

Postal Address
PO Box 356
Glen Waverley 3150

1 September 1992

Mr Alan Smith
Cape Bridgewater Holiday Camp
RMB 4408
CAPE BRIDGEWATER 3306

Dear Alan

We have not had the pleasure of meeting. However I have been briefed on the matters relating to the standard of your telephone service and recent communications between Telecom and yourself. Let me first assure you that we in Telecom are committed to ensure that the service provided to all customers is of the highest possible standard.

I understand that since our recent tests on your service were completed you or your representative met with senior Telecom managers from our National and Corporate offices. I also understand that at that meeting you expressed concerns that your service was not operating at required levels of performance and sought an undertaking that action would be taken to rectify this situation.

Whilst our recent tests indicate that your service is now performing to normal network standards, I am initiating a further detailed study of all the elements of your service and the tests which have been conducted. The aim of this study is to confirm the standard of service you currently receive and to check that there are in fact no ongoing problems. This testing could also involve an additional check of the communications equipment at your premises, if you agree. I anticipate that this study will be completed by early October and I will be happy to discuss the results with you then, should you so desire. Should this investigation identify any faults in the Telecom component of your service they will be rectified in accordance with normal practice.

Let me close by assuring you that I am personally committed to resolving this matter and I am available at any time to discuss your concerns and explore opportunities to resolve our differences. I can be contacted on (03) 550 7500, should you wish to raise any further matters with me.

Rosanne Pittard
Rosanne Pittard
General Manager
Telecom Commercial Vic/Tas

ID: RP010902



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Telecom Australia

Telecom Commercial
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Glen Waverley 3150

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Glen Waverley 3150

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18 September 1992

Mr Alan Smith
Cape Bridgewater Holiday Camp
RMB 4408
CAPE BRIDGEWATER 3304

Dear Mr Smith

Thank you for your letter of 10 September 1992 regarding the quality of your telephone service at Cape Bridgewater.

May we assure you that Telecom is committed to providing a quality service for all our customers and this commitment is supported by a technical organisation capable of responding quickly and efficiently to a service difficulty should there be a need.

↘ We believe that the quality of your telephone service can be guaranteed and although it ↙
would be impossible to suggest that there would never be a service problem we could see no reason why this should be a factor in your business endeavours.

Should you still be concerned about the ability of Telecom to provide a reliable service may we offer the services of our Area Manager, Mr Mark Ross (telephone: (053) 370 211) of myself (telephone: (03) 550 7330) as a contact should you wish to discuss any current or future issues.

Yours sincerely

Bob Beard
Service Manager
Telecom Commercial Vic/Tas

ID: BB180901



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25 May, 1993

Mr Alan Smith
Cape Bridgewater Holiday Camp
RMB 4408
CAPE BRIDGEWATER VIC 3306

Dear Alan

Telecom Australia endeavours to provide at all times the telecommunications services in respect of which a customer has made application, however, Telecom does not guarantee continuous provision of, or fault free, telecommunications services. Faults do occur in the network from time to time and we work to correct any faults as soon as possible after they are reported.

On the basis of tests carried out to date, and current measures of network performance, indications are that the performance of the Cape Bridgewater RCM (to which Cape Bridgewater Holiday Camp telephone service is connected) is up to network standards. Given the recent experiences described by yourself, further investigations including rigorous testing will be carried out.

A further statement will be made upon completion of these investigations.

Yours sincerely

Rosanne Pittard
Rosanne Pittard
General Manager
Commercial Vic/Tas