

2.3 Some Calls Wrongly Directed to Recorded Voice Announcement (RVA) for 16 Days, March 1992

In response to complaints from Mr Smith and others from CB, Telecom checking indicated that due to a data entry error on the Melbourne Windsor Trunk exchange (MELU) all calls through this exchange to CB (at least 33% of Melbourne and interstate traffic) were directed to RVA for at least 16 days and possibly longer. ↙

There are some inconsistent statements on this situation:

Ref: Mr D Lucas, Area Manager - Special Products letter to Mr A Smith
23 November 1992.

"This fault affected incoming STD calls from Melbourne to CB for a period of up to 3 weeks prior to fault being fixed. The maximum impact on your incoming STD calls from Melbourne would have been up to 50%."

Ref: Telecom Australia B004 Alan Smith - CBHC Services History [p 18]

"Whilst it was initially thought that the problem may have existed for a 6 week period, subsequent investigations confirmed its existence for a total of 16 days (refer witness statement of Hew MacIntosh and David Stockdale)."

and

"However, it is estimated that the MELU problem would have resulted in 33% of callers from Melbourne (or passing through Melbourne e.g. from South Australia) to all customers in the 055 267 XXX number range receiving RVA."

The Telecom report further suggests "callers could have reached CBHC by adopting one of the following methods,"

- a) 'redialling' (with no comment that the probability of failure was again at least 33%)
- b) "contacting an operator" - i.e. STD has been ineffective.

Mr Smith's estimate of call distribution is that 60% of calls to CBHC originate from the affected areas, all of which had a 33% probability of failure. This in effect failed at least 20% of CBHC business traffic with mis-direction to RVA for the period of the fault. The number of callers who may never have redialled is unknown.

faulty which would effect on average 12.5% of all local to local traffic and 12.5% of all incoming to Cape Bridgewater traffic. The duration was not clear and although Telecom thought the fault might have lasted only 2-3 days, the Report notes "the fault could have occurred intermittently for some weeks prior, before becoming a hard fault". Again testing of the claimant's CAN and CPE resulted in an NFF report and again this was attributable to the fact that the tests were generally conducted out of the busy periods. Reading of the exchange congestion meters should have highlighted the situation;

- RCM - The change in the exchange configuration on 21 August 1991 relieved the line congestion problem from Portland to Cape Bridgewater (although subsequently congestion may have occurred in other links). The claimant experienced consistent problems with the RCM system, however. The Report notes that "this system had a track record of problems individually, and the RCM system components were the subject of several design corrections (Work Specifications)". These issues were likely to cause a range of problems reported by the claimant over the period August 1991 to February 1993 when the claimant's services were transferred off RCM1, whereupon service improved;
- in March 1992, Telecom checking (in response to complaints by the claimant) indicated that due to data entry error on the Melbourne Windsor Trunk Exchange, all calls through this exchange to Cape Bridgewater (at least 33% of Melbourne and interstate traffic) were directed to RVA for at least 16 days and possibly longer. The effect was that unsuccessful callers to Cape Bridgewater Holiday Camp who were minded to persist would have to redial (although the probability of failure was again at least 33%) or bypassing STD and contacting an operator. Given the claimant's estimate of 60% of calls originated from the affected areas, all of which had a 33% probability of failure, the Report estimates that at least 20% of Cape Bridgewater Holiday Camp business traffic with direction to RVA failed because of the fault;
- there is evidence that on 2 August 1992, Telecom NNI Section Testing locked up all circuits from Hamilton to Portland for approximately 1 day. This would have provided congestion/busy to 90% of callers to CBHC;
- there is evidence that all calls from Cape Bridgewater were blocked on 28 September 1992 for 1.5 hours;
- there is evidence that one of the 40 registers in the Portland ARF minor switching centre was faulty for 5 days, between 2 October