

DAY, JULY 12, 1993

# Network complaints taken up by MPs

Problems highlighted by Cape Bridgewater Holiday Camp operator, Alan Smith, with the Telecom 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 some time fallen on deaf ears, but it now seems people are standing up and listening.

Federal Member for Wannon, David Hawker, described the number of reports of faulty and inadequate telephone across Australia as alarming.

Mr Hawker said that documents recently presented to him showed that the problems people had been experiencing Australia wide had been occurring repeatedly in the Portland region.

He said that even before the announcement of a possible Senate Inquiry into the hardships caused to people by Telecom's technical failures, he had been following up several complaints

reported from the area.

"I am seeking to find out how widespread these problems are in Western Victoria. With a possible Senate Inquiry looming, now is the time for subscribers to come forward," Mr Hawker said.

"As well, Telecom's regulatory authority AUSTEL is investigating these problems and we need to obtain an accurate figure on the total number of people who have experienced similar problems over an extended period.

"I ask people to write to my office with details of the problems with their telephone service to Mr David Hawker MP, Member for Wannon, 97 Thompson Street, Hamilton VIC 3300."

In the time that Mr Smith has experienced telephone problems, he has joined with 30 other people who have also experienced trouble with their telephone system — now calling themselves Casualties of Telecom.

Mr Smith said he had all the support he could get from Telecom technicians, and that his only grievances were with Telecom management.



Councillors Keith Wilson, Bernard Wallace and Michael Noske will head a working group to look into the future of community services in Portland. The council with either part or full State or Federal funding provides maternal and child health care, a special needs officer, child care, family day care, recreation and youth services, community arts, the library, home support, environmental health and Kurrajong's programs. With recent changes and reforms heralded for areas like kindergartens, maternal and child health and adult education, the council...

## Around the council table



council recently passing on a collection rate increase for Portland's garbage collection. Tenderers, D. J. and D. J. Mellor, have found