

attached message on the 28th March. The attached message indicates that the problem did lie in the RCM and has been fixed. This was confirmed in a subsequent conversation with [REDACTED]

K00941

From: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: FW: CAPE1.DOC  
Date: Monday, March 28, 1994 5:11PM  
Priority: High

Grant,  
Do you want any more on this RCM problem? [REDACTED] seems to have solved the problems and whilst the poor setting up of the supervisory system is a worry, I doubt if many new systems will be installed on copper bearers.

From: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: CAPE1.DOC  
Date: Monday, March 28, 1994 3:04PM  
Priority: High

Please find attached the results of testing of problems with Cape Bridgewater RCM system . This is additional information to that provided by Mark Hooper on 23-3-94.

I hope this assists.

<<File Attachment: CAPE1.DOC>>

1A

**Pendlebury, Bruce**

**From:** Gamble, Peter  
**To:** Pendlebury, Bruce  
**Cc:** [REDACTED]  
**Subject:** FW: CAPE1.DOC  
**Date:** Tuesday, 26 April 1994 3:12PM

K00940

Bruce, for information.

Following a call from Alan Smith, I have just had a discussion with Les Churcher re a complaint that Alan Smith lodged earlier today (Leopard No 384 806). I described to Les more accurately what the problem is and he will discuss my comments with Alan Miles.

Peter.

**From:** Gamble, Peter  
**To:** [REDACTED]  
**Cc:** [REDACTED]; Black, Stephen; Rumble, Paul; [REDACTED]  
**Subject:** RE: CAPE1.DOC  
**Date:** Tuesday, 26 April 1994 2:33PM

John, thanks for the response.

I should have chased it up earlier, but I was on leave.

I am concerned to note that heat may be part of the problem. I had occasion earlier this year to get involved in another 'ongoing' case involving an RCM with a heat problem at Murrumbateman (just outside Canberra). Although the problems experienced by the customer were different, as was the nature of the technical problem, the root cause seems to have been the same - viz heat.

I do note, however, that one of the symptoms from the Murrumbateman case was "Not Receiving Ring", something Alan Smith at Cape Bridgewater has been complaining about for some time.

Peter.

**From:** [REDACTED]  
**To:** Gamble, Peter  
**Subject:** FW: CAPE1.DOC  
**Date:** Tuesday, 26 April 1994 1:09PM  
**Priority:** High

Peter

Please see reply from Bob Braid. I don't know why you did not get a copy but I will follow up

Do you need anything else.

Regards

**From:** [REDACTED]  
**To:** Gamble, Peter  
**Cc:** [REDACTED]  
**Subject:** FW: CAPE1.DOC  
**Date:** Tuesday, April 26, 1994 12:40PM  
**Priority:** High

Peter.

Reference your Mail message enquiring about the status of the DNF at Cape Bridgewater, I sent the



SMITHDOC

: - DOES NOT EXIST  
:CUS - CUSTOMER

SOLUTION = 10/05/94 CSR: ZV333FIELD EMPLOYEE: E767 TONY WATSON  
IN HAND TONY WATSON  
10/05/94 I reported this incident in LEOPARD on 055217777  
and notified Chris Doody. We were able to duplicate the  
incident during testing; 217777 was diverted to 236101 with  
easycall and when 236101 was busy, a call to 217777 would  
return one burst of ring then busy.  
11/05/94 Chris Doody called me this morning and said the  
incident is caused by AXE104 system limitation, that is the  
incident is normal and the customer is aware of that.  
11/05/94 09:25, Mr Alan Smith was notified of the result.  
Tony Watson.....

SOLUTION = 11/05/94 10:33 ZV333  
Chris Doody is sending a report on the incident.  
Tony Watson.....

DATE START END SYMPT CAUSE ACT'N EMP  
10/05/94 13.47 13.48 NF WJ YT E767  
\*\*\*\*\* NO PART DETAIL \*\*\*\*\*

ORDER = S6701981 STATUS = CL  
CUSTOMER = 259289 TELEPHONE = 055 267267  
CAPE BRIDGEMATER HOL. CAMP ALAN SMITH  
BLOWHOLE RD VIC 3306  
CAPE BDWTR  
CALLED IN = 04/05/94 14.03  
CLOSED = 04/05/94 14.04  
DESCRIPTION = 27/04/94 13:30 VISIT TO ALAN SMITH'S PREMISES.....  
NARRATIVE = 4/05/94 13:48 ZV333  
27/04/94 13:30 Appointment for Ross Anderson to visit Alan  
Smith to investigate the report of 267230 possibly holding  
up, after the phone was hung up.  
:BNU - BUSY NOT IN USE  
: - DOES NOT EXIST  
:CUS - CUSTOMER

SOLUTION = 4/05/94 CSR: ZV333FIELD EMPLOYEE: E767 TONY WATSON  
This fault report was initiated by Peter Gamble, Peter was  
doing some testing with Alan Smith and apparently they were  
able to hang up Smith's phone and while Peter was still  
listening at his phone he could hear Mr. Smith talking in his  
office. In fact Mr Smith counted to 10 then picked up his  
phone again and Peter had been able to hear the count to 10.  
On the 27/04/94 at 13:30 Ross Anderson visited the premises  
to investigate these claims. Ross called Peter Raphael on  
03 5507309 and made 10 test calls, Ross was hanging up then  
counting to 10 and picking the phone up again, each test  
call was released ( that is line was heard to drop out ) at

SOLUTION = 5/05/94 9:10 ZV333  
within 1 second of hanging up. Peter was able to hear Ross  
count 1 then the line released.  
I spoke to Ross whilst he was on site and we made further  
test call ( 18 calls of which 2 were from 267267 ), during  
these test calls we obtained the same result as previous,  
that is the line released within 1 second. We also tried the  
T200 from 267267 on 267230 and it released immediately on  
hanging up. We then tested the suspect T200 on 267267 and it  
displayed the same symptom on this different line. This T200  
is an EXICOM and the other T200 is an ALCATEL, we thought  
that this may be a design "fault???" with the EXICOM so Ross

SOLUTION = 5/05/94 9:27 ZV333  
tried a new EXICOM from his car and it worked perfectly,  
that is, released the line immediately on hanging up. We  
decided to leave the new phone and the old phone was marked  
and tagged, Ross forwarded the phone to F&M.D.  
I was speaking to Mr Smith, the next day ( 28/04/94 ) and he  
said he has witnesses to prove that his phone used to hold  
up for over 10 seconds. He wants a letter to say nothing  
else has been fixed prior to the visit by Ross that could

IC R37911