

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

CALLER 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