

P93/515

25 February 1994

MINISTER FOR COMMUNICATIONS AND THE ARTS

cc Secretary
Deputy Secretary
A/g FAS T-POL

SUBJECT: Casualties of Telecom (COT) - Complaint by Mr Alan Smith, Cape Bridgewater Holiday Camp, concerning his telephone and facsimile service.

ACTION SOUGHT: That you sign the attached letter to Mr Smith informing him that AUSTEL is carrying out a detailed investigation of the complaints made by members of the Casualties of Telecom.

PRIORITY: AUSTEL should receive the letter well before it finalises its report.

ISSUES

- Mr Smith is a member of a group of business people (COT) that allege they have suffered financial loss due to unsatisfactory service from Telecom.
- Mr Smith also alleges possible breaches of the Telecommunications (Interception) Act 1979.

CURRENT SITUATION

- In August 1992 AUSTEL commenced a detailed investigation of the way Telecom was handling complaints by COT members. AUSTEL advises that the investigation is continuing and that they will be issuing a preliminary report shortly.
- The Australian Federal Police has been asked to investigate possible breaches of the Telecommunications (Interception) Act 1979 and it would be inappropriate for you to make any further comments on details of the allegations while the matter is before the Federal Police.
- A draft letter to Mr Smith has been cleared by Legal and General Branch of the Department (Attachment A).
- We have provided both Telecom and AUSTEL with copies of Mr Smith's letters requesting that they investigate his allegations (Attachment B).

RECOMMENDATION

That you sign the attached letter to Mr Smith.


Fay Holthuyzen
Assistant Secretary
Regulatory Policy Branch
Telecommunications Policy Division

Action Officer: Tom Dale
Telephone: 274 7063

AGREED/NOT AGREED

MICHAEL LEE

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