

I informed [REDACTED]
 03 [REDACTED] of this on 15-10-92



MR Smith has complained
 that on the 13-10-92 he
 received incoming calls

at 1.20 ✓
 1.40 ✓
 2.00 ✓
 3.00 ✓

and no one was there when he
 answered the calls. - (He drops on
 on answer?)

We had the Elna disconnected at the
 RCM and was installing it at MR Smith's
 house. The CLAS. showed no evidence of above

A Telstra record of 15 October 1992 shows that I complained on 13 October 1992 that I did not receive incoming calls at 1.20, 1.40, 2.00 and 3.00 which rang once only because of a dead line. Technicians stated to Telstra management "we had the ELMI disconnected at the RCM (exchange) and was installing it at Mr. Smith's house" and "the CCAS showed no evidence of above". The following two ELMI tape records show that an ELMI was connected at my premises on 13 October 1992 and that calls at 13.29.25 (approximately 1.30) and 15.01.11 (approximately 3.00) were made. Why was Telstra saying one thing, and F.O.I. documents received months later say another?

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INCOMING ANSWERED
END SEIZURE 13.40.40
CONVERS.TIME: 000675
SEIZURE : 13.29.25
DATE : 1992-10-13
NUMBER OF RINGS: 08
RINGING: 13.29.13
13.40.40 H-ON 000001
13.29.25 H-OFF 000001
13.29.23 R
13.29.22 R
13.29.20 R
13.29.19 R
13.29.17 R
13.29.16 R
13.29.14 R
13.29.13 R
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INCOMING ANSWERED
END SEIZURE 15.04.03
CONVERS.TIME: 000172
SEIZURE : 15.01.11
DATE : 1992-10-13
NUMBER OF RINGS: 14
RINGING: 15.00.50
15.04.03 H-ON 000001
15.01.11 H-OFF 000001
15.01.09 R
15.01.08 R
15.01.06 R
15.01.05 R
15.01.03 R
15.01.02 R
15.01.00 R
15.00.59 R
15.00.57 R
15.00.56 R
15.00.54 R
15.00.53 R
15.00.51 R
15.00.50 R
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