

The previous documents indicate that on 19 August 1992 the telephone of C.O.T. member Ann Garms - of the Tivoli Theatre Restaurant serviced from the Fortitude Valley Exchange - was suspect to "sabotage?????" and that "maybe the bug has slipped off". What was the bug? Who was using it? Who was "Super sleuth Sherlock Kelly?????????" F.O.I. document B00471 shows that the Tivoli Theatre Restaurant was certainly under scrutiny. By the way, was the Compass referred to in this document Compass Airlines? I believe it was serviced through the Fortitude Valley Exchange and also experienced horrific telephone problems - but that's someone else's story.

File Subject Interference

Phone

From

To

This document contains allegations, circumstantial evidence, facts and hearsay supplied over a period of time by 3 particular customers. I wish to point out I have compiled the following from a third party perspective and do not guarantee the accuracy or otherwise of the information.

My reasons are that I am continuously bombarded by these allegations from customers due to my exposure to them, up to now I have shrugged them off. Now if there is any substance in them I feel Telecom should at least keep itself informed.

There have been a number of other customers alleging possible interference, but in all these cases we have satisfied both ourselves and the customer they had been the victim of nothing more than a technical problem. These three however leave room for doubt.

OLI.

John Bereton (Fed Police) initially stated a particular person was giving money for 3 people + others in Telecom to manipulate some services. Arrangements were made of Gus Dodds and a KH at Lutwyche as being close to truth. Why was Federal police stopped from investigating Tivoli case. Will John Ingram of Protective Services get a letter from Anne Garms saying investigation reopened. Why did John Bereton start to deny anything and the volunteer for service in New Guinea for 2 years.

Why was Gus Dodds of Protective Services investigated? and investigation stopped short of his bank account, Did Barry Bennet do this. Was he seen by Brian Toohey (Compass Security) & others helping himself drink behind the bar at the International Hotel at Spring Hill and their office for phone calls as if he owned the place.

Why were investigations into allegations of sabotage to Compass Airlines stopped?

B00-171

11: Testing the System

Material in the previous chapter demonstrates how F.O.I. documents helped to expose the depths to which Telstra executives would drop to minimise, trivialise, or belittle customer complaints. Technical records also reluctantly provided under the F.O.I. Act expose further concerns in the areas of Telstra call monitoring devices and methods, customer surveys, incorrectly charges calls, and the use of flawed reports from 'independent' overseas investigators.

I do not disagree with the right of Telstra to use a M.C.T. (Malicious Call Trace) or other monitoring devices in their attempts to identify and rectify telecommunication network problems. I do, however, react strongly to the misuse of these powers. In September/October 1992 when C.O.T. was perceived to be a treat to Telstra, C.O.T. members believed that their telephones were being taped without their knowledge or consent.

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CORPORATE & GOVT, MAJOR CUSTOMER GROUP
PADGHAM
19/08/92 (02/93)
SVC01 2.4.3
Restora : 00/00/00
Time : 0100

SERVICE ORDER DISPLAY
PRESS [ESC] TO LEAVE THIS FUNCTION

Order No.: 85773596 Serial #:
Customer : (b) Site No. : 0001 Name: (b)
2) Address : 52 COSTIN ST Phone: (b)
3) City/ST : FORTITUDE VALLE QLD 4006 Map Loch: (b)
4) Crs strt : Hours: Phone: ( ) (b)
5) Contact :
6) Site Remark:

7) Territory : B2-25-213-VLY Quote: Open Svc Call: N CSR : BAH01 DSP: ES
8) Contract : 201521 RENT C/T: RAS Eff: 28/10/90 Exp: 28/10/9
9) System : E308 COMMANDER E308 10) PO #1
11) Called In: 10/03/92 (2) Time: 05:29 Type: E308 RENT CONTRACT
Call Status: CL 13) Bill Type : NC 14) Req. Type: 15) Priority: 01
16) Commit Dt: 10/03/92 Time :16:00 17) Appt It: Time: 0100 0:00
18) FE : B702
19) Description: LINE 1 NDT NRR SUSPECT SABOTAGE ?????

F1: Labor Usage F2: Parts Usage F3: Solutions F4: Misc Expense <CR>: Continu

CORPORATE & GOVT, MAJOR CUSTOMER GROUP
PADGHAM
19/08/92 (02/93)
SVC01 2.4.3

SERVICE ORDER DISPLAY
PRESS [ESC] TO LEAVE THIS FUNCTION

Order No.: 85773596 Call Type: C20 Serial#: Commit: 10/03
Customer : TIVOLI THEATRE RESTAURANT COMMANDER E308
Contact : (b) Phone: ( ) (b) Term: B2-25-213-VLY
Descr : LINE 1 NDT NRR SUSPECT SABOTAGE ?????
Narrative:
1) 10/03/92 07:10 EB613 Page 1 of 1
2) 2528373 TESTS LOOPED....8K ...MAYBE THE BUG HAS SLIPPED OFF
3) LOCKS LIKE A JOB FOR SUPER SLEUTH SHERLOCK KELLY?????????
4)
5)
6)
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F.O.I. document A03254 shows an internal TELSTRA letter from Don Pinel to Jim Holmes written on 28 September 1993. It indicates that a few weeks before TELSTRA agreed to a fast track settlement proposal they believed that "our best option is still to force these cases down a legal, structured path."

Holmes, Jim

From: Pinel, Don
To: Holmes, Jim
Cc: Parker, Harvey
Subject: Letter to Schorer
Date: Tuesday, 28 September, 1993 7:39PM

Jim,

Your proposed reply to Schorer is good although I assume it is more legalistic than I am would like. I do not know of anyway to soften it without raising expectations.

One point not covered that you may like to consider is the question of "duress". This has been raised in a number of places and requires rebuttal.

Similarly the question of Telecom's regulatory and contractual protections from suit dont get a mention (it may not be necessary to raise these at this stage as they are certain to be provocative provided we dont allow expectations to from that we will relinquish such protection)

I also think that your section 2 sends conflicting messages. In one para you correctly identify the constraints on discussing a particular case with other than the specific customer. You do imply, however, that teh customers could give schorer some form of authority to act on their behalf. I am not sure that these two messages are consistent. Would a power of attorney, for example, allow disclosure to Schorer of settlement details covered by our form of release? I dont think so.

Perhaps I am getting too legalistic and defensive but we cant afford to let anything get away. However, our best option is still to force these cases down a legal, structured path.

Don

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A03254

Extracts from F.O.I. documents A00999, A01000 and A01004 state: "The whole process would be expeditiously handled, and would take ten-fifteen working days", there would be "a few days to report on each case and seek agreement", and that "Speed is of the essence"

COT

Holmes, Jim



From: Pinel, Don
 To: Hambleton, Dennis V
 Cc: Holmes, Jim; Campbell, Ian
 Subject: Tarrif filing
 Date: Monday, 20 December, 1993 1:02PM

A00354

Dennis,

I understand there is a new tarriff filing to be lodged today with new performance parameters one of which commits to 98% call completion at the individual customer level.

Given my experience with customer disputes and teh recent BCI study, this is cause for concern. We will not meet this figure in many exchanges around Australia particularly in country areas.

I assume that it is too late to stop the filing (and we may not want to even if there is a downside) but this has teh potential to cause us major pain in the CoT area.

Don

This FOI document, A00354, indicates that Telstra was not too happy with the findings reported by Bell Canada International (BCI) when they tested the network and exchanges to which the COTs were connected, particularly in country areas. Telstra used this BCI report in their defence of my Arbitration and so I have had reason to continue to attempt to have the BCI report withdrawn from Telstra's defence.

The following FOI document A00404 is a draft of a letter from Telstra's Commercial & Consumer Division, 242 Exhibition St, Melbourne to Mr Robin Davey, Chairman of Austel. This letter clearly shows that Austel did not have a high opinion of the BCI report.

Pittard, Rosanne

From: Newbold, Greg
To: Fuery, Patrick; Beattie, Ken; Pinel, Don; Campbell, Ian; Pittard, Rosanne; Parker, Harvey; Holmes, Jim; Benjamin, Ted; Marshall, Ross
Cc: Vonwiller, Chris
Subject: 5pm COT wrap-up
Date: Wednesday, 7 July 1993 5:28PM
Priority: High

At around 5pm today, Senator Boswell released another news statement saying broadly that Telecom cannot hide behind the secrecy clauses in the settlements it has made.

Rumble has contacted the Senator's office and left a message that we are prepared to provide a briefing to him to put the Telecom side of the story. We should therefore prepare materials on the understanding that we may be called upon at short notice.

The confidentiality arrangements can be defended in terms of the settlements being commercial arrangements and that Telecom makes similar arrangements with all sorts of customers for commercial reasons on a daily basis.

The total follow-on media interest in the Boswell inquiry story has amounted to three calls. One from Exchange newsletter, one from AAP and one from Clinton Porteous of the Herald-Sun.

I advise that Clinton be targetted for some decent telecomms exclusive stories to get his mind out of the gutter. He will write a nasty piece in tomorrow's (thursday) paper. He will certainly mention the confidentiality clauses and I fully expect a call from him at home tonight.

Ross, can you and I caucus on maybe showing Clinton around an exchange and showing him the efforts we've gone to. Even on a confidential basis, it might stop him taking the Graeme Schorer line every time.

I think it should be acknowledged that these customers are not going to become delighted. We are dealing with the long-term aggrieved and they will not lie down. Even if we were to weaken and give them a fist full of dollars, they would, in my view (and Don's, Ken's and Rosanne's) simply crow of a victory and then continue to complain about our allegedly poor service.

Further, I propose that we consider immediately targetting key reporters in the major papers and turn them on to some sexy "look at superbly built and maintained network" stories.

Regards,

Greg.



C04054

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Doody, Chris

From: Grindlay, Mark
To: Doody, Chris
Subject: CAPE BRIDGEWATER C.O.T.
Date: Wednesday, Apr 06, 1994 2:59PM
Priority: High

Chris,

Following previous lost call analysis of the Z route between Warmambool Node and Portland AXE-R (PORX), it was decided to increment this route from 30 to 60 ccts. As no free ETC's or cabinet infrastructure is available at PORX a project has been issued to NDC to increment the route by replacing an empty LSMR 120 with a LSMR 64. The current status of this project is as follows:

Material in on site, and design pack has been issued to field. Installation (Rod Fry) awaiting data from DPG. Rod Fry is aiming to do the job tonight (6/4/94) if the data arrives in time. If not, it will be either tomorrow night (7/4/94), or approx Wed next week (13/4/94) as there is an installation conference early next week and he will be short staffed. I have reiterated to all parties concerned the importance of getting this project done ASAP.

My original request to NDC is attached

From: Grindlay, Mark
To: Grooby, Lloyd
Subject: PORX - WBOX CCT INCREMENT & OTHER STUFF
Date: Thursday, March 03, 1994 5:22PM
Priority: High

Lloyd,

Could you please arrange for the Z route between Warmambool Node & Portland AXE-R to be incremented from 30 to 60 ccts. To do this without having to wait for the Tyréndarfia & Heathmere reparents will require the installation of another LSMR 64 Line magazine as PORX currently has no free ETC's. There are currently no spare magazine positions in the AXE-R cabinets. I propose to replace the last installed empty LSMR 120 magazine (EM 11) in the Extension 2 cabinet for a LSMR 64/0 LSMR. John Tampling has advised these magazines are in stock. Could you please fast track this project due to the sensitivity of the current COT case at Cape Bridgewater (off PORX)

Also - Leigh Howlett advises that batteries/rectifiers for Gringegalgon, Ozenkadnook, Poolajelo & possibly Melville Forest (L.H. to confirm) need replacement. Could you please arrange for replacement

Please create ECP projects for the above as appropriate. Could you please advise of timing for completion of the Portland Project so I can advise Network Investigations.

K04552

On 12 February 1993 Francis Wood of Austel writes to TELSTRA's Network Service Unit regarding my still sub-standard service. F.O.I. document 002719 shows MELU BOX NI has "congestion daily". Calls from Melbourne to Cape Bridgewater, Portland were unreliable.

NETWORK SERVICE UNIT
NETWORK FAULTS - COVER SHEET

SEQ.	CUSTOMER NO.	DATE TO NSU	RECORDED BY
5		12/ 2 / 93	Gordon Hansen
	CUSTOMER CONTACT	GIVEN TO NSU BY	FEEDBACK TO
NAME		FRANCIS WOOD	FRANCIS WOOD
PHONE			03 828 7357
FAX			03 828 7450

DETAILS OF FAULT AND ACTION

Request by Francis Wood - "Austel" for status of congestion into Wannambool/Portland area - re complaint from Cape Bridgewater customer (055 267xxx).
 Some congestion on Sunday nights on route to WBOX esp. MELU WBOX 21
 GEEW WBOX 21
 MCEU WBOX NI } congestion daily
 MCR WBOX NI }
 BGMV MELU/A

Duncan Cameron to verify cap provision is up to current planning targets. Also check BGMV - WBOX 21 to ascertain why no traffic 15/2/93.
 John ~~Duncan~~ BROWNE - 03 632 3975
 BGMV - WBOX - routing case at BGMV changed, caused no code to be directed on this route - in error.
 Fixed 17/2/93.

ATTACH ADDITIONAL PAGES AS REQUIRED.

002719