

Cape Bridgewater Camp

PORTLAND - Phone (055) 267 267

Victoria's Birthplace 1834.

Part of

THE SHIPWRECK COAST



Mr Paul Rumble
General Manager
Customer Response Unit
Commercial & Consumer
Telecom.

4/7/94

Dear Mr Rumble,

Further to your telephone conversation with me on the evening of Friday 31/06/94. The discussion was associated with my concern about certain confidential matters, which I firmly believe Telecom has breached, by allowing its personnel access to my private phone conversations, Monitoring without my consent. Checking up on who I might decide to ring. Example, re: hand written, names of the people I have spoken to at the side of the data, telephone numbers. I thought this type of invasion of privacy, only happened in a un-democratic country.

Mr Rumble, I gave you my word on Friday night, that I would not go running off to the Federal Police etc, I shall honour this statement, and wait for your response to the following questions I ask of Telecom below. As we are in an Arbitration Process, I shall only send a copy of this letter, to the associated incorporated within this process.

These questions are in point form, with copies of the information FOI extracts accompanied with this letter.

(1) re: letter addressed to Mark Ross from myself. This letter, as you can see, was confidential. I was asking Telecom for only a Guarantee that my phone service was at an exceptable level, not for them to look into my private business matters. (Question) I had tendered for a quote with a bus company to accommodate persons at the Cape Bridgewater Holiday Camp. How come Mr Rumble, that the name of this company appears hand written at the top right hand corner of a copy of the letter sent to Mr Ross. This copy was obtained from the FOI request.

I make this very clear, at no time did I discuss the name of this company, other than with Mr Pat MacNamara's Office, the then Opposition Minister for Tourism. It was unlikely his office would have had access to Telecom correspondence from me.

(2) My telephone calls to various locations. Why has Telecom found it necessary to hand write the names of the people I have spoken to at the side of each column.

(Example) What would Telecom have to gain from knowing who I am speaking to on a daily basis. I find the name of my ex-wife hand written at the side of her phone number that I have rung. My son also happens to live there, I guess however that you already know that. (Question) Why has Telecom not only wrote my ex-wife's name in these columns, but also, Austel, Telecommunication Ombudsmens Office, Graham Schorer, and other private persons who I have rung? How was this going to fix my phone faults?

(3) We have a letter addressed to a David, Telecom document. I assume this David is Mr Stockdale. Seeing this letter is dated the 7/4/94, 2.05pm. I am bewildered to read this letter to David. I ask the writer, Mr Bruce Pendelbury, how come? I quote from this letter: Mr Smith is absent from his premises from the 5/8/94 to 8/8/94.

My first question is: Can Mr Pendelbury read into the future, I don't even know if I will even be at these premises in August 1994. Much of Mr Pendelbury's future remarks about my phone service being up to network standard, has not born fruit to date. Perhaps he may have got the dates wrong, or is it another typist's error, similar to perhaps the Bell Canada Report. The only conclusion associated with these dates, is maybe he meant the 05/05/94. When talking on the phone to Mr Pendelbury, I made mention I could be coming to Melbourne then. However, I had a school group coming in on this day, and I was not available to see any of the group.

(4) Again my friend Mr Pendelbury, how come he has written a letter to Simon Chalmers, Telecom's outside Solicitor, informing him I had spoken to him some twelve months prior, regarding a telephone conversation I had, with the former Prime Minister Malcolm Fraser.

I look at the date of this letter, dated the 14th April 1994, and view the article re: Herald Sun dated 15th April 1994, I think back to a recorded statement by a Mr. Steve Black, Telecom Group Manager, he informed me, documented, that there were Telecom internal documents, three in fact. That stated three Telecom employees were known to have heard me say I had rung Mr Fraser. I know what really happened. What say Telecom give a statement on this issue raised.

(5) I have a Telecom internal letter, please read. You will see that it refers to my staff leaving the Camp unattended when they were paid to stay the night.

Who is the author of this document, he has not only attacked my staff, but showed his contempt, and disregard for others at this fabrication.

Because I did not have a lot of money during these past two years, I used to give two days off in lieu of staying at the Camp overnight. I have questioned the two staff members who this has affected. Telecom can speak to these persons at will.

(6) (Question) Could Telecom please explain the following Telecom minute. I quote from this document.

To check that incoming calls to the Portland Exchange were successfully connected through Mr. Smith, the investigating Technical officer at Portland Exchange set up equipment which trapped data on those calls, then sounded an alarm. At this point the Technical Officer would check to see if the call had been connected by the monitoring line. This process was established from approx. June 1993 to August 1993, however the equipment was only set up to trap data while this particular officer was available.

(a) If this was only set up for one Officer to listen to my calls, then it was not much of a testing procedure. A waste of time. What about the early morning calls, the late night calls. Or was it just open slather to Micro my calls in the Telephone Exchange for entertainment.

Telecom is well aware, that this technical monitoring should have customer approval. You have gone outside the rules of common decency.

I make this known now Mr Rumble. I have friends now saying is it okay to talk to you now Alan, this may be in jest, but not that way with a female friend of mine in Portland. To think that our private conversations have been listened to by local people, people my friend and I see at various times in Portland. You, telecom have left us with very little dignity. I cannot even feel safe now to make just the every day acceptance of a common phone call, without wondering, perhaps Telecom is listening?

If Telecom had approached me, and requested to use this device to monitor, listen to the calls, this would have been different. My private conversations, intimate female and male simple talk, with my lady partner has been violated.

I now ask one more question from Telecom. I quote from this Telecom internal document.

Caller usually from this number, but supposedly somewhere near Adelaide, on this occasion.

How did Telecom know that the person from that particular number usually rang from that particular location? How did they know who this person was?

Perhaps I can tie this in with this other Telecom internal document I received under the F.I.O. agreement. I also quote from this document.

The information regarding the phone numbers called by this customer following this incident, are available from Network Investigation, and my information was verbal from? The name of that person has been blanked out.

How in the bloody hell was Telecom going to fix my phones, by the things I have mentioned in this letter, was or is this Telecom standard practice to go about their communication programmes in this manner?

I await your answer.

Sincerely,


Alan Smith.

C.C. Mr Warwick Smith, Telecommunications Industry Ombudsman.
Dr. Gordon Hughes, Fast Track Arbitrator.