

I, ALAN SMITH

of CAPE BRIDGEWATER

in the State of Victoria

HOLIDAY CAMP PORTLAND

do solemnly and

sincerely declare

3306

THAT
At approximately 4.20 pm yesterday, I spoke to Detective Superintendent Jeff Penrose (Federal Police) regarding my concerns about what had just taken place.

Telecom had just returned to me, two (2) identical copies of an Austel letter addressed to Telecom attached to two (2) different types of header sheets of different dates.

My purpose for being at Telecom House was that when Telecom had originally supplied the F.O.I. documentation, they had somehow failed to supply the adjoining documentation that should have accompanied some of these Fax Header Sheets, (fifty six (56) header sheets in all).

It was now apparent my concerns were justified.

Telecom had no intention of supplying the full documentation either maliciously or by the fact of their own admission made yesterday by Mr Pollock the Telecom F.O.I. Officer, because that much of this documentation is out of the correct chronological order due to so many viewings that had taken place, either by Austel, Coopers & Lybrand, Commonwealth Ombudsmans Office and others. Mr Pollock also stated in the company of two (2) other Telecom employees, one male, one female, in the office provided for me, that because much of the F.O.I. documentation was so blanked out that it was hard to match the correct correspondence to the Telecom Header Sheets in question.

I asked Rod Pollock, how can I put my claim together if the material, that I have requested under the F.O.I. agreement is in such a mess, that even Telecom themselves, their own office, is unable to be sure that the information they are supplying to me is in fact the correct documents I originally applied for under the F.O.I. agreement.

Even though an office had been allocated for me, with a note on the door to that effect, "reserved from 8am to 6pm", the moment I brought to their attention the irregularities regarding the two Fax's in question, there was an immediate urgency to terminate my presence and I was asked to leave at 4.40 pm. These two Telecom employees made it known there was no bad feelings, however the male Officer also made it very clear, that like Rod Pollock had previously said, because of the way the F.O.I. documentation was laid out and had been viewed by so many different People and Departments etc., they were finding it hard to match the correct F.O.I. Fax Header Sheets to correspond with the original documentation.

With reference to this signed declaration and the admissions of these Telecom employees mentioned, one can only perhaps wonder for good reason, has the C.O.T. Case Members actually received their appropriate documentation under F.O.I. conditions (Act), which will allow them to have every opportunity to have their known communication faults shown by the correct data presented by Telecom?

AND I make this solemn declaration conscientiously believing the same to be true and by virtue of the provisions of an Act of the Parliament of Victoria rendering persons making a false declaration punishable for wilful and corrupt perjury.

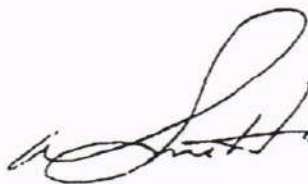
DECLARED at Camberwell in the
State of Victoria this 14th
day of May One thousand
nine hundred 97

Before me



N. D. CREASEY
Senior Constable 21524

Camberwell Police Station
317 Camberwell Road.
Camberwell 3104



Warwick**URGENT**

Attached is a fax received from Alan Smith regarding access to FOI documents at Telecom.

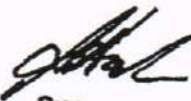
Smith is alleging that the documents are not in chronological order and blanking done for earlier FOI inspections has made the collection of appropriate documentation uncertain and diminished the opportunity for him to satisfactorily present his case.

Mr Smith has demanded a TIO member be present at today's examination of papers by him at Telecom.

I have attempted to contact Peter Bartlett as the most appropriate person to comment in your absence but he is unavailable.

I have also attempted to contact Gordon Hughes to seek his views but at this point he too is unavailable.

Finally I have contacted John McMahon at Austel to see if he was aware of any undertakings regarding the access to FOI documents and commitments about the presentation of these that might have been given by Austel or any other parties. He said he was not aware of any such commitments.


Sue
16 May 1994

PS Mr Smith subsequently arrived in the office. He asked that someone from the office go to Telecom with him. I said that this was not possible but that he should call this office and advise us of his telephone number when he was allocated an office in the Telecom building. In the interim I undertook to:

- advise you of his concerns as soon as you arrived and said that you would call as appropriate;
- advise Hughes and/or Bartlett of his concerns when they were available;
- seek your advice as to whether the Commonwealth Ombudsman's office should be involved.

I also noted that the absence of proof in the form of documents may be seen as weakening his case but could also be seen as weakening Telecom's defence and he should bear this in mind when examining documents. Mr Smith was also concerned about documents which stated that there were attachments where no attachment was available. He left an example of this with us (also attached).

c/5

Quote to Smith + Austel
relating to process etc.

20



OFFICE OF HON MICHAEL LEE MP. Rep by Min, SA, Dept. Information, Advice. Copy held for min to 300. Final with...

34/0269-05 22

Parliament House Canberra ACT 2600

Prnce fig. Can w discuss. 19/10

Circumstances and past actions of senior staff within Telecom have made it necessary to bring to your attention some very concerning activity that my colleagues and I feel can no longer be ignored or dismissed.

We hesitate to bring the following instances to your attention but decided it was necessary as this situation is far too serious to be allowed to continue... In bringing this matter to your attention we do not wish to paint the picture that all staff are involved in certain activities...

Concerns and Issues.

Mr Steven Black Group General Manager of Customer Affairs who has the charter to work to address and compensate Telecom's "COT" customers as well as the management of other customer issues related to Telecom is involved in and initiates conduct and work practices that are totally unethical...

1. Implementation of a complaint handling procedure throughout Telecom though outwardly giving the appearance of acceptance and uniformity of work practices, is nothing more than outward deception to external regulating parties. Mr David Fickling in association with Mr Steven Monro have deceived AUSTEL as to the implementation of core initiatives.

- Existing within Telecom nationally is different Regional offices operating in various ways to address customer complaints. This situation is attributable to a lack of: comprehensive documentation to staff at time of training, comprehensive training by competent individuals to all manner of staff, a incomplete database unable to capture and store required criteria for most purposes specifically reporting, continued failed deadlines to major initiatives resulting in blatant short cuts being needed.

To meet certain commitments to AUSTEL made by Mr Black and Mr Fickling a incomplete complaints handling process has been forced down staffs thro'out, resulting in much resentment and confusion whereby key initiatives are not in place.

2. The management of COT customers by Mr Rod Pollock is nothing more than a unprofessional, adversarial approach towards customers. Mr Pollocks approach to these customers has been one of manipulation and deception as in his dealings with the top four COT customers and subsequent eleven customers Mr Pollock has lied and deceived these customers.

Damaging evidence against Telecom has been conveniently removed or altered to suit the case. Junior staff or temporary agency staff have been requested not to place pertinent information on customer files so as no to weaken Telecom's case further. COT customers that may prove to be a threat to Telecom have been expertly manipulated and paid settlements.

legon

trans) from also office

maybe not stated by intern

is agree - and very complete

Warrick Smith has been critical of Pollock a some issues.

K.L.

Union's copy with procedure added to Fickling's office + Brisbane office. Fickling reported that they initially provided too much documentation - training - deliberately down sized.

evidence // evidence?

3. Unfortunately the Legal advice and expertise that Telecom has sought from its internal legal group has also been sadly lacking in ethical direction. In the management of major customer disputes the legal area has sought to hide and skirt around the truth. ~~Telecom's legal advisors have responded to external statutory authorities with only half of the information required fully aware of not providing all information.~~ Their general position has been to sit behind the legal word and its many interpretations in so doing avoiding full disclosure of information. ~~There have been instances where the legal group have directed or advised staff to limit the disclosure of information to external authorities, in so doing slowing down or redirecting the wheels of natural justice.~~

Not sure of context of the could be try it talk about A's COT investigation of 12 months

4. There are three main areas which Steve Black and his senior executives have sought to influence and manipulate:

1. Remove or change clear information on the position of liability. ?
2. Diminish the level of compensation payable to COT customers.
3. Dismissive of breaches in relation to matters regarding customer Privacy.

In relation to the Robert Bray case Steve Black has sought to cover up the true facts of disclosure of customer information. Particularly he has sought to cover up "broadcasting" of the customers private information.

as much as has been discussed this issue

As you can see from what I have mentioned to you something needs to done. As you can appreciate we are not in a position to go any deeper that what has already been outlined . As to where next that lies in your hands. We have done what is unfortunately our only form of address to the situation.

23rd May 1994 problems faxing documents to Dr Hughes

Telstra's CCAS data and my billed account for these calls show these five short duration call attempts lasting 45/46 seconds were charged as successful from (08:04am to 08:26am) the two pages I was sending finally transmitted successfully at 08:29am lasting 02:02 seconds. An extract from Telstra's arbitration B004 defence report page 45 (produced below) confirms Tony Watson of Telstra, admitted these fax transmissions were not successful because the arbitrators fax machines at his office were busy at the time I was attempting to fax these calls.

The fact that Telstra's B004 defence report was signed under oath 12th December 1994, which acknowledged on this occasion 23rd May 1994 that my faxes were not received at the arbitrators office adds further weight to my evidence that Telstra are aware they charge for non-transmitted faxes.

My Telstra Fax Account for the 23rd May 1994

S	U26	23	MAY	08.13A	MAROOCHYDORE	074434022	L	CHARGE	CHARGE
4	026	23	MAY	08.04A	Melbourne	036148730	D	0:46	0.39
5	026	23	MAY	08.05A	Melbourne	036148730 *	D	0:45	0.38
6	026	23	MAY	08.08A	Melbourne	036148730 *	D	0:45	0.38
7	026	23	MAY	08.11A	Melbourne	036148730 *	D	0:45	0.38
8	026	23	MAY	08.12A	Warrnambool	055613614	D	0:52	0.32
9	026	23	MAY	08.17A	Maroochydore	074434022	D	2:10	1.20
10	026	23	MAY	08.26A	Melbourne	036148730 *	D	0:45	0.38
11	026	23	MAY	08.29A	Melbourne	036148730 *	D	2:02	0.82
12	026	23	MAY	08.34A	Melbourne	032877099	D	15:55	5.63
13	026	23	MAY	08.57A	Maroochydore	074434234	D	2:34	1.40
14	026	23	MAY	09.05A	Maroochydore	074434022	D	0:49	0.53

TELECOM AUSTRALIA DUPLICATE BILL
055 267267 626 A Z D CDTL 19 JUN 94 LIVE F 61/101 V34 025 001
MR ALAN SMITH
RMB 4408

Page 45 from Telstra's B004 Arbitration Defence Report

On 23 May 1994, Smith complained that he was getting engaged signal when sending a facsimile to the Arbitrator's offices at Hunt & Hunt (614 8730). A subsequent investigation revealed that facsimile number 614 8730 is part of a two line rotary (hunt) group together with number 614 2189. Both 614 8730 and 614 2189 were tested and no fault was found. Telecom's Tony Watson telephoned Hunt & Hunt to inform them that a person had reported getting busy while calling their facsimile. The receptionist told Mr Watson that their facsimiles were very busy all the time. In light of this discussion and the testing undertaken, Mr Watson concluded that Hunt & Hunt was probably busy at the time when Smith attempted to send his facsimile and the incident was not the result of a network problem (reference document 4.10).

28 January 2003

COPY



Telecommunications
Industry
Ombudsman

John Pinnock
Ombudsman

Total Pages: 19

Dear

LEVEL 3 COMPLAINT

TIO reference: 02/101638-1 - Mc Kenzie

The Telecommunications Industry Ombudsman (TIO) has received a complaint against Telstra Corporation from Mr & Mrs Darren & Jenny Lewis regarding telephone number 0355267267.

The TIO has raised this complaint at level 3 because of the complexity of the complaint and likelihood that extensive testing may be required. Mr & Mrs Lewis have advised the TIO that they have an ongoing complaint with Telstra Corporation in relation to their telephone service and have as yet been unable to resolve this matter. The TIO has invested time assessing Mr & Mrs Lewis' correspondence and believes that further investigation is warranted.

Mr & Mrs Lewis claim in their correspondence attached:

- That they purchased the Cape Bridgewater Coastal Camp in December 2001, but since that time have experienced a number of issues in relation to their telephone service, many of which remain unresolved.
- That a Telstra technician "Mr Tony Watson" is currently assigned to his case, but appears unwilling to discuss the issues with Mr Lewis due to his contact with the previous Camp Owner, Mr Alan Smith.
- That on 27 September 2002 "Ian" advised him that an EMG was causing the faults at the local exchange and that a technician would be sent out to fix this.
- That on 28 September 2002 "Renea" advised him that that the local exchange could only handle a certain amount of traffic, that there was nothing that Telstra Corporation could do about the problem and that this problem was not new to Cape Bridgewater.
- That Telstra Corporation advised him on 26 November 2002 that the phone extension wiring was laid too shallow and was not installed correctly, thus it believed that Telstra Corporation had not installed that wiring. Mr Lewis also claims that it was suggested that the line had been tampered with.
- That Mr Alan Smith had provided him with documents confirming that Telstra Corporation did all the cabling and wiring in question.
- That the phone problems have decreased dramatically since Telstra Corporation rewired the business on 9 December 2002 and disconnected the phone alarm bell, however he is still

"providing independent, just, informal, speedy resolution of complaints."

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National Headquarters
Level 15/114 William Street Melbourne Victoria 3000

Telecommunications Industry Ombudsman Ltd ABN 46 057 634 787

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Collins Street West
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Fax Freecall 1800 630 614

experiencing intermittent problems with receiving calls, and continued to have problems with his fax line.

- That Telstra Corporation have checked his fax machine and confirmed that it is working correctly.
- That he believes that as the same problem has been experienced when attempting to send or receive faxes from a number of locations, it is unlikely that the fault is with the other party's fax machine.
- That the problems experienced resulted in the frustration of his clients being unable to contact him to make bookings for his camp and are affecting the profitability of his business.

Mr Lewis has outlined a number of these problems on page 3 of his correspondence attached. In particular, Mr Lewis has identified the following concerns:

- That he has been contacted by a number of people advising that the telephone had not been answered when ringing previously, despite Mr Lewis' assertion that someone was there at the time.
- That many faxes sent to his potential clients have not been received at the intended destinations, despite his fax transmission records confirming that the fax had been successfully sent. Furthermore, Mr Lewis claims that he has been charged for each of these calls.
- That he has experienced problems receiving faxes from his clients.
- That when he uses *10# to retrieve missed phone calls, he is sometimes given numbers from days before which had not registered earlier.
- That people had reported that when attempting to call Mr Lewis' business they first hear a message that the telephone has been disconnected, but when trying again are connected through on the same number.
- That when picking up the receiver to make a call, he had intermittently heard another person's conversation quite clearly.
- That on 25 October 2002 a caller reported that when trying to contact Mr Lewis earlier, he heard only clicking noises on the telephone line, but the call did not connect.
- That a caller reported that they had called and heard an engaged signal, despite Mr Lewis having call waiting activated on the service to prevent missed calls.
- That another caller reported that every time he called he received a fax connection tone.
- That on 13 November 2002 he picked up the receiver and heard a deep breathing sound but no dial tone.

The TIO asks Telstra Corporation to present its perspective on the complaint.

If Telstra Corporation decides that the complainant's claims have merit after reviewing the complaint, how does Telstra Corporation propose resolving the complaint?

If Telstra Corporation is of the view that there is no merit to some or all aspects of this complaint, please provide reasons for its view, identifying any facts in dispute. In addition, please supply all documentation relevant to the complaint. In particular, please provide:

- All Customer Care Notes for the account
- All Fault Reports for the account
- Telstra Corporation's assessment of whether Mr Lewis is entitled to compensation under the Customer Service Guarantee in relation to any of the faults reported above. Please include its reasons for the assessment for each fault reported.

The TIO has forwarded a copy of this letter to the complainant and asked them to pay any undisputed charges. While this complaint is under consideration, the TIO expects that Telstra Corporation will suspend credit management on any disputed charges.

The TIO may also forward Telstra Corporation's response to the complainant. For this reason, please ensure that it is written in plain English.

Please forward your reply to this letter within the next 28 days. The TIO may escalate the complaint to Level 4 status if Telstra Corporation does not respond to the TIO within this time frame or provide information requested.

Please contact me if you would like to discuss any aspect of this complaint.

Yours sincerely



Gillian Mc Kenzie
Investigations Officer

GENERAL.XLS

11/09/95 4:07 PM GENERAL.XLS

FROM	TO	FILE DESCRIPTION	FILE PART	PROV. UNDER	FILE FROM	FILE NO.	FOI NO.	Q.A.R.M.S	GILLAN	SMITH	SCHORER
GEN K54592	K54923	FOLDER OF Correspondence 25.11.93 to 8.7.94			LR 4 B.95	202					
GEN K54934	K55287	Documents in Support of Telecom's Further Response 6.2.93 to 28.7.94			LR 4 B.95	203					
GEN N00000	N00131	BCI REPORT ON ROTARY GROUP SEARCH			A Himmich	121	7	8.5.95			
GEN N00192	N00456	NETWORK ISSUES			A Himmich	122	17	8.6.95		24.05.95	
GEN N00457	N00506	CUSTOMER SCE "POWER"			A Himmich	123				24.05.95	
GEN N00587	N00660	CUSTOMER CORRESPONDENCE			A Himmich	124	27	8.6.95		24.05.95	
GEN N00661	N00800	CUSTOMER SCE STEERING COMMITTEE			A Himmich	125	28	8.6.95		24.05.95	
GEN N00801	N00895	CUSTOMER SCE CUSTOMER DATA			A Himmich	126				24.05.95	
GEN N00896	N00981	CUSTOMER SCE SERVICE REVIEW TEAM			A Himmich	127	25	8.6.95		24.5.95	
GEN R00901	R00257	SPRINGFORM FOLDER FROM THE OFFICE OF DOUG CAMPBELL				58		26.07.94**22.12.94	21.07.94**22.12.94	26.07.94**22.12.94	29.07.94**22.12.94
GEN R00515	R00762	GENERAL HRR088				59		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94
GEN R00763	R01081	COT CASES GENERAL - DENNIS HAMBLETON				60		21.06.94**22.12.94	07.07.94**22.12.94	19.07.94**22.12.94	19.07.94**22.12.94
GEN R01082	R01160	COT CASES GENERAL - DENNIS HAMBLETON				61		21.06.94**22.12.94	07.07.94**22.12.94	19.07.94**22.12.94	19.07.94**22.12.94
GEN R02179	R02282	COT EXCH INFO AUSTEL				62		21.06.94**22.12.94	07.07.94**22.12.94	19.07.94**22.12.94	19.07.94**22.12.94
GEN R02448	R02718	CASUALTIES OF TELECOM				63		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R02719	R02996	CASUALTIES OF TELECOM				64		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R02997	R03282	CASUALTIES OF TELECOM				65		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R03283	R03599	CASUALTIES OF TELECOM				66		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R03600	R04013	CASUALTIES OF TELECOM				67		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R04014	R04293	CASUALTIES OF TELECOM				68		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R04294	R04327	CASUALTIES OF TELECOM				69		21.06.94**22.12.94	07.07.94**22.12.94	19.07.94**22.12.94	19.07.94**22.12.94
GEN R09492	R09840	COT GENERAL FILE 26/8/93 - 30/9/93				70		23.06.94**22.12.94	21.07.94**22.12.94	28.07.94**22.12.94	29.07.94**22.12.94
GEN R09841	R10344	COT GENERAL FILE 4 OCT. - 23 DEC.				71		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R10345	R10799	AUSTEL 8 AUG. - 30 SEPT.				72		21.06.94**22.12.94	07.07.94**22.12.94	19.07.94**22.12.94	19.07.94**22.12.94
GEN R10740	R11220	COT AUSTEL 4 OCT. - 30 NOV. 9 (HOLD CRUJ)				73		20.07.94**22.12.94	21.07.94**22.12.94	28.07.94**22.12.94	29.07.94**22.12.94
GEN R11582	R11789	COT GENERAL FILE JAN 94				74		23.06.94**22.12.94	21.07.94**22.12.94	28.07.94**22.12.94	29.07.94**22.12.94
GEN R11740	R12025	COT AUSTEL CORRESPONDENCE 19/94-12/94				75		23.06.94**22.12.94	21.07.94**22.12.94	28.07.94**22.12.94	29.07.94**22.12.94
GEN R12026	R12136	MARCH 1994				76		23.06.94**22.12.94	21.07.94**22.12.94	28.07.94**22.12.94	29.07.94**22.12.94
GEN R12139	R12296	COT-FAULT ANALYSIS MANAGEMENT				77		23.06.94**22.12.94	21.07.94**22.12.94	28.07.94**22.12.94	29.07.94**22.12.94
GEN R12297	R12313	COT-SERVICE REVIEW TEAM				78		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R12314	R12537	COT-CALL MONITORING AND TESTING				79		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R12538	R12587	COT - VOICE MONITORING				80		21.06.94**22.12.94	07.07.94**22.12.94	19.07.94**22.12.94	19.07.94**22.12.94
GEN R12588	R12620	COT-CUSTOMER ISSUES GENERAL				81		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R13097	R13229	COT AUSTEL FINDING & RECOMMENDATION APRIL 94				82		23.06.94**22.12.94	21.07.94**22.12.94	28.07.94**22.12.94	29.07.94**22.12.94
GEN R13230	R13276	COT-TELECOM/AUSTEL MEETINGS				83		23.06.94**22.12.94	21.07.94**22.12.94	28.07.94**22.12.94	29.07.94**22.12.94
GEN R13277	R13318	COT-PUBLIC MEETINGS				84		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R13319	R13357	COT-PUB REL/MEDIA				85		23.06.94**22.12.94	21.07.94**22.12.94	28.07.94**22.12.94	29.07.94**22.12.94
GEN R13358	R13577	COT-AUSTEL DIRECTION				86		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R13578	R13665	COT-MINISTERIAL MANAGEMENT BRIEFINGS				87		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN R13666	R14010	COT MANAGEMENT ARRANGEMENT, STAFFING				88		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94

GENERAL.XLS

FROM	TO	FILE DESCRIPTION	FILE PART	PROV. UNDER	FILE FROM	FILE NO.	FOI NO.	GARIMS	GILLAN	SMITH	SCHORER
GEN A36526	A08593	AC 2/1 PART 3 - COT CASES	AC2/1 PT3			38		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	20.07.94**22.12.94
GEN A36596	A08841	CUSTOMER COMPLAINTS	GBU 6385 PART 1			39		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN A36925	A08961	COT CUSTOMER CORRESPONDENCE C00019	C00019			40		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN A39366	A09740	COT FILE NOVEMBER (FIELD CRU)				41		23.06.94**22.12.94	21.07.94**22.12.94	26.07.94**22.12.94	29.07.94**22.12.94
GEN A39744	A08941	CORPORATE SECRETARY				42		23.06.94**22.12.94	21.07.94**22.12.94	26.07.94**22.12.94	29.07.94**22.12.94
GEN A08942	A10272	AUSTEL CORRESPONDENCE 7/12/93 - 28/2/93				43		21.06.94**22.12.94	07.07.94**22.12.94	19.07.94**22.12.94	19.07.94**22.12.94
GEN A10303	A10685	FREESHILLS				44		30.06.94**22.12.94	07.07.94**22.12.94	07.07.94**22.12.94	29.07.94**22.12.94
GEN A10696	A10731	CO 0013 see also K35141-K35549	C00013			45		23.06.94**22.12.94	21.07.94**22.12.94	26.07.94**22.12.94	29.07.94**22.12.94
GEN A11076	A11944	EXCHANGE INFORMATION - AUSTEL DIRECTIVE	C00023			106/9		8.6.95		24.05.95	
GEN A12627	A12706	FILE: N5 PART 1 CASUALTIES OF TELECOM	C00023			194		23.12.94	23.12.94	23.12.94	23.12.94
GEN A13680	A14089	PERFORMANCE	NMAX 13-19 PART 3			93					
GEN A17923	A17921	CASUALTIES OF TELECOM - CONTINUED FROM FILE F04294-F04327	HRH 297 PART 7 CONT.			107					
GEN A18118	A16560	FILE FROM THE OFFICE OF THE CHIEF EXECUTIVE OFFICER				108					
GEN A18744	A19975	FILE 1 FROM DEPARTMENT OF CORPORATE AFFAIRS.				109					
GEN A19975	A20154	FILE 2 FROM DEPARTMENT OF CORPORATE AFFAIRS.				109/11		8.6.95		24.5.95	
GEN A20488	A20769	AUSTEL REPRESENTATION - COT CASES TEMPORARY FILE PART A	HRRES0151		Lea Clardarab (for J Holmes)	110/8		8.6.95		24.05.95	
GEN A24552	A24855	HEW MACINTOSH'S COMPLETE DIARY	DATA			128/12		8.6.95		24.05.95	
GEN A31694	A32103	Austel File P1 (04.94 to 04.02.94)	PT1		Steve Black.	103	1	8.6.95		24.05.95	
GEN A32168	A32653	Austel File P2 (08.02.94 to 08.04.94)	PT2		Steve Black.	102	2	8.6.95		24.05.95	
GEN A32783	A33005	Austel File PT3	PT3		Steve Black.	104	24	8.6.95		24.05.95	
GEN A39936	A43235	DNF Case Study, Support;g Doc Pt 1	PT1		Techny Grp	99	5	8.6.95		24.05.95	
GEN A40234	A43553	DNF Case Study, Support;ng Doc Pt2	PT2		Techny Grp	101	4	8.6.95		24.05.95	
GEN A40554	A43633	DNF Case study, supporting documentation	PT3		Techny Grp	100	13	8.6.95		24.05.95	
GEN A41802	A41888	Customer help centre Not under FOI			Lyn Chisholm, Arbitration Unit	130					
GEN A42483	A42497	Customer complaints file Not under FOI				111					
GEN A53471	A53986	Interceptions: report to minister 1994/241	Part 3		Joy Geary, Telecom Legal	136					
GEN A53987	A54657	Interceptions: report to minister 1994/241	Part 4		Joy Geary, Telecom Legal	137					
GEN A54575	A54649	Interceptions: discovery - FOI	2.1.		Joy Geary, Telecom Legal	138					
GEN A54644	A55285	Litigation: general - FOI	2.2.		Joy Geary, Telecom Legal	139					
GEN A55286	A55667	Litigation: CAU finances	6.5.		Joy Geary, Telecom Legal	140					
GEN A55668	A55915	Litigation: Interceptions	5.1.		Joy Geary, Telecom Legal	141					
GEN A55916	A55920	Litigation: CAU startup	6.2.		Joy Geary, Telecom Legal	142					
GEN A55921	A55928	Litigation: CAU/FOI	6.3.		Joy Geary, Telecom Legal	143					
GEN A55927	A56081	Litigation: CAU slide shows	6.6.		Joy Geary, Telecom Legal	144					
GEN A56082	A56380	Litigation: COTS fast track	part 6		Joy Geary, Telecom Legal	145					
GEN A56331	A56982	Litigation: CAU weekly reports 384/036/0528	3.2.		Joy Geary, Telecom Legal	146					
GEN A56953	A57353	Litigation: DNF defences 384/036/0525	3.3.		Joy Geary, Telecom Legal	147					
GEN A57534	A57541	Litigation: DNF mail 384/036/0548	3.7.		Joy Geary, Telecom Legal	148					
GEN A57542	A57808	Litigation: DNF mediation 384/036/0527	3.8.		Joy Geary, Telecom Legal	149					
GEN A57809	A57633	Litigation: DNF rules 384/036/0518	3.10.		Joy Geary, Telecom Legal	150					

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I, CATHERINE JOAN EZARD (LINDSEY)

2086

of LOT 1
PITFIELD RD
NEWTOWN
VIA SCARSDALE Vic 3352
sincerely declare

in the State of Victoria
do solemnly and

THAT In May 1993 on a request from Alan Smith, I went to collect mail sent to Ballarat Courier Newspaper in response to an advertisement placed in this newspaper re persons experiencing phone problems.

On two occasions there was no mail to collect even though prior inquiries to the Courier had indicated there was.

Over a period of one week I collected two letters. Mr Smith requested I open these letters and read them to him over the phone.

One letter was very unusual. It was from a Telecom employee who had written as if in response to an advertisement for a house to rent, stating his number of years employment with Telecom, etc.

A contact number and address was in this letter.

On a trip through Ballarat, Mr Smith collected the letters from me and also phoned the Telecom employee concerned from my home. He did not speak to the employee but relayed a message through the person who took the call.

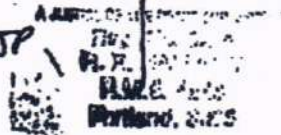
Mr Smith's call was not returned while he was in Ballarat.

AND I make this solemn declaration conscientiously believing the same to be true and by virtue of the provisions of an Act of the Parliament of Victoria rendering persons making a false declaration punishable for wilful and corrupt perjury.

DECLARED at Portland in the
State of Victoria this 20th
day of May One thousand
nine hundred 94

C. Ezard (Lindsey)

Before me R.R. Dalley JP



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