

COT Case

Holmes, Jim

From: Newbold, Greg
To: Pittard, Rosanne
Cc: Pinei, Don; Wood, Don; Holmes, Jim
Subject: COT matters
Date: Wednesday, 16 June, 1993 8:59AM
Priority: High

Rosanne:

Good news re channel nine news. Haven't checked all outlets but as it didn't run on the main bulletin last night, we can be pretty certain that the story died the death. I wish I could figure which phrase it was that convinced Jason Cameron not to proceed. Might have been one of Jim Holmes' pearls.....

Neil Mitchell had another bite this morning. Said to keep those faxes rolling into Schorer.

What happened to the draft letter to the Portland newspaper? In these matters affecting rural areas, it's important to support our staff. Please advise re outcome of letter.

regards,

Greg.

A04646

On 16 June 1993 TELSTRA's document A04646 appeared. "Good news re channel nine news. Haven't checked out all outlets but as it didn't run on the main bulletin last night, we can be pretty certain that the story died the death. I wish I could figure which phrase it was that convinced Jason Cameron not to proceed. Might have been one of Jim Holmes' pearls ...

Neil Mitchell had another bite this morning. Said to keep those faxes rolling into Schorer.

What happened to the draft letter to the Portland newspaper? In these matters affecting rural areas, it's important to support our staff. Please advise re outcome of letter." Jason Cameron was the head reporter for channel nine news, Jim Holmes was TELSTRA's Corporate Secretary, and Schorer was Graham Schorer - one of the Casualties of Telstra group. What exactly were the pearls that were cast? Were they pearls of wisdom, financial pearls, or another type of pearl?

1-A

Date:

Wednesday, 21 April 1993 1:40PM

GREG,

I ACCEPT YOUR ARGUMENT. I GUESS I REACT FROM FRUSTRATION.

DON

From: Newbold, Greg
To: Pinel, Don
Cc: Wood, Don; Campbell, Ian; Pittard, Rosanne
Subject: RE: COT cases latest
Date: Wednesday, 21 April 1993 1:39PM

Don, thank you for your swift and eloquent reply. I disagree with raising the issue of the courts. That carries an implied threat not only to COT cases but to all customers that they'll end up as lawyer fodder. Certainly that can be a message to give face to face with customers and to hold in reserve if the complainants remain vexacious.

Other than that, I've got no probs with your suggestion except that to say we're happy to co-operate for a speedy resolution is not borne out by the COT case history and will be deriding mercilessly by the media. The briefer we are, the more likely we are to get a run on our own terms. However, the wording is clearly something for you guys to agree to with Ian Campbell. My main concern is about the overall strategy ie: not actively pushing the matter in the media.

Hindsight tells me that with Graeme Schorer we should have negotiated an agreed media statement with him as part of the settlement. It may be something to consider for future settlements. That way, we can go positively into the media with a resolution agreed to by all parties. This will make it very hard for COT case members to revisit the matter once a settlement has been reached and publicised.

Regards,

Greg.

C04094

From: Pinel, Don
To: Beattie, Ken; Wood, Don; Pittard, Rosanne; Newbold, Greg
Cc: Campbell, Ian; Anderson, Keith; Benjamin, Ted
Subject: RE: COT cases latest
Date: Wed, Apr 21, 1993 1:13PM
Priority: High

GREG,

THANKS FOR THE NOTES. I FEEL THE MEDIA RESPONSE IS A BIT TOO ABRUPT AND DEFENSIVE. CANT WE INCLUDE THAT:

THIS IS A DISPUTE BETWEEN BUSINESSES AND THE APPROPRIATE PLACE TO HAVE IT RESOLVED IS IN THE COURTS. WE ARE HAPPY TO COOPERATE TO ENSURE A SPEEDY RESOLUTION. IN ADDITION TELECOM HAS OFFERED AN ALTERNATIVE PROCESS TO RESOLVE USING AN INDEPENDANT ASSESSOR (AS SUGGESTED BY AUSTEL) BUT THIS PROCESS HAS NOT BEEN ACCEPTED BY THE OTHER PARTIES.

THERE MAY BE OTHER POSITIVE MESSAGES THAT WE CAN INCLUDE.

DON

Why did the "Hon. Warrick Smith" allow Telstra to dictate their own terms of reference when here is yet another Telstra FOI document, that shows "Austel" always intended the "Cot Four" to be assessed by an "Independent Assessor" no mention of arbitration, as trained legal person "Warrick" would have known when he read Telstra's preferred rules of arbitration, we would end up as we did "Lawyer Fodder".

1-B