

Cape Bridgewater Holiday Camp and Convention Centre
Portland, Victoria, 3505

✓ Arbitration

~~XXXXXXXXXX~~
~~XXXXXXXXXX~~
Lawyers,
Melbourne.

15th February 1995

TELSTRA ENGINEER: SVT PROCESS

Dear ~~XXXXXXXXXX~~

I refer you to my copied letters to you dated 2nd and 10th October 1994, with regards to my complaints against Telstra's verification tests carried out on my service 29th September last. In her statutory declaration Ms Cathy Ezard, complained that she believed ~~XXXXXXXXXX~~ did not correctly test the supposed test calls which should have connected to both our fax line and our incoming service line. My own declaration of these complaints was also forwarded to your office including my concern that my Kiosk phone was not correctly tested as well as my Gold Phone. My records show your office has yet to respond to these complaints.

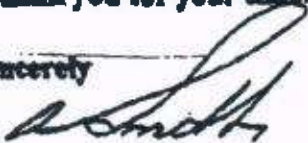
During late June through to September 1994, it appeared my service had improved during this period with only a few complaints from customers. However, since that period Ms Ezard and I have received quite a few complaints that our phones seemed to be constantly engaged or the phone rings out even though one of us is in attendance. My previous letters to you in January 22nd and 26th also confirmed we were still experiencing problems with our service lines.

As you are aware the verification testing was prepared in consultation with Austel and was to form the basis for determining whether the CoT cases individual telephones service was operating satisfactory at the time of our arbitration. Our previous statutory declarations confirmed the testing was not conducted as they should have under the agreed testing process. As I have not received notice from you in regards to these declarations and my letters of January complaining of these faults that you find time to pass my comments onto Telstra for investigation purposes. I ask you to instruct Telstra to provide you and DMR, clarification as to why my phones are still not functioning, as they should.

Please find attached here supporting documents which confirm the continuation that both my 000 and fax service lines are still experiencing problems.

I thank you for your time.

Sincerely



Alan Smith

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