

ATTACHMENT 1

METERING ERRORS

FALSE PULSES

OUTSIDE CALLS : 0 PULSES
 OUTGOING CALLS : 0 CALLS 0 PULSES
 INCOMING CALLS : 0 CALLS 0 PULSES
 OVERMETERED : 0 CALLS 0 PULSES
 UNDERMETERED : 0 CALLS 0 PULSES

OUTGOING CALLS

TOTAL : 864

UNANSWERED : 182

ANSWERED

UNIT FEE METERED (OAU) : 0

STD (OAS) : 0

IDD (OAI) : 0

OPERATOR CONTROL (OAX) : 0

ABBREVIATED DIALLING (OAA) : 0

QUESTIONABLE (OAQ) : 682

INCOMING CALLS

UNANSWERED (IU) : 19

ANSWERED (IA) : 110

METER PULSE NO CALL (MNC) : 0

INCOMPLETE CALL (INC) : 0

DETAILED CALL DATA REPORT

DIRECTORY: 267267 CHANNEL: 5

NOTE: PREVIOUS CALL DATA HAVE BEEN DELETED

 CALL ! TIME ! NUMBER DIALLED !WAIT !CONVERS. !METERING! PRICE
 CLASS! ! /RING/OPERATOR ! ! TIME ! !

IA !940527 06:43:47! RINGINGS: 4 !00:06!00:05:13!
 IA !940527 07:50:12! RINGINGS: 4 !00:06!00:08:58!
 IA !940527 09:02:29! RINGINGS: 6 !00:08!00:03:49!
 IA !940527 10:22:27! RINGINGS: 2 !00:03!00:01:02!
 IA !940527 10:38:00! RINGINGS: 2 !00:03!00:04:09!
 IA !940527 10:54:29! RINGINGS: 4 !00:06!00:00:01!
 IA !940527 11:09:50! RINGINGS: 4 !00:05!00:01:52!
 IA !940527 11:26:09! RINGINGS: 4 !00:04!00:00:47!
 IA !940527 12:03:44! RINGINGS: 2 !00:03!00:00:09!
 IA !940527 12:04:06! RINGINGS: 4 !00:05!00:00:03!
 IA !940527 12:04:24! RINGINGS: 4 !00:05!00:00:08!
 IA !940527 12:04:48! RINGINGS: 4 !00:05!00:00:04!
 IA !940527 12:05:08! RINGINGS: 4 !00:04!00:00:05!
 IA !940527 12:05:29! RINGINGS: 4 !00:04!00:00:05!
 IA !940527 12:05:47! RINGINGS: 4 !00:05!00:00:04!
 IA !940527 12:06:07! RINGINGS: 4 !00:04!00:00:06!
 IA !940527 12:06:31! RINGINGS: 4 !00:05!00:00:04!
 IA !940527 12:06:51! RINGINGS: 3 !00:04!00:00:05!
 IA !940527 12:07:11! RINGINGS: 2 !00:03!00:00:05!
 IA !940527 12:07:30! RINGINGS: 4 !00:04!00:00:05!
 IA !940527 12:07:49! RINGINGS: 4 !00:04!00:00:05!
 IA !940527 12:08:09! RINGINGS: 4 !00:05!00:00:04!
 IA !940527 12:08:28! RINGINGS: 4 !00:05!00:00:07!
 IA !940527 12:08:50! RINGINGS: 4 !00:05!00:00:03!
 IA !940527 12:09:08! RINGINGS: 2 !00:02!00:00:05!
 IA !940527 12:09:25! RINGINGS: 2 !00:03!00:02:22!
 IA !940527 14:20:20! RINGINGS: 6 !00:07!00:06:25!
 IA !940527 14:26:55! RINGINGS: 4 !00:05!00:02:31!
 IA !940527 16:21:44! RINGINGS: 2 !00:03!00:00:13!
 IA !940527 17:18:17! RINGINGS: 4 !00:05!00:03:02!
 IA !940527 17:44:02! RINGINGS: 6 !00:09!00:15:25!
 IA !940527 19:32:57! RINGINGS: 6 !00:08!00:17:47!
 IA !940527 19:51:14! RINGINGS: 4 !00:04!00:01:59!
 IA !940527 19:55:18! RINGINGS: 2 !00:02!00:00:43!
 IA !940527 19:58:46! RINGINGS: 4 !00:05!00:02:46!
 IA !940527 20:13:38! RINGINGS: 4 !00:06!00:13:28!

DETAILED CALL DATA REPORT

DIRECTORY: 267267 CHANNEL: 5

NOTE: PREVIOUS CALL DATA HAVE BEEN DELETED

CALL CLASS!	TIME	NUMBER DIALLED /RING/OPERATOR	WAIT	CONVERS. TIME	METERING!	PRICE
IA	1940528 09:15:38!	RINGINGS: 6	!00:09!	!00:06:16!	!	!
IA	1940528 09:53:24!	RINGINGS: 8	!00:12!	!00:00:29!	!	!
IA	1940528 10:51:50!	RINGINGS: 6	!00:08!	!00:10:03!	!	!
IA	1940528 13:03:01!	RINGINGS: 6	!00:07!	!00:32:23!	!	!
IA	1940528 14:20:17!	RINGINGS: 8	!00:12!	!00:09:51!	!	!
IU	1940528 14:37:33!	RINGINGS: 4	!00:07!		!	!
IU	1940528 14:38:02!	RINGINGS: 4	!00:08!		!	!
IU	1940528 14:39:11!	RINGINGS: 4	!00:06!		!	!
IU	1940528 14:39:40!	RINGINGS: 2	!00:04!		!	!
IU	1940528 14:40:06!	RINGINGS: 4	!00:08!		!	!
IA	1940528 15:42:00!	RINGINGS: 9	!00:13!	!00:31:12!	!	!
IA	1940528 16:25:36!	RINGINGS: 4	!00:06!	!00:02:02!	!	!
IU	1940528 16:35:30!	RINGINGS: 4	!00:08!		!	!
IU	1940528 16:36:01!	RINGINGS: 4	!00:07!		!	!
IU	1940528 16:46:31!	RINGINGS: 4	!00:08!		!	!
IU	1940528 19:49:47!	RINGINGS: 4	!00:07!		!	!
IA	1940528 22:04:34!	RINGINGS: 10	!00:13!	!00:09:24!	!	!

CALL DATA SUMMARY - FROM START OF STUDY

DIRECTORY: 267267 CHANNEL: 5

ZONE: 1 CCR: 0 - NO CALL CHARGE RECORD REASON: 0

START TIME: 940429 11:02:51

OPERATOR: ANDY

STOP TIME:

OPERATOR:

METER READINGS

START READING : 99999
 CURRENT READING : 0
 STOP READING :

NUMBER OF METER PULSES

FROM START : 0 EQUALS 0.00

METERING ERRORS

FALSE PULSES
 OUTSIDE CALLS : 0 PULSES
 OUTGOING CALLS : 0 CALLS 0 PULSES
 INCOMING CALLS : 0 CALLS 0 PULSES
 OVERMETERED : 0 CALLS 0 PULSES
 UNDERMETERED : 0 CALLS 0 PULSES

OUTGOING CALLS

TOTAL : 13
 UNANSWERED : 11
 ANSWERED

UNIT FEE METERED (OAU): 0
 STD (OAS): 0
 IDD (OAI): 0
 OPERATOR CONTROL (OAX): 0
 ABBREVIATED DIALLING (OAA): 0
 QUESTIONABLE (OAQ): 2

INCOMING CALLS

UNANSWERED (IU): 63
 ANSWERED (IA): 365

METER PULSE NO CALL

(MNC): 0
 (INC): 0

INCOMPLETE CALL

----- END OF REPORT -----

> print stored

STARTDATE = (1901-01-01) ?

STOPDATE = (1994-05-29) ?

EXCEPTIONS-ONLY = (NO) ?

ATTACHMENT 3

28. On 19 March 1994 Mr Smith's 267 260 gold phone line was removed from RCM system no. 1 as a precaution because ongoing investigations had not yet discovered the intermittent no dial tone fault. The reason for this delay in discovering the fault is that there were no fault reports from Cape Bridgewater customers of no dial tone or RCM alarms between 11 & 19 March 1994. When the complaints reappeared on 19 March 1994, a number of Telecom experts from CAN (customer access network) Technologies were called in to assist as a matter of urgency. It was concluded that because the RCM system no. 1 generally failed in the night it may be sensitive to cooler temperatures. On 23 March 1993 we therefore set up a cooling fan in the hut which holds the RCM systems at Cape Bridgewater and discovered that the RCM system no. 1 failed when the ambient temperature reduced to 74 degrees F which is about 23.3 degrees C. On 23 March 1994 we replaced the SCU board again with a new board and the fault was remedied.

Mr Smith's new facsimile machine - May 1994

29. In the morning of 27 May 1994 I attended at Cape Bridgewater Holiday Camp in response to complaints of ring only once in relation to Mr Smith's 267 267 and 267 230 lines. When I arrived I noticed that Mr Smith had a new Panasonic facsimile machine. I was concerned about the implications of Mr Smith purchasing any form of CPE, particularly CPE which involved new technology that he may find difficult to understand. Mr Smith told me he had purchased this facsimile in the previous week.
30. I arranged test calls to be made to Mr Smith's 267 267 line from Telecom's Fault Dispatch Centre in Ballarat. Several test calls were made and the 267 267 telephone rang okay.
31. Mr Smith told me that people were having difficulty in sending facsimile transmissions to his 267 230 line. Mr Smith specifically mentioned that Mrs Trigg from a Portland bus company was having difficulty in sending him facsimiles.
32. Whilst at the camp I arranged for Telecom's Fault Dispatch Centre in Ballarat to also send test facsimiles to Mr Smith's 267 230 line. These facsimiles were received okay. Mr Smith's facsimile machine incorporates a facsimile, a telephone handset and a photocopier and has three modes of operation:
- (i) Telephone;
 - (ii) Fax; and
 - (iii) Auto.
33. During my 27 May 1994 visit, Mr Smith's facsimile machine was in "Auto" mode, which means that if an automatic facsimile machine called 267 230, Mr Smith's facsimile machine would ring for 2 complete cycles of ring, answer the call and then receive the facsimile transmission immediately. The facsimile machine used by the Ballarat FDC is an automatic facsimile machine. In contrast, if a manually operated facsimile machine called 267 230, the caller would lift the phone handset, dial Mr Smith's number and then wait to receive facsimile tones from Mr Smith's machine before pressing transmit on their manual facsimile machine. However, because Mr Smith's facsimile machine is switched to "Auto" mode, it permits 2 full cycles of ring to be transmitted to the calling party and then answers the call. At this point Mr Smith's facsimile machine rings the telephone incorporated into the machine and the calling party continues to receive ring tone

and not facsimile tones as would generally be expected. That is, when Mr Smith's facsimile machine is in "Auto" it recognises manual calls as a "voice" call as it has not received facsimile tones from the calling machine. In this situation both machines are waiting for each other to send facsimile tones. If the incoming caller using a manual facsimile machine presses transmit prior to receiving facsimile tones (which is not the usual situation), Mr Smith's facsimile machine when in "Auto" mode will notice that a facsimile is coming through and automatically accept the transmission.

34. This situation when Mr Smith's facsimile machine is in "Auto" mode may confuse a caller with a manual facsimile machine and can lead to the incoming caller who is waiting for facsimile tones to prematurely hang up. In this case Mr Smith may misunderstand this to be bursts of ring caused by Telecom's network as he would not receive a facsimile transmission. If the caller with a manual facsimile machine holds on for 30 seconds of ring in total when Mr Smith's facsimiles in "Auto" mode, Mr Smith's facsimile machine will then change and transmit facsimile tones to the incoming caller. However, it is unusual to wait 30 seconds for facsimile machines to give facsimile tone and it is likely that an incoming caller with a manual facsimile machine will get frustrated before the 30 seconds of ring has elapsed and hang up prematurely (causing "bursts of ring").
35. After lunch on 27 May 1994 I attended at Mrs Trigg's business to ask her about the difficulty Mr Smith said she was having in sending facsimile transmissions to Cape Bridgewater Holiday Camp. Mrs Trigg had a manually operated facsimile machine. I informed Mrs Trigg that Mr Smith had recently purchase a new facsimile machine. I also told Mrs Trigg that because Mr Smith's facsimile machine was in "Auto" mode, she has two options when sending a manual facsimile to Mr Smith. She can either wait for 30 seconds for his machine to send facsimile tones or press the transmit button on her facsimile machine after several rings and her facsimiles will automatically transmit to Mr Smith's facsimile machine.
36. If Mr Smith's facsimile machine was permanently set to fax mode facsimile tone would be sent to incoming calls after 2 complete cycles of ring and there would be no confusion for callers with manual facsimile machines.

Businesses at Cape Bridgewater

37. I understand that Mr Smith's Letter of Claim states that Mr Smith is the only commercial business in Cape Bridgewater. I know of at least the following commercial enterprises or business persons in Cape Bridgewater:
- Kalari Limestone Quarry (telephone no. 267 234);
 - Blacksell concrete contractor (267 258);
 - Barry Wilson who is a stock buyer for Australian Meat Holdings has a facsimile and telephone (267 280 & 267 281) - I know Mr Wilson personally and in the evening he is constantly making and receiving telephone calls and transmitting and receiving facsimiles in relation to buying stock;
 - B. Le Page commercial fisherman (267 268);
 - R. Le Page Haines commercial fisherman (267 239);
 - Barry Sullivan constructions (267 273);
 - G Kelly abalone diver has a telephone and facsimile (267 230 & 267 216);

ATTACHMENT 4