

complaint handling within two weeks and preliminary advice from staff being called in to review the work is complimentary. This together with the Privacy Policy and voice monitoring Guidelines and the new dispute procedure currently being documented with Warwick Smith will provide a very positive group of initiatives by around mid march.

Steve Black

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From: Blount, Frank  
To: Black, Stephen; Krasnostein, David  
Cc: Campbell, Ian new; Campbell, Doug; Parker, Harvey  
Subject: RE: COT Cases - call from Alan Smith  
Date: Thursday, 3 March 1994 7:30AM

Stephen:

Before you agree to meet with him, please talk to Harvey Parker about my discussion with him following my call to Alan Smith yesterday or the day before.

I have asked for the data on failure and/or fault rates attributed to the Portland AXE exchange (Alan's change) and historical fault data for all of the cable/outside plant/CPE reports for the Portland change area as well. I want to compare that historical data against the average for all of Victoria or all of Australia to ascertain if in fact our reported and cleared troubles in Portland indicate a pattern suggested by Alan.

I don't know whether such analysis has been done on this case before, but if it hasn't, I would be quite surprised. I want to personally get across such data so I can stand up with confidence and say that I have seen the raw data and I personally can attest to it.

I also am not certain from my discussion to Alan that he expects anything else at this point. He simply states that he is still having major problems as late as the day he placed the call to me. He says he has several examples of potential customers to his Camp that claim they had tried to call for hours the day before and got either no answer, no ring, or engaged and Alan claims he was never on the phone for the duration when customers claimed they tried to reach him. He gave me two such recent examples over the phone. He persists in telling me that my people are not telling me the truth.

It may be time to have an auditor reporting to me review the Portland trouble reporting procedures and data in and around Portland.

Thank,

Frank

N00168

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From: Black, Stephen  
To: Krasnostein, David; Blount, Frank  
Subject: FW: COT Cases - call from Alan Smith  
Date: Wednesday, March 02, 1994 9:53PM

Frank

I have discussed this with David Krasnostein and Ian Campbell. The recommendation is that I pick this matter up as your representative and meet with Mr Smith and Mr Schorer and that I be accompanied by an second impartial person such as Warwick Gilbert the Chief Internal Auditor.

At this meeting Mr Smith's proposal can be put forward discussed and, if appropriate, subsequently responded to by Telecom.

The suggestion from Mr Smith appears to indicate a desire to offer a settlement rather than enter the arbitration process. He will raise this in the discussion if this is his intention.

Steve Black

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From: Blount, Frank  
To: Scott, Sue  
Cc: Black, Stephen; Krasnostein, David; Campbell, Ian  
Subject: RE: COT Cases - call from Alan Smith  
Date: Tuesday, 1 March 1994 5:08PM

**Senate Estimates Hearing - 25 February 1994**

**Telstra Corporation Limited**

Senator Alston asked the following Question on Notice:

25. An Internal Telecom Minute in relation to Mr Alan Smith of Cape Bridgewater states "Our local technicians believe that Mr Smith is correct in raising complaints about incoming callers to his number receiving a recorded voice announcement saying the number is disconnected. They believe that it is a problem that is occurring in increasing numbers as more and more customers are connected to AXE" (Attachment 1)

- a) Could you explain why more problems are occurring as more and more customers are connected to the upgraded AXE exchange and has this problem since been rectified? If not, why not?
- b) Could you advise how widespread this problem is with other exchanges which have been upgraded to AXE?
- c) As Telecom intends on upgrading all exchanges to AXE by 1997 does it expect the same problems to occur as outlined in this minute?

**Answer**

The issue referred to relates to the procedures for the initial loading of data into AXE exchanges which, at the time, did not ensure a centralised approach. The problem arose from the method of preparing and verifying routing data for loading into AXE exchanges, particularly as more small analogue exchanges were converted to digital. Network Operations management was already aware of the need for centralisation and tighter control over verification and was in the process of developing this when the fault report from Mr Alan Smith was received. A two pronged approach has been implemented to improve the processes:

- 1) The Data Production Group underwent a quality accreditation process to ensure that the data received by the Data Cells in the field locations was error free.
- 2) The number of groups loading these data changes into the AXE sites was significantly reduced. In country Victoria, it was reduced from 40 to 5 and it is planned to be further reduced.

H-B

The substantially reduced numbers of staff involved allow better training and control procedures to be implemented and there is no record of any further faults of this type occurring in the Country Victorian network.

In summary, there was a single fault incident which affected Portland AXE Exchange for a short period of time. This was not a generic problem in the network, but reflected the need for improved verification in the data preparation and loading procedures relating to AXE exchanges. Revised procedures were introduced promptly.

- a) The reference in Question (a) is considered to relate to the potential for loading errors if verification procedures for routing data were not tightened.
- b) This issue is now believed to be resolved.
- c) The new procedures now successfully implemented will ensure that this particular problem does not recur.

L-B

Telecom Australia

Minute

File HA-AC 4/1/18. Subject GRADE OF SERVICE COMPLAINT  
MR ALAN SMITH 055-26 7267

Phone 055-73 0200 From [REDACTED]  
CUSTOMER SERVICES MANAGER  
HAMILTON - VIC/TAS REGION

To [REDACTED] - NETWORK OPERATIONS  
[REDACTED] - FAULT BUREAU VIC/TAS

[REDACTED]  
Please find enclosed documentation in regard to a Grade  
of Service Complaint from Mr Alan Smith of Cape  
Bridgewater.

Our local technicians believe that Mr Smith is correct  
in raising complaints about incoming callers to his  
number receiving a Recorded Voice Announcement saying  
that the number is disconnected.

They believe that it is a problem that is occurring in  
increasing numbers as more and more customers are  
connected to AXE.

Can you please investigate this problem and provide me  
with a written reply so as I can forward this to Mr  
Smith and our local Federal Member, before what is  
already a difficult situation, gets right out of hand.

[REDACTED]  
Customer Services Manager - Hamilton

2/7/92

4-B

Doody, Chris

From: Grindlay, Mark  
To: Doody, Chris  
Subject: CAPE BRIDGEWATER C.O.T.  
Date: Wednesday, Apr 06, 1994 2:59PM  
Priority: High

Chris,

Following previous lost call analysis of the Z route between Warrambool Node and Portland AXE-R (PORX), it was decided to increment this route from 30 to 60 ccts. As no free ETC's or cabinet infrastructure is available at PORX a project has been issued to NDC to increment the route by replacing an empty LSMR 120 with a LSMR 64. The current status of this project is as follows:  
Material in on site, and design pack has been issued to field. Installation ( Rod Fry ) awaiting data from DPG. Rod Fry is aiming to do the job tonight ( 6/4/94 ) if the data arrives in time. If not, it will be either tomorrow night (7/4/94), or approx Wed next week ( 13/4/94 ) as there is an installation conference early next week and he will be short staffed. I have reiterated to all parties concerned the importance of getting this project done ASAP.

My original request to NDC is attached

From: Grindlay, Mark  
To: Grooby, Lloyd  
Subject: PORX - WBOX CCT INCREMENT & OTHER STUFF  
Date: Thursday, March 03, 1994 5:22PM  
Priority: High

Lloyd,

Could you please arrange for the Z route between Warrambool Node & Portland AXE-R to be incremented from 30 to 60 ccts. To do this without having to wait for the Tyrendarra & Heathmere repairs will require the installation of another LSMR 64 Line magazine as PORX currently has no free ETC's. There are currently no spare magazine positions in the AXE-R cabinets. I propose to replace the last installed empty LSMR 120 magazine ( EM 11 ) in the Extension 2 cabinet for a LSMR 64/0 LSMR. John Tampling has advised these magazines are in stock. Could you please fast track this project due to the sensitivity of the current COT case at Cape Bridgewater ( off PORX)

Also - Leigh Howlett advises that batteries/rectifiers for Gringegalgon, Ozenkadnook, Poolajelo & possibly Melville Forest ( L.H. to confirm ) need replacement. Could you please arrange for replacement

Please create ECP projects for the above as appropriate. Could you please advise of timing for completion of the Portland Project so I can advise Network Investigations.

**K04552**

4-C

Dwyer, Kevin

From: Dwyer, Kevin  
To: Gamble, Peter  
Cc: Humrich, Alan  
Subject: RE: Software query  
Date: Thursday, 24 February 1994 11:07AM

Peter,

You are quite correct in your thought that the anecdotal reference applies more to AXE than ARE-11. 'Lockups' are generally well-known as a problem in AXE exchanges, not only in Australia but in overseas countries as well. A number of upgrades have included software which would reduce the incidence of lockups.

There is nothing to add to my previous notes on ARE-11 exchanges concerning claims of 'incompatibility' problems.

Regarding the problems in AXE:

In the NASM database (which has a record of faults reported from AXE exchanges, dating from 1988 when it was introduced, although it was not in widespread use till 1992/3) there are 105 reports of Lockups affecting customers. Two of these reports refer to PBX services, but there are no reports referring specifically to 'Commander' services.

The TR database (Trouble Report system controlled by TNE to monitor problems reported, passed to Ericsson, and fixed by Ericsson) which was used prior to NASM for all records of faults does show lockups on AXE equipment which would have affected customers and PBX functions, but does not provide any realistic count of problem occurrences. It does not record any lockups specifically related to 'Commander' systems.

As a general comment, if the first line was locked up and calls allowed to flow on to the other lines, then no calls would be lost until all lines were busy, so I fail to see how an estimate that 'call loss could be up to 15%' could be made or repeated with any degree of integrity.

There is also another NSIS database which would contain records of AXE faults which I have not checked yet but which I believe has records of large numbers of lockup instances affecting individual customers lines. I am reluctant to initiate a search of the NSIS database at present as the faults recorded therein would have no bearing on the CoT services in question, unless the fault occurred on their individual line.

Kevin,

From: Gamble, Peter  
To: Humrich, Alan; Dwyer, Kevin  
Cc: Wegland, Fran  
Subject: Software query  
Date: Thursday, 17 February 1994 7:04PM

Fran, I am not sure where Alan is - please pass to him if he is on the 24th floor.

A13980

Kevin, Alan

Kevin, I did not use your comments on software (COMPATBL) at this time as they didn't seem relevant to the additional information that Austel have provided. John McMahon writes as follows:

"I have references to Ericssons having considered a lock up fault which was occurring where the first line would be locked out and this would allow calls to flow to the other lines. It was said to arise through the

4-D

incompatibility of exchange software and Telecom's equipment. Ericsson apparently provided a solution and advised that particular Commander systems were most vulnerable. Ericsson are said to have suggested that call loss could be up to 15%.

Any thoughts on this new line? It sounds a bit like AXE rather than ARE to me!

Peter.

A13981

47D

Dwyer, Kevin

From: Gamble, Peter  
To: Humrich, Alan; Dwyer, Kevin  
Subject: Software - Valley Exchange  
Date: Wednesday, 22 June 1994 11:57AM

You may recall that we were trying to find a reference in our software problem data bases that matched a query from John MacMahon at AUSTEL. We were looking, as I recall for a problem that might have caused a compatibility problem with CPE.

We first searched the ARE data base and then the AXE data base with no luck. AUSTEL accused us of looking with too narrow a search criteria, but would not give us any real details to go on.

The "Telecommunications Survey Analysis and Report" recently lodged by Ann Garms provides the following handwritten file note:

"Ref: 1993/16

→ May 1993 ↘

Rob Brooker of Ericsson Australia advised that Telecom had a problem for a long time with an incapability problem with computer software in their exchanges and telephone equipment. The call loss resulted in a 50% loss.

Took 1st of all along time to identify. After some time Ericsson were asked to solve the problem. Took them 9 months to identify. Rob Brooker advised that this was substantially delayed because Telecom did not place this problem in the top 10 faults."

Kevin, does this shed any more light on it ?

If not, can I suggest that you contact Rob Brooker directly and get his side of the story. As we will want to present this as part of our rebuttal of Ann Garms claim, we will probably need to eventually get a statement in writing.

Peter.

*Hold off calling Rob Brooker. He gave some time ago to Alan Humrich, & Alan will check details of what he was on about at that time.*

*The 'top 10' reference implies AXE, while GARMS problems were ARE-related and that was the implication in the report from AUSTEL for us to investigate.  
invest further through A.H.*

*For coming, with Notes & references from Ericsson  
copy of questions from GARMS to BROCKER  
response BROCKER to GARMS.*

A13725