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**CAV**  
**CHRONOLOGY**  
**LGE**

**Exhibits 1002 to 1019**

FRI 09/10/92 13:37:53	DAS	[REDACTED]	28	19	F	1
FRI 09/10/92 14:42:56	DAS	[REDACTED]	38	500	D	12
FRI 09/10/92 14:54:18	IA	[REDACTED]	8	114		0
FRI 09/10/92 14:56:42	IA	[REDACTED]	4	325		0
FRI 09/10/92 15:02:23	DAU	[REDACTED]	24	175	L	1
FRI 09/10/92 15:06:06	OUU	[REDACTED]	12	0	L	0
FRI 09/10/92 15:07:31	OUU	[REDACTED]	11	0	L	0
FRI 09/10/92 18:55:07	OUU	[REDACTED]	37	0	L	0
FRI 09/10/92 19:02:09	DUS	[REDACTED]	20	0	D	0
FRI 09/10/92 19:02:29	DAS	[REDACTED]	26	714	D	12
FRI 09/10/92 19:15:51	DUS	[REDACTED]	10	0	D	0
FRI 09/10/92 19:16:18	DAS	[REDACTED]	24	2	D	1
FRI 09/10/92 19:16:44	DAS	[REDACTED]	25	35	D	1
FRI 09/10/92 19:18:36	DAU	[REDACTED]	28	111	L	1
FRI 09/10/92 19:28:18	DAU	[REDACTED]	23	765	L	1
SAT 10/10/92 09:52:24	DAU	[REDACTED]	23	118	L	1
SAT 10/10/92 11:25:38	DAU	[REDACTED]	17	55	L	1

0227

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 \* CUSTOMER \*  
 \* IN CONFIDENCE \*  
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CALL DETAILS

267267

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DAY	DATE AND TIME	CALL TYPE	NUMBER DIALLED	WAIT TIME (SEC)	CONV. TIME (SEC)	RATE	METER REC'D	PULSES DIFF.
SAT	10/10/92 11:38:05	OUU	[REDACTED]	21	0	L	0	
SAT	10/10/92 11:39:53	OUU	[REDACTED]	12	0	L	0	
SAT	10/10/92 11:55:09	DAS	[REDACTED]	25	3	D	1	
SAT	10/10/92 17:26:09	IA	[REDACTED]	11	183		0	
SAT	10/10/92 17:48:23	IA	[REDACTED]	8	68		0	
SAT	10/10/92 19:04:17	DAU	[REDACTED]	22	2109	L	1	
SUN	11/10/92 07:38:57	IA	[REDACTED]	10	1627		0	
SUN	11/10/92 08:40:45	IA	[REDACTED]	8	1629		0	
SUN	11/10/92 13:41:08	IA	[REDACTED]	14	157		0	
SUN	11/10/92 14:08:55	IA	[REDACTED]	6	2982		0	
SUN	11/10/92 15:35:46	IA	[REDACTED]	10	375		0	
SUN	11/10/92 19:32:25	IA	[REDACTED]	12	900		0	
SUN	11/10/92 20:59:33	DAU	[REDACTED]	20	198	L	1	
MON	12/10/92 08:31:34	IA	[REDACTED]	7	864		0	
MON	12/10/92 09:17:23	IA	[REDACTED]	7	681		0	
MON	12/10/92 09:41:49	DAS	[REDACTED]	26	497	D	12	
MON	12/10/92 09:51:03	DUS	[REDACTED]	22	0	D	0	
MON	12/10/92 09:51:26	DAS	[REDACTED]	25	225	D	6	
MON	12/10/92 10:15:00	DAU	[REDACTED]	15	71	L	1	
MON	12/10/92 10:29:00	IA	[REDACTED]	15	258		0	
MON	12/10/92 10:39:54	IA	[REDACTED]	8	315		0	
MON	12/10/92 10:47:36	IA	[REDACTED]	10	78		0	
MON	12/10/92 12:43:50	IA	[REDACTED]	13	75		0	
MON	12/10/92 12:50:01	IA	[REDACTED]	11	174		0	
MON	12/10/92 12:53:55	DAS	[REDACTED]	17	15	D	1	
MON	12/10/92 13:59:12	IA	[REDACTED]	17	18		0	
MON	12/10/92 14:23:56	IU	[REDACTED]	11	0		0	
MON	12/10/92 14:38:38	IU	[REDACTED]	6	0		0	
MON	12/10/92 14:40:45	DAS	[REDACTED]	29	79	D	2	
MON	12/10/92 14:42:49	DAS	[REDACTED]	27	571	D	14	
MON	12/10/92 14:54:49	IA	[REDACTED]	4	169		0	
MON	12/10/92 15:23:15	IA	[REDACTED]	10	815		0	
MON	12/10/92 15:50:04	IA	[REDACTED]	8	59		0	
MON	12/10/92 16:26:44	IA	[REDACTED]	10	284		0	
MON	12/10/92 16:31:53	DALI	[REDACTED]	13	33	L	1	
MON	12/10/92 16:50:34	IA	[REDACTED]	8	78		0	

1002

PTO

N	12/10/92	18:36:11	DUS	[REDACTED]	27	39	L	1
N	12/10/92	18:36:26	DUS	[REDACTED]	14	0	N	0
N	12/10/92	20:17:51	IA	[REDACTED]	17	0	G	0
N	12/10/92	20:33:20	IA	[REDACTED]	11	154		0
N	12/10/92	21:36:53	IA	[REDACTED]	9	474		0
E	13/10/92	08:09:13	DAU	[REDACTED]	18	359		0
E	13/10/92	08:11:43	DAS	[REDACTED]	21	112	L	1
E	13/10/92	09:14:33	DAU	[REDACTED]	21	1091	L	26
E	13/10/92	09:25:20	DAS	[REDACTED]	15	298	L	1
E	13/10/92	09:30:30	DAU	[REDACTED]	29	209	L	5
E	13/10/92	10:42:31	IU	[REDACTED]	21	43	L	1
E	13/10/92	10:44:37	IA	[REDACTED]	10	0		0
E	13/10/92	11:01:29	ONU	[REDACTED]	25	64		0
E	13/10/92	11:01:58	ONS	[REDACTED]	13	0	L	0
E	13/10/92	11:05:29	DAS	[REDACTED]	44	0	N	0
					27	41	D	1

8230

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 CUSTOMER \* CALL DETAILS 267267 Page 20  
 IN CONFIDENCE \*  
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DATE AND TIME	CALL TYPE	NUMBER DIALLED	WAIT TIME (SEC)	CONV. TIME (SEC)	RATE	METER PULSES REC'D	DIFF.
13/10/92 11:06:38	DAS	[REDACTED]	33	11	0	1	
13/10/92 11:08:39	DAS	[REDACTED]	22	554	0	13	
13/10/92 11:19:58	IA	[REDACTED]	5	17		0	
13/10/92 11:22:05	IA	[REDACTED]	7	168		0	
13/10/92 11:25:16	IA	[REDACTED]	8	74		0	
13/10/92 12:00:06	DAU	[REDACTED]	22	117	L	1	
13/10/92 12:05:48	ONS	[REDACTED]	45	0	N	0	
13/10/92 12:59:16	ONS	[REDACTED]	93	0	N	0	
13/10/92 13:01:02	OUU	[REDACTED]	49	0	L	0	
13/10/92 13:04:34	IA	[REDACTED]	4	57		0	
13/10/92 13:11:53	IA	[REDACTED]	5	598		0	
13/10/92 13:29:15	IA	[REDACTED]	11	676		0	
13/10/92 14:19:22	IA	[REDACTED]	9	105		0	
13/10/92 14:36:28	IA	[REDACTED]	9	34		0	
13/10/92 14:39:05	DAU	[REDACTED]	16	79	L	1	
13/10/92 14:45:37	DAU	[REDACTED]	16	8	L	1	
13/10/92 14:46:01	OUU	[REDACTED]	64	0	L	0	
13/10/92 14:47:30	IA	[REDACTED]	11	10		0	
13/10/92 14:51:30	IA	[REDACTED]	25	75		0	
13/10/92 15:00:52	IA	[REDACTED]	20	173		0	
13/10/92 15:08:40	IA	[REDACTED]	14	181		0	
13/10/92 15:20:34	DAS	[REDACTED]	23	272	0	7	
13/10/92 15:27:34	DAS	[REDACTED]	31	105	0	3	
13/10/92 15:56:07	DAU	[REDACTED]	12	23	L	1	
13/10/92 16:03:50	OUU	[REDACTED]	34	0	L	0	
13/10/92 16:06:30	OUU	[REDACTED]	26	0	L	0	
13/10/92 16:14:18	OUU	[REDACTED]	10	0	L	0	
13/10/92 16:14:29	OUU	[REDACTED]	66	0	L	0	
13/10/92 16:21:30	OUU	[REDACTED]	9	0	L	0	
13/10/92 16:21:53	ONS	[REDACTED]	9	0	N	0	
13/10/92 16:22:07	IA	[REDACTED]	11	3		0	
13/10/92 16:24:03	OUU	[REDACTED]	11	0	L	0	
13/10/92 17:49:12	IA	[REDACTED]	10	757		0	
13/10/92 18:22:50	IU	[REDACTED]	54	0		0	
13/10/92 20:10:54	DAU	[REDACTED]	15	198	L	1	

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JE	13/10/92	20:22:30	IU		52	0		0
JE	13/10/92	20:29:58	IA		8	142		0
JE	13/10/92	20:39:13	IA		7	169		0
JE	13/10/92	20:56:40	IA		10	324		0
JE	13/10/92	21:04:19	DAS	[REDACTED]	17	188	F	2
JE	13/10/92	21:08:12	DAU	[REDACTED]	28	231	L	1
JE	13/10/92	21:20:08	DAU	[REDACTED]	27	51	L	1
JE	13/10/92	21:22:08	IA		8	471		0
ED	14/10/92	07:19:55	DAU	[REDACTED]	25	55	L	1
ED	14/10/92	08:55:42	IA		10	108		0
ED	14/10/92	10:17:29	IA		13	28		0
ED	14/10/92	10:27:33	DAS	[REDACTED]	22	59	Q	2
ED	14/10/92	10:29:36	OUU	[REDACTED]	120	0	L	0
ED	14/10/92	10:36:39	ONU	[REDACTED]	76	0	L	0
ED	14/10/92	10:37:55	DAS	[REDACTED]	21	42	Y	2
ED	14/10/92	10:38:59	DAS	[REDACTED]	21	419	Y	14
ED	14/10/92	10:46:46	IA		5	7		0

\*\*\*\*\* CALL DETAILS 267267 Page 21

CUSTOMER \*  
IN CONFIDENCE \*  
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Y	DATE AND TIME	CALL TYPE	NUMBER DIALLED	WAIT TIME (SEC)	CONV. TIME (SEC)	RATE	METER REC'D PULSES	DIFF.
0	14/10/92 10:54:10	OUS	[REDACTED]	9	0	Q	0	
0	14/10/92 11:17:11	IU		10	0		0	
0	14/10/92 11:17:31	IA		11	142		0	
0	14/10/92 11:29:08	OUU	[REDACTED]	20	0	L	0	
0	14/10/92 11:30:05	OUS	[REDACTED]	16	0	Q	0	
0	14/10/92 11:30:47	OUS	[REDACTED]	14	0	Q	0	
0	14/10/92 11:31:02	OUS	[REDACTED]	13	0	Q	0	
0	14/10/92 11:31:31	OUS	[REDACTED]	15	0	Q	0	
0	14/10/92 11:32:14	OUS	[REDACTED]	16	0	Q	0	
0	14/10/92 11:33:14	OUS	[REDACTED]	17	0	N	0	
0	14/10/92 11:33:36	DAU	[REDACTED]	20	189	L	1	
0	14/10/92 12:46:48	DAS	[REDACTED]	19	80	F	2	
0	14/10/92 12:48:36	DAS	[REDACTED]	29	97	M	3	
0	14/10/92 13:06:39	IA		12	133		0	
0	14/10/92 13:50:32	DAU	[REDACTED]	13	27	L	1	
0	14/10/92 13:51:33	OUU	[REDACTED]	51	0	L	0	
0	14/10/92 13:52:32	IA		11	25		0	
0	14/10/92 13:53:16	IA		10	12		0	
0	14/10/92 14:51:07	IA		8	83		0	
0	14/10/92 14:53:02	IA		8	108		0	
0	14/10/92 14:56:16	IA		5	186		0	
0	14/10/92 15:03:13	IA		7	29		0	
0	14/10/92 15:07:41	IU		58	0		0	
0	14/10/92 15:09:12	IA		7	13		0	
0	14/10/92 15:11:59	IU		94	0		0	
0	14/10/92 15:14:38	IA		4	13		0	
0	14/10/92 15:38:00	IA		13	90		0	
0	14/10/92 16:01:04	IA		10	260		0	
0	14/10/92 16:49:27	IA		17	399		0	
0	14/10/92 17:37:32	IA		14	17		0	
0	14/10/92 18:06:09	OUU	267267	10	0	L	0	
0	14/10/92 18:06:20	OUU	267275	66	0	L	0	
0	14/10/92 18:17:25	IA		17	17		0	

1002



Hugh McIntosh from Network Investigations rang  
 re Alan Smith 267267 on 27/7/92. CP 03-4288982

He is attempting to locate problem in the network which  
 has been causing Mr Smith's RVA problems. To do this he  
 needs as much detail as possible regarding these calls, particularly  
 area code & first 4 digits of phone no.

I rang Mr Smith and got the following details

Heywood School	271200	} October 91 - Feb 92
Portland	233 49	
Heywood Museum	?	
Haddon Community Centre (B. Barak)	053-424613	

13/3/92	rang twice	He stopped
5/4	4:15 PM	- - -
11/4	5 PM	- - -
21/4	11 PM	- - -
26/5	11:13	- - -
1/7	11 am	- - -
1/7		- - -

British tourist rang from Sydney  
 10/3 11/3 16/3 got RVA  
 \* tried from Alice Springs 20/3 RVA  
 \* tried from Melbourne 21/3 terminated  
 Franklin St 03-6 on  
 25/3 & got RVA on 3. 4. 5 & 6 calls.

Hartwell	03 8896658	26/6	} RVA
Portland	057 237 222	29/6	
William Dutton Hotel			
Violet Town	057 981 xxx		
Hallam	03 7055 xx	23/6	
Station Pier	5 10 PM	22/7	

RVA  
 1004  
 ? re Hugh McIntosh

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

000571

Phone 055-73 0200 From MARK ROSS  
CUSTOMER SERVICES MANAGER  
HAMILTON - VIC/TAS REGION

To CHRIS DOODY - NETWORK OPERATIONS  
GRAEME DAVIES - FAULT BUREAU VIC/TAS

Chris/Graeme

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.



Mark Ross  
Customer Services Manager - Hamilton

2/7/92

mr1981b3

Add to  
Chronology.

1005



R.S.D. H1531 Haddon 3352. Ph. (053) 424 675

6th April 1993

The Editor,  
Herald Sun Newspaper,  
Box 1924R,  
MELBOURNE 3001

Dear Sir,

I am writing in reference to your article in last Friday's Herald/Sun (2nd April) about phone difficulties experienced by businesses.

I wish to confirm that I have had problems trying to contact Cape Bridgewater Holiday Camp over the past 2 years.

Our former Youth Worker, Gladys Crittenden, experienced problems before and after organizing a Family camp for January 1992. On several occasions she received a recording notifying her that the number was no longer connected.

I have also experienced problems while trying to organize our Family Camp for September this year. On numerous occasions I have rung from both this business number and also my home number and received no response - dead line.

I also rang around the end of February (1993) and twice was subjected to a piercing noise similar to a fax. I reported the incidence to Telecom who also got the same noise when testing.

Telecom should have a reference to this incident as I was informed that I would not be charged for the two calls.

With constant problems experienced it is lucky that we are aware that there is a problem with the phones and that the business is still operating.

Persistence is the only way of making contact at times. I would not like to think that this was an emergency number that I was trying to contact.

I am also concerned as to how often we are charged for these unsuccessful calls by Telecom. as we do not get an itemised account, we are unable to check.

Yours sincerely,

*Cathy Lindsey*  
Cathy Lindsey,  
Co-ordinator.

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3A



# Mr Don Burnard

50 Olinda Crescent  
OLINDA 3788

Tel : (03) 751 2075

Psychologist  
M.A.P.S.S.

21 Bell Street  
COBURG 3058

Tel : (03) 354 8686

5 May 1993

Mr Alan Smith  
RMB 4408  
CAPE BRIDGEWATER VIC 3306

Dear Mr Smith

I am writing to you to confirm details of telephone conversation difficulties experienced between this office and your residence mid-morning this day, 5 May 1993.

At approximately 11.30am today Mr Alan Smith telephoned this office requesting to speak with Mr Don Burnard. Mr Burnard was not available to take the call. Mr Smith then explained the reason for the call but during this time the telephone cut out three times. Each time Mr Smith telephoned back to continue the call.

It is now 5.00 pm and I have experienced no further difficulties with 10 incoming or 13 outgoing calls on this line today.

Yours sincerely

  
Brigid Smith  
Secretary

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# David M. Thomson & Associates Pty. Ltd.

Insurance Loss Adjusters

A.C.N. 052 500 017

DAVID M. THOMSON, A.L.I.A., M.A.I.R.M.

ANDREW M. THOMSON, DIP. A.I.I.

AFFILIATIONS INTERSTATE & OVERSEAS

6 VICTORIA ST., BALLARAT 3350

Postal Address:

P.O. Box 394

Ballarat, 3353

Tel. (053) 31 6177

Fax: (053) 31 1459

109 MARONG ROAD, BENDIGO 3550

Postal Address:

P.O. Box 218

Golden Square, 3550

Tel. (054) 41 7622

Fax: (054) 41 7964

REPLY TO: Ballarat  
23rd August, 1993

The Producer,  
Real Life,  
Channel 7,  
SOUTH MELBOURNE, VIC., 3205

FACSIMILE NUMBER: 03 697 7885

Dear Sir,

RE: "PROBLEMS WITH TELECOM"

I have watched with interest the shorts leading up to tonight's program as I have similar problems to the man at Cape Bridgewater.

Our office is located in Ballarat and due to Telecom structure the majority of our calls are STD-fee based.

On many occasions we have been unable to get through to numbers we have dialled, often receiving the message "this number is not connected" or similar messages which we know to be untrue.

Clients report that they often receive the engaged signal when calling us and a review of the office reveals that at least one of our lines was free at the relevant time.

We have just received our latest Telecom bill which is about 25% above the last bill. This is odd because our number of calls in the billing period was down by about 25% and we have a start member less than the previous billing period.

Telecom say that they are unable to provide us with an itemised account for our residential lines, despite the fact that we are in the central business district of Ballarat and not some remote rural community.

I strongly support any enquiry to be held.

Yours Faithfully

DAVID M. THOMSON & ASSOCIATES PTY. LTD. BALLARAT

DMT:SM

1008

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 1968 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: Wagland, 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 MacMahon 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

1009

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



AUSTRALIAN TELECOMMUNICATIONS AUTHORITY

95 / 0595 - 01  
29

92/0596(9)

11 February 1994

Mr S Black  
Group General Manager  
Customer Affairs  
TELECOM.

**Facsimile No: (03) 632 3241**

Dear Mr Black

**COT Cases - Provision of Information**

Thank you for the material supplied on 9 and 10 February.

I make the following comments on individual detail supplied.

**12.11.93 Request**

The point to be made in the report is that the results of monitoring and testing programs were significant in Telecom's reaching a conclusion on the adequacy of the service. In assessing whether there was a reasonable basis to those conclusions, such details as what the objective was, the type of equipment used, was it end to end, when it was used in terms of times and dates, the results and conclusions would appear highly relevant. I would have imagined that such detail would have been an integral part of the technical assessment record but I take your response to indicate that the technicians received the output and reached a conclusion without documenting any of the above detail. Unless you indicate otherwise I will take that to be Telecom's response.

Where summary documentation has been prepared, it is my understanding that the detail would fall within the terms of AUSTEL's direction for the supply of data.

**24.12.93 Request**

I note your advice that, having considered the detail shown in the statutory declarations dated 27 and 29 September 1993, Telecom is of the view that all papers contained in the briefcase have been supplied to AUSTEL.

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2.

The "routine" material which AUSTEL found did not match the Telecom is attached.

### **30.11.93 Request**

The query relating to Mr Dawson and the Maidstone RSS AXE node remains unanswered.

Concerning the allegation that staff have been advised that COT members are suing Telecom, there was no mention of Mr Dawson's allegation in your response.

You also supplied copies of certain advices to staff - these do not appear to be comprehensive - I am aware of a couple issued under Ms Pittard's name which were not included and would ask that you recheck your Victorian and Queensland administrations.

### **28.1.94 Request**

You advise that S/Comp file NCS North is now located on a Japanese Spare Parts file. Does this mean that there were no complaints other than by Japanese Spare Parts? If there were, where are those other papers now located?

### **20.10.93 Request**

Thank you for this data. The request sought data for each thousand block in the exchanges listed. I note the work involved - though it appears to be pulling a long bow to suggest a "tight timetable" when the request was made 4 months ago - and suggest instead

- for the metropolitan exchanges shown, data for each 1000 number block for each quarter included in the January 1992 - September 1993 period
- data for each of Cape Bridgewater (055-267.2..) and Devlins Bridge and Dixon's Creek.

Could you also

- identify the period involved for the data in the table originally sent
- comment on the effective call rate for North Melbourne 7000 range

3.

**24.1.94 Request**

Are you able to comment on whether customers were advised of the possibility of the BWN condition.

The material shown under (2) in the original letter is requested.

**Undated Request (actually 2 February 1994) Re "Lock-up".**

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

Yours sincerely



John MacMahon  
General Manager  
Consumer Affairs



Senator Richard Alston - then Deputy Leader of the Opposition in the Senate and Shadow Minister for Communications - wrote to the Chairman of Austel in September 1993 expressing his concerns. This letter is now reproduced in full:



PARLIAMENT OF AUSTRALIA THE SENATE

SENATOR RICHARD ALSTON  
*Deputy Leader of the Opposition in the Senate*  
*Shadow Minister for Communications*

17 September 1993

Mr Robin C Davey  
Chairman  
Austel  
5 Queens Road  
Melbourne 3004

Dear Mr Davey

Thank you for your letter of 16 September enclosing a copy of your letter to the Minister of the same date.

I note that Austel is now "satisfied that the COT cases had received from Telecom an inadequate service", and I commend your decision to investigate and address these and similar concerns

The information being sought by Austel pursuant to section 400 of the Telecommunications Act 1991 is very important, particularly in relation to any internal or external investigations commissioned by Telecom which seeks to identify the technical causes of the complaints.

However I am very concerned at your suggestion that "even confining Austel's investigation to eight of the complaints is stretching Austel's resources" (paragraph 21).

It would be totally unsatisfactory, and certainly not in the public interest, if Austel's capacity to get to the bottom of these problems is in any way hampered by a shortage of financial, human or other resources and I would hope that, if it is necessary to do so, you will seek additional assistance from the Government.

In this context I am very disturbed to see that you appear to be content to allow Telecom to obtain the services of "an independent overseas network expert". If Austel's inquiry and findings are to be seen to be thorough and impartial it is essential that Austel, and not Telecom, should commission such a person. If lack of resources are a problem then Telecom could perhaps foot the bill. However at this stage I consider that such action may well be premature until it is established that Telecom has not in fact been able to identify the cause of the problems.

.../2

R10408

Canberra Office:  
Parliament House, CANBERRA ACT 2600  
Phone (06) 277 3605 Fax (06) 277 3308

Electorate Office:  
Illoura Plaza, 424 St Kilda Road, MELBOURNE VIC 3004  
Phone (03) 866 3455 Fax (03) 866 3105



With regard to Telecom's proposed "deployment of a special team to review the history of each of the (COT) cases from a fresh perspective" it would be quite unsatisfactory if any member of such team had previously been involved with any of the COT cases in an administrative capacity. Again I do not see why the independent regulator should not be the one to carry out such a task.

Finally I note that Telecom proposes to engage one of the "Big Five" accounting firms to audit its handling of the COT cases with Austel merely having unspecified access to the consultants and its output.

If such an audit is to have any legitimacy it is essential that it should be commissioned and paid for by Austel. To allow one party to litigation to select and pay - undoubtedly generously - for the audit would not be tolerated in any judicial proceedings. It should not be tolerated here.

Yours sincerely



**RICHARD ALSTON**  
Deputy Leader of the Opposition  
in the Senate  
Shadow Minister for Communications

RKR/aw

R10409

Please note that Austel did not commission the tests. Both were financed by Telstra.

# D. MADDEN & CO.

Lawyers of Warrnambool

Ausdoc DX 28001

Facsimile : (055) 62 0545

Telephone : (055) 62 4855

1A Liebig Street,

WARRNAMBOOL. 3280

## FACSIMILE TRANSMISSION

To : CAPE BRIDGEWATER HOLIDAY CAMP

Fax No. : 26 7230

re : TELECOM FAULTS

Your ref : ALAN SMITH

Our Ref : B. JOHNSON

Date : 10-11-93

Number of Sheets  
(excluding this page) : 2

Any Special Instructions :

1011

1A Liebig Street,  
WARRNAMBOOL, 3280  
Fax: (055) 62 0545

10 November 1993

Mr. Alan Smith,  
Cape Bridgewater Holiday Camp,  
PORTLAND, 3805  
Fax: 26 7230

Dear Mr. Smith,

re: TELECOM FAULTS

I am writing in reference to the proposed Senate committee investigation into Telecom.

As you are aware, I am employed as telephonist with a large legal firm in Warrnambool. In the course of my employment, and particularly during the months of July and August this year, numerous service faults have been brought to my attention. These problems include:-

1. Calls being disconnected during conversation.
2. Recorded messages informing Melbourne clients and callers that the number has been disconnected when the correct number was dialled;
3. An engaged signal received by callers despite a number of lines being available;
4. Complaints from callers that the line has rung out when no ringing tone has been received at the number dialled.

Our firm duly contacted Telecom on a number of occasions in an effort to have these faults rectified. However, Telecom Technicians were constantly unable to identify the numerous problems and subsequently remedy our complaints.

It is evident that problems such as these have cost many companies in which the telephone plays a substantial role, a great deal of business.

Not only does poor telephone contact have a negative effect on business, but it is also a poor reflection on the telephonist who more often than not, bears the brunt of such grievances.

I strongly support Senator Ron Boswell's call for an inquiry into the problems with the Telecom network.

.../2

1011

- 2 -

Mr. Alan Smith

10 November 1993

I am hopeful this letter will assist in reaching results which will compensate for the losses suffered by business and personal customers alike.

Yours faithfully,

My itemised telephone account shows that on 22 May 1993 there were nine calls from the same number to my 1800 business telephone. The customer wrote "I dialled the telephone number \_\_\_ and finally after not being able to get through immediately, I quoted to you 'do I have the correct number for Cape Bridgewater Camp?' As at a previous time before finally getting through - at least twice 'a recorded message' was 'the number had been disconnected' which I thought at the time 'quite strange'. The calls varied from four seconds to twelve minutes and four seconds, and TELSTRA CHARGED FOR ALL OF THEM.

008 - National Direct Dialed calls <i>continued</i>						
	<i>Date</i>	<i>Time</i>	<i>Origin</i>	<i>Destination</i>	<i>Rate</i>	<i>Min:Sec</i>
	Termination point 055267267 <i>continued</i>					
5-4	21 May	02:43 pm	05	055267267	Day	3:48
5-5	22 May	09:46 am	03725	055267267	Day	0:20
5-6	22 May	10:01 am	03725	055267267	Day	0:05
5-7	22 May	12:00 pm	03725	055267267	Day	0:06
5-8	22 May	02:00 pm	03725	055267267	Day	0:05
5-9	22 May	03:23 pm	03725	055267267	Day	0:07
5-10	22 May	04:21 pm	03725	055267267	Day	0:04
5-11	22 May	08:24 pm	03725	055267267	Night	12:04
5-12	22 May	08:37 pm	03725	055267267	Night	2:32
6-1	22 May	08:46 pm	03725	055267267	Night	5:15
6-2	23 May	08:00 am	03725	055267267	Economy	3:59

© R.A.P.

1012

DAVID HAWKER MP

Federal Member for Wannon

~~Shadow Minister for Land Transport~~



PARLIAMENT OF AUSTRALIA  
HOUSE OF REPRESENTATIVES

26 July 1993

L130KH.93

Mr Alan Smith  
Cape Bridgewater Holiday Camp  
RMB 4408  
PORTLAND VIC 3305

Dear Mr Smith *Alan*

Thank you for your facsimile of 21 July 1993 about Mr Palmer's experiences with his telephone service.

I have written to Mr Doug Campbell, the Group Managing Director of Commercial and Consumer affairs at Telecom, about a number of problems brought to my notice as a result of a recent press release. A number of people seem to be experiencing some or all of the problems which you have outlined to me. I will inform you of Mr Campbell's response when it is received.

I trust that your meeting tomorrow with Senators Alston and Boswell is a profitable one.

Thank you once again for keeping me informed of developments.

Yours sincerely

*David Hawker*  
DAVID HAWKER, MP

1013



PARLIAMENT OF AUSTRALIA  
HOUSE OF REPRESENTATIVES

97 THOMPSON STREET  
HAMILTON, VIC. 3300  
TEL (055) 72 1100

186 KOROIT STREET  
WARRNAMBOOL, VIC. 3280  
TEL. (066) 62 6672

DAVID HAWKER, M.P.  
MEMBER FOR WANNON

18 August 1993

LC105KH.93

Mr Alan Smith  
Cape Bridgewater Holiday Camp  
PORTLAND VIC 3305

Dear Mr Smith

*Alan*

Further to your conversations with my electorate staff last week and today I am enclosing a copy of the correspondence I have received from Mr Harvey Parker, Group Managing Director of the Commercial and Consumer division of Telecom.

I wrote to him outlining the problems of a number of Telecom customers in the Western Districts, including the extensive problems you have been experiencing.

Thank you once again for keeping me informed of developments at your end.

Yours sincerely

  
DAVID HAWKER, MP

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INTERNAL REVIEW DECISION: SCHORER

Applicant	File number	Document number	Document date	Description	Primary Table	De. Exemption Claimed	Internal New Table	Review Exemption Claimed	Decision
Schorer	Correspondence - File Held In	D03794	9.9.90	File Note	A	OC	A	OC	
	CRU								
	Golden Messenger - Schorer								
	D03765 - D04046								
Schorer	Correspondence - File Held In	D03812	24.1.94	Letter by Fax to Hunt & Hunt from Telecom Australia	A	LPP	A	LPP	
	CRU								
	Golden Messenger - Schorer								
	D03765 - D04046								
Schorer	Correspondence - File Held In	D03972	27.9.93	Memo to Denise McBurnie Solicitor from Telecom Australia	A	LPP	A	LPP	
	CRU								
	Golden Messenger - Schorer								
	D03765 - D04046								

LEGEND: TABLE A - WHOLLY EXEMPT TABLE B - RELEASED WITH DELETIONS TABLE C - RELEASED IN FULL TABLE D - IRRELEVANT MATERIAL

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## GARMS FOI DATA BASE

Applicant	File number	Document number	Document date	Description	Table	Exemption Claimed
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		23.11.93	Email from J Holmes to D Pinel.	A	OC
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		23.11.93	Austel's investigation of customer complaints about Telecom's approach to difficult fault - progress report.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		24.11.93	Email from D Pinel to S Fox re: compensation claim.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		25.11.93	Details provided to Austel on COT directions.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		25.11.93	COT project team agenda with notes.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99	Telecom's submission to the Austel investigation.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99 9/9/93	Bell Canada Internation Study.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99 9/9/93	Notes for I Campbell on C & L Report/BCI report/Telecom submission.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99	Draft letter to Mr G Schorer.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99	Telecom's response to independent audites.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99	Telecom's response to independent audits.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99	Telecom's response to Independent audits.	A	ADV

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### GENERAL FOI DATA BASE

16:19/8/94:89

Applicant	File number	Document number	Document date	Description	Table	Exemption Claimed
General	Austel Reps - COT Cases F13		28.10.93	Internal memo from Holmes re: defamations.	A	ADV
General	Austel Reps - COT Cases F13		28.10.93	Letter & advice from Freehill Hollingdale & Page re: defamation.	A	LPP
General	Austel Reps - COT Cases F13		28.10.93	Letter & advice from Holding Redlich re: defamation.	A	LPP
General	Austel Reps - COT Cases F13		29.10.93	Fax and attachments to Codd from Campbell re: COT settlement proposal.	A	ADV
General	Austel Reps - COT Cases F13		1.11.93	Fax & attachments to McMahon from Hill Concerning Fault Testing.	A	ADV
General	Austel Reps - COT Cases F13		9.9.99	Network performance information.	A	ADV
General	Austel Reps - COT Cases F13		1.11.93	Fax and attachments concerning 'exchange power supplies (COT)'.	A	ADV
General	Austel Reps - COT Cases F13		11.10.93	Fax cover sheet from Pinel.	A	ADV
General	Austel Reps - COT Cases F13		11.10.93	Fax to Blake and others from D Campbell.	A	ADV
General	Austel Reps - COT Cases F13		3.11.93	Internal memo to R Nason of Coopers & Lybrand from J Holmes.	A	ADV
General	Austel Reps - COT Cases F13		15.10.93	Draft letter to Dawson from J Holmes.	A	ADV
General	Austel Reps - COT Cases F13		22.10.93	Difficult network conditions customer disputes - confidential submission to Austel.	A	ADV

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AUSTEL REPS: COT CASES F16 - BOX 1	11.11.93	Minute from D. Pinel to The Gourmet Revolution Re: Fax of 10.11.93	IWD
AUSTEL REPS: COT CASES F16 - BOX 1	10.11.93	Internal Memo from J. Holmes Re: Gourmet Revolution	OC/ OB
AUSTEL REPS: COT CASES F16 - BOX 1	11.11.93	Handwritten note to Freenil Hollingdale & Page from J. Holmes	OC/ OB
AUSTEL REPS: COT CASES F16 - BOX 1	10.10.93	Draft letter from Telecom to The Gourmet Revolution	IWD/ OC/ OB
AUSTEL REPS: COT CASES F16 - BOX 1	6.10.93	Fax from J. Holmes to various people, with annotations	OC/ OB
AUSTEL REPS: COT CASES F16 - BOX 1	6.10.93	Fax from J. Holmes to various people with annotations	OC/ OB
AUSTEL REPS: COT CASES F16 - BOX 1	6.10.93	Fax from J. Holmes to various people	OC/ OB
AUSTEL REPS: COT CASES F16 - BOX 1	5.10.93	Letter from R. Davey to J. Holmes Re: Telecom's General Conditions	OC/ OB
AUSTEL REPS: COT CASES F16 - BOX 1	5.10.93	Letter from R. Davey to J. Holmes together with a Draft letter to The Gourmet Revolution	OC/ OB
AUSTEL REPS: COT CASES F16 - BOX 1	Undated	Meeting with Coopers & Lybrand 11.11.93	ADV
AUSTEL REPS: COT CASES F16 - BOX 1	Undated	Difficult Fault Reports - Customer Disputes (Draft)	IWD/ ADV
AUSTEL REPS: COT CASES F16 - BOX 1	Undated	Restoration of Service	IWD/ ADV
AUSTEL REPS: COT CASES F16 - BOX 1	1.11.93	Progressive Report on Neat Test Call Program	ADV/ IWD
AUSTEL REPS: COT CASES F16 - BOX 1	10.11.93	E-Mail message to I. Campbell	IWD/ ADV
AUSTEL REPS: COT CASES F16 - BOX 1	Undated	Coopers & Lybrand Report	IWD
AUSTEL REPS: COT CASES F16 - BOX 1	Undated	Briefing - Casualties of Telecom (COT) Settlement Proposal	ADV/ IWD
AUSTEL REPS: COT CASES F16 - BOX 1	10.11.93	Fax from I. Campbell to H. Parker Re: COT Cases Settlement Proposal enclosing same	IWD/ ADV
AUSTEL REPS: COT CASES F16 - BOX 1	Undated	Telstra Corporation - Proposed Arbitration Procedure (Draft)	IWD/ ADV

16:19/8/94:95

## GARMS FOI DATA BASE

Applicant	File number	Document number	Document date	Description	Table	Exemption Claimed
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		23.11.93	Email from J Holmes to D Pinel.	A	OC
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		23.11.93	Austel's investigation of customer complaints about Telecom's approach to difficult fault - progress report.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		24.11.93	Email from D Pinel to S Fox re: compensation claim.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		25.11.93	Details provided to Austel on COT directions.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		25.11.93	COT project team agenda with notes.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99 9/9/93	Telecom's submission to the Austel investigation.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99 9/9/93	Bell Canada Internation Study. ✓	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99 9/9/93	Notes for I Campbell on C & L Report/BCI report/Telecom submission. ✓	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99	Draft letter to Mr G Schorer.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99	Telecom's response to independent audites.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99	Telecom's response to independent audits.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		9.9.99	Telecom's response to Independent audits.	A	ADV

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## GARMS FOI DATA BASE

COPY

Applicant	File number	Document number	Document date	Description	Table	Exemption Claimed
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		27.10.93	Holding Redlich Legal advice summary.	A	LPP
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		28.10.93	Internal memo to H Parker from J Holmes re: COT cases - legal advice on defamation.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		28.10.93	Letter from Freehill Hollingdale & Page.	A	LPP
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		1.11.93	Draft for discussion - executive summary.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		1.11.93	Telecom difficult fault reports - submissions to Austel.	A	Wholly exempt
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		11.11.93	Fax to D Pinel from Freehill Hollingdale & Page plus attachments.	A	LPP
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		12.11.93	Minute to J McMahon from D Shepherd plus attachments.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		17.11.93	Telephone conversation record - R Davey.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		17.11.93	Email from D Pinel to J Campbell re: customer contracts.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		17.11.93	Fax from Freehill Hollingdale & Page to D Pinel plus attachment.	A	OC
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		17.11.93	Email from D Pinel to J Holmes re: C & L draft report.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		18.11.93	COT cases - fast track settlement proposal.	A	ADV
Garms	Garms COT Cases - J Holmes F17 C1 - Part 1		18.11.93	Minute to J McMahon from D Shepherd plus attachments.	A	ADV

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9101

General 95	Coopers & Lybrand Administrational Papers (Processed) K47170 - K47400	K47208	22.11.93	Letter from B Bland to I Campbell	C	R
General 95	Coopers & Lybrand Administrational Papers (Processed) K47170 - K47400	K47207 - 208	18.11.93	Letter from R Nason to I Campbell	C	R
General 95	Coopers & Lybrand Administrational Papers (Processed) K47170 - K47400	K47209	9.9.99	Memo to R Nason from Telecom	C	R
General 95	Coopers & Lybrand Administrational Papers (Processed) K47170, K47400	K47210	10.11.93	Fax coversheet from D Pineal to B Bland	A	LPP
General 95	Coopers & Lybrand Administrational Papers (Processed) K47170, K47400	K47211 - 218	9.9.99	Comments on draft report of Coopers & Lybrand by D Pineal	A	LPP
General 95	Coopers & Lybrand Administrational Papers (Processed) K47170 - K47400	K47217 - 218	9.9.99	Comments on Coopers and Lybrand Report Draft of 1 November 1993	A	LPP
General 95	Coopers & Lybrand Administrational Papers (Processed) K47170 - K47400	K47219 - 221	3.11.93	Internal Memo from J Holmes to R Nason	A	LPP
General 95	Coopers & Lybrand Administrational Papers (Processed) K47170 - K47400	K47222	9.9.99	Initial comments on Coopers and Lybrand Report	A	LPP

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AUSTEL REPS: COT CASES F14 BOX 1	Undated	Draft letter from I.A. Campbell to R. Davey - Austel	IWD/ ADV
AUSTEL REPS: COT CASES F14 BOX 1	Undated	Internal Memo to I.A. Campbell	IWD/ ADV
AUSTEL REPS: COT CASES F14 BOX 1	27.10.93	Letter from J. Holmes with Attachments A, B & C	IWD/ ADV
AUSTEL REPS: COT CASES F14 BOX 1	Undated	C&L Report & Other Issues - D. Pinel	ADV/ IWD ↙
AUSTEL REPS: COT CASES F14 BOX 1	28.10.93	Fax to I. Campbell & others from T. Hill Re: COT Case Data - Mrs Garms	IWD
AUSTEL REPS: COT CASES F14 BOX 1	Undated	Bell Canada International Study (with annotations)	IWD/ ADV ↙



AUSTEL REPS: COT CASES F16 - BOX 1	18.11.93	Fax to H. Parker from J. Holmes Re: Letter to Austel, with annotations	ADV
AUSTEL REPS: COT CASES F16 - BOX 1	Undated	Page 2 of letter from J. Holmes, with annotations	ADV
AUSTEL REPS: COT CASES F16 - BOX 1	18.11.93	Letter from J. Holmes to R. Davey Re: Fast Track Settlement Proposal	ADV
AUSTEL REPS: COT CASES F16 - BOX 1	10.11.93	Letter from R. Davey to I. Campbell Re: COT Cases Settlement Proposal	ADv
AUSTEL REPS: COT CASES F16 - BOX 1	Undated	Telecom's Submission	ADV
AUSTEL REPS: COT CASES F16 - BOX 1	Undated	Page 3 of Draft COT Cases Fast Track Settlement Proposal	ADV
AUSTEL REPS: COT CASES F16 - BOX 1	17.11.93	E-Mail message from J. Holmes to D. Pinel Re: COT Cases	ADV
AUSTEL REPS: COT CASES F16 - BOX 1	11.11.93	Fax from Freehill Hollingdale & Page to J. Holmes enclosing letter, with annotations	LPP
AUSTEL REPS: COT CASES F16 - BOX 1	October 1993	Letter from Telecom to The Gourmet Revolution	OC/ OB
AUSTEL REPS: COT CASES F16 - BOX 1	15.11.93	E-Mail message from D. Pinel to J. Holmes Re: Offer to COT Four	ADV/ IWD
AUSTEL REPS: COT CASES F16 - BOX 1	12.11.93	Minute from J. Holmes to various people enclosing Statement of Current Status	ADV/ IWD
AUSTEL REPS: COT CASES F16 - BOX 1	Undated	Handwritten file note Re: COT Cases	IWD
AUSTEL REPS: COT CASES F16 - BOX 1	10.11.93	Minute from I. Campbell to J. Holmes Re: Fast Track Settlement Proposal	IWD/ ADV
AUSTEL REPS: COT CASES F16 - BOX 1	9.11.93	Letter from I. Campbell to R. Davey Re: Settlement Proposal	ADV
AUSTEL REPS: COT CASES F16 - BOX 1	15.11.93	Fax from Coopers & Lybrand to I. Campbell enclosing Amendments to Draft	ADv/ IWD
AUSTEL REPS: COT CASES F16 - BOX 1	Undated	Telecom Submissions	ADV
AUSTEL REPS: COT CASES F16 - BOX 1	11.11.93	Fax from Telecom to I. Campbell enclosing fax from The Gourmet Revolution	IWD

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Exchange Fault Reports to 23-Jun-94

Customer: Alan Smith

Service Plus No: S6716189 Fault Experienced: 26/4/94 12:03 - 14:08

Complaint: Mr Smith disputes a number of calls which are charged to his telephone account 008 816522 (055 267267) on the 26/4/94. ( Ten calls in total ). The origin of the calls in question originated from 03 568 1824, a service operated by his Son. However Mr Smith claims his Son only rang about three times on that day.

Action: Analysis of Call Charge record and CCS7 data for 26/4/94 on Mr Smith's 008 816522 (055 267267) service, indicates that all calls charged to Mr Smiths account did in fact originate from 03 568 1824. CCS7 data further indicates that between the time of the first call at 12:03 pm and the last call at 14:08 pm on this day, a minimum of 15 other call attempts from service 03 568 1824 were made to 055 267267 and encountered a busy signal.



K37932

1017

ERC&A 36

SENATE—*Legislation*

Tuesday, 24 June 1997

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**Mr White**—Yes.

**Senator O'CHEE**—And what were you told in that induction briefing about the group's role?

**Mr White**—In the first induction—and I was one of the early ones, and probably the earliest in the Freehill's area—there were five complainants. They were Garms, Gill and Smith, and Dawson and Schorer. My induction briefing was that we—we being Telecom—had to stop these people to stop the floodgates being opened. ↙

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**Senator O'CHEE**—What, stop them reasonably or stop them at all costs—or what?

**Mr White**—The words used to me in the early days were that we had to stop these people at all costs. ↙

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**Senator O'CHEE**—So when you were told to do a document better, that meant to do a better job of stopping them at all costs?

**Mr White**—I would say explaining the information available to the best of my ability. That is the best way I can explain it.

**Senator O'CHEE**—To the satisfaction of—

**Mr White**—The team leader.

1018

Account 008 21 6522 80/ 8 /84

Issue date 17 / 05 / 94



A19113  
B

Office Use  
Itemised Call Details *continued*

Freecall 008/1800 calls *continued*

	Date	Time	Origin	Destination	Rate	Min:Sec	\$
	<b>Answering number 055267267</b>			<i>continued</i>			
19-4	23 Apr	07:06 pm	05	055267267	Night	5:08	1.08
19-5	24 Apr	10:18 am	05	055267267	Economy	16:20	2.15
19-6	25 Apr	09:54 am	07638	055267267	Day	2:58	1.20
19-7	25 Apr	10:42 am	03568	055267267	Day	1:45	0.54
19-8	25 Apr	01:37 pm	03457	055267267	Day	0:22	0.11
19-9	25 Apr	02:09 pm	05354	055267267	Day	0:43	0.22
19-10	25 Apr	06:29 pm	03570	055267267	Night	13:37	2.86
19-11	26 Apr	08:41 am	05243	055267267	Day	0:08	0.04
19-12	26 Apr	12:03 pm	03568	055267267	Day	1:07	0.34
20-1	26 Apr	12:08 pm	03568	055267267	Day	1:02	0.32
20-2	26 Apr	12:09 pm	03568	055267267	Day	0:25	0.13
20-3	26 Apr	12:54 pm	03568	055267267	Day	0:03	0.01
20-4	26 Apr	12:55 pm	03568	055267267	Day	0:03	0.02
20-5	26 Apr	12:59 pm	03568	055267267	Day	0:48	0.25
20-6	26 Apr	01:00 pm	03568	055267267	Day	0:12	0.06
20-7	26 Apr	01:15 pm	03568	055267267	Day	0:04	0.02



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