

Network complaints taken up by MIA

Problems highlighted by Cape Bridgewater Holiday Camp operator, Algi Smith, with the telecon network have been picked up on by not only other disgruntled customers, but Federal politicians.

Having suffered a faulty telephone service for some five years, Mr Smith's complaints had for people are standing up and listening. Federal Member for Wanneroo, David Hawker, described the number of reports of faulty and inadequate telephone service in Australia as alarming.

Mr Hawker said that domestic telecon recently presented to him showed that the problems people had been experiencing in Australia had been occurring repeatedly in the Perth region. He said that even better in the Perth region, a possible Senate inquiry into the hardship caused to people by telecon's technical failures, he had been following up several complaints.

In the meantime, Mr Smith has been advised that the Australian Telecommunications Commission will be looking into the matter.

CAPE-BRIDGewater

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'93-07-12 16:19 055 267230

This facsimile from 60 minutes dated 18 June 1993 is self explanatory.

60
minutes

60 MINUTES FACSIMILE

To:MR. ALAN SMITH.....
.....(055) 267 230.....
From:JULIAN CRESS.....
Date:JUNE 18TH 1993..... No of pages 1.....

DEAR ALAN,

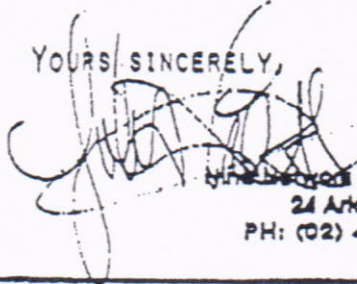
JUST A NOTE TO LET YOU KNOW THAT I HAD SOME TROUBLE GETTING THROUGH TO YOU ON THE PHONE LAST THURSDAY. PRETTY IRONIC CONSIDERING THAT I WAS TRYING TO CONTACT YOU TO DISCUSS YOUR PHONE PROBLEMS

THE PROBLEM OCCURRED AT ABOUT 11AM. ON THE "008" NUMBER I HEARD A RECORDED MESSAGE ADVISING ME THAT "008" WAS NOT AVAILABLE FROM MY PHONE AND ON YOUR DIRECT LINE IT WAS CONSTANTLY ENGAGED.

AFTER ABOUT HALF AN HOUR I CONTACTED SERVICE DIFFICULTIES IN SYDNEY. THEY CALLED THE LOCAL OPERATOR IN YOUR AREA WHO REPORTED BACK THAT YOU WEREN'T ON THE PHONE BUT THAT THE LINES IN YOUR AREA WERE CONGESTED AT THE TIME.

I'M AWARE THAT YOU HAVE BEEN HAVING PROBLEMS LIKE THIS FOR SOME YEARS NOW AND WISH YOU THE BEST IN SORTING THEM OUT.

YOURS SINCERELY,



Hydro Energy Australia Limited (A.C.B. 099 071 167)
24 Artarmon Road Willoughby NSW 2068
PH: (02) 438 3433 FAX: (02) 956 0527

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