [redacted] of this on 15-10-92



MR Smith has complained  
that on the 13-10-92 he  
received incoming calls

at 1.20 ✓  
1.40 ✓  
2.00  
3.00 ✓

and no one was there when he  
answered the calls. - (1/2 dropouts  
on answer?)

We had the Elm disconnected at the  
RCM and was installing it at MR Smith's  
house. The CLAs showed no evidence of above

INCOMING ANSWERED  
END SEIZURE 13.40.40  
CONVERS.TIME: 000675  
SEIZURE : 13.29.25  
DATE : 1992-10-13  
NUMBER OF RINGS: 08  
RINGING: 13.29.13  
13.40.40 H-ON 000001  
13.29.25 H-OFF 000001  
13.29.23 R  
13.29.22 R  
13.29.20 R  
13.29.19 R  
13.29.17 R  
13.29.16 R  
13.29.14 R  
13.29.13 R



INCOMING ANSWERED  
END SEIZURE 15.04.03  
CONVERS.TIME: 000172  
SEIZURE : 15.01.11  
DATE : 1992-10-13  
NUMBER OF RINGS: 14  
RINGING: 15.00.50  
15.04.03 H-ON 000001  
15.01.11 H-OFF 000001  
15.01.09 R  
15.01.08 R  
15.01.06 R  
15.01.05 R  
15.01.03 R  
15.01.02 R  
15.01.00 R  
15.00.59 R  
15.00.57 R  
15.00.56 R  
15.00.54 R  
15.00.53 R  
15.00.51 R  
15.00.50 R



A TELSTRA minute written on 2 July 1992 to NETWORK OPERATIONS and the FAULT BUREAU VIC/TAS, and obtained under the F.O.I.



Telecom Australia

Minute

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

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

To [REDACTED] - NETWORK OPERATIONS  
[REDACTED] - FAULT BUREAU VIC/TAS

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.

*MR*  
Mark Ross  
Customer Services Manager - Hamilton

*2/7/92*

mr1981b3

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**Telecom Secret**

C04006

**Issues Involved During the Resolution - Factors Considered**

1. Alan requested \$150k
2. Chances of legal action - high
3. Chances of media action - 100%
4. Poor performance of Telecom:
  - historically
  - March ~~2nd~~ problem
  - Local Portland problem fixed in October
  - wiring and cabling issues
  - RVA on congestion
5. Slow resolution of past problems both technical and claims
6. COT involvement:
  - chances of class action
  - chances of mass media action
  - chances of membership growth
    - Adelaide Pizza
    - Mt Gambia
    - Portland
7. Evidence of problems:
  - Many letters stating the problem of not getting through to Alan Smith
  - People prepared to make statements of problems
  - Claims that Alan had rung himself from his Goldphone and not got through
  - Austel and Ombudsman both had trouble getting through
  - Many claims which might be difficult to substantiate in court but would be credible in the media
  - Viability of business for the future - increased bookings since the service Period of time
8. Costs incurred:
  - Additional phone calls to chase up business - about \$1000
  - Legal costs - about \$1000
  - Camps prepared but not run
  - Advertising
  - Time
9. Alan's time and other consequential costs - health, stress, etc

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