

FAXED



Telecommunications
Industry
Ombudsman

Facsimile Cover Sheet

File No: _____

To: Mr Warwick Smith
Company: _____
Phone: _____
Fax: 003 442 660

From: Grant Campbell
Company: _____
Phone: _____
Fax: _____

Date: 10 / 11 / 94
Pages including this
cover page: 2

Comments:

Warwick
Two COT related faxes follow:
1. Allan Smith - Cape Bridgewater Holiday Camp.
2. Expression of Interest by Kevin Hodgson
in conjunction with AMR Australia & Dr Gordon Hughes.
Grant

567

*Faxed
details to
Vic/Tas Region*



Telecommunications
Industry
Ombudsman

February 9, 1994

Warwick L Smith LLB
Ombudsman

Ms. Fiona Hills
Manager, Serious Disputes
Commercial and Consumer Customer Affairs
Telecom
Locked Bag 4960
MELBOURNE VIC. 8100

Dear Fiona,


Re: *Alan Smith*
Cape Bridgewater Holiday Camp
Loss of Fax Capacity

I spoke with Alan Smith on the 9th instant following our discussion on the 8th instant.

He has agreed that this is a new matter and whilst it may be indicating some ongoing problems, it is not a matter that relates directly to the preparation of his material to be presented to the Assessor.

I understand that the facts of this matter relate directly to loss of faxing capacity. Grant Campbell holds the file in this office.

Yours sincerely,


Warwick L. Smith
Ombudsman

Per:

M34361

56B

"... providing independent, just, informal, speedy resolution of complaints."

TIO LTD ACN 057 634 787
National Headquarters
321 Exhibition Street
Melbourne 3000

Box 18098
Collins Street East
Melbourne 3000

Telephone (03) 277 8777
Facsimile (03) 277 8797
Mobile 018 991 208



Facsimile

To Ross Anderson

Company Telecom Portland

Facsimile 055 236 56

From Alan Barrow
P.T.T.O.1

Subject COT Case

Network Products
National Facsimile Support Centre
23 rd Floor 242 Exhibition St.
Melbourne. 3000

Australia
Telephone 03 634 6993
Facsimile 03 640 0997

K01489

Date 29 October 1993

Ross,

The following pages are copies of my fax machines journal and the protocol printouts of failed calls.

On the date of 28-OCT-93 we were trying to create a line failure condition that would re-produce the same error on the transmitting machine and no record on the receiving Mitsubishi machine (055 267 230). The reason for this was to show that a sending fax machine could get to the point of transmitting a page to the Mitsubishi fax machine without the Mitsubishi machine having any record of the call.

The COT case call in question was the 27-10-93 at 10:46 on the journal (it is suspected that the clock in this machine is approx ~~1 Hour and 15 Minutes~~ ^{25-30 mins} in error). The duration of the transmitting machine page of 2:21 minutes suggests that the call failed at the end of the page, possibly when requesting a reply from the receiving end. The presence of the ID in the journal of "055 267230" indicates the call was connected to the Mitsubishi fax machine in question. The receiving Machine has no matching entry in its journal for this call.

A call was placed to 055 267230 and connectivity terminated at the beginning of the page but this resulted in an error of NG in the journal along with the ID of the calling fax machine. The only way to reproduce the conditions experienced above was to interrupt the power on the receiving Mitsubishi fax machine. This would result in an entry in the transmitting machine and no entry whatsoever in the receiving Mitsubishi machine.

During testing the Mitsubishi fax machine, some alarming patterns of behaviour were noted, these affecting both transmission and reception. Even on calls that were not tampered with the fax machine displayed signs of locking up and behaving in a manner not in accordance with the relevant CCITT Group 3 fax rules. A half A4 page being transmitted from this machine resulted in a blank piece of paper 4cm long. the relevant protocol printout in sample #2 shows that the machine sent the correct protocol at the end of the page. Even if the page was sent upside down the time and date and company name should have still appeared on the top of the page, it wasn't. During a received call the machine failed to respond at the end of the page even though it had received the entire page (sample #3). The Mitsubishi fax machine remained in the locked up state for a further 2 minutes after the call had terminated, eventually advancing the page out of the machine.

Regards
Alan Barrow

56c

SAMPLE #2

PROTOCOL MONITOR

K03752

DATE/TIME
LOCAL TERMINAL ID.
LOCAL TERMINAL NAME
COMPANY LOGO

28-10-83 12:09 PM
6136400997
03 6400997
0

*** RECEIVE ***

| No | REMOTE STATION | START TIME | DURATION | #PAGES | MODE | RESULTS |
|----|----------------|-------------------|----------|--------|------|-------------------|
| 1 | 055 267230 | 28-10-83 12:06 PM | 1'02" | 1 | | COMPLETED 9600 |

COM:0 G3S:0 G3R:0 ECM:0 CSI:1 CIG:0
 CFG:4 RHP:0 LGO:0 THP:1 W/B:74 EQL:08

VERSION: KM1=X01.09 KM2=R01.09 KSP= 02.00 KCP=R04.03

| LAPSE | LOCAL | REMOTE | FCF | FIF |
|-------|-------|--------|-----|--|
| 2-35 | → CED | | 20 | 00001917C0A0DEC1C061F9D8A4A081010A373939S030343620 |
| 6-47 | → NSF | | 40 | 3330 |
| 7-42 | → CSI | | 80 | 00CEE804 |
| 8-18 | → DIS | | 43 | 3033323736322035353020202020202020202020202020202020 |
| 10-48 | | ← TSI | 83 | 0006A800 |
| 11-19 | | ← DCS | | |
| 11-47 | | ← TRN | | |
| 11-59 | | ← TRN | | |
| 11-59 | | ← TCF | | |
| 12-56 | * → | | EQM | 00B3 |
| 13-22 | | ← TCF | 84 | |
| 14-28 | CFR → | | | |
| 15-58 | | ← PIX | | |
| 33-03 | | ← PIX | 2F | |
| 35-58 | | ← EOP | 3C | |
| 37-21 | MCF → | | FB | |
| 38-18 | | ← DCN | | |

*mitsubishi to my xerox
 Received a piece of paper
 4cm long (blank)
 XEROX Telecopier 7017*

*Although the page was
 error-free, it did not
 terminate correctly &
 did not have any informatio
 on it.*

Page received

↓

↑

56c

Sample #3

K03751

(16)

PROTOCOL MONITOR

DATE/TIME
 LOCAL TERMINAL ID.
 LOCAL TERMINAL NAME
 COMPANY LOGO

28-10-93 12:32 PM
 6136400997
 03 6400897
 0

*** SEND ***

| No | REMOTE STATION | START TIME | DURATION | #PAGES | MODE | RESULTS |
|----|----------------|-------------------|----------|--------|------|----------------------------------|
| 1 | 055 267230 | 28-10-93 12:30 PM | 0'49" | 0 | | COMMUNICATION ERROR 6800 E204 |

COM:0 G3S:0 G3R:0 ECM:0 CSI:1 CIG:0
 CFG:4 RHP:0 LGO:0 THP:1 W/B:74 EQL:08

VERSION: KM1=X01.09 KM2=R01.09 KSP= 02.00 KCP=R04.03

| APSE | LOCAL | REMOTE | FCF | FIF |
|-------|-------|----------|------------|--|
| 7 | | ← CED | | |
| 18 | | ← 2100HZ | | |
| 3-35 | | ← NSF | 20 | 0000580004EB800082520202020202020202020202020202020 |
| 4-35 | | ← CSI | 40 | 20006000180B |
| 5-05 | | ← DIS | 80 | 3033323736322035353020202020202020202020202020202020 |
| 6-29 | TSI | | 43 | 004EB800 |
| 7-05 | DCS | | 83 | 0046A800 |
| 7-42 | TRN | | | |
| 7-57 | TRN | | | |
| 7-57 | TCF | | | |
| 9-18 | TCF | | | |
| 10-56 | | ← CFR | 84 | |
| 10-59 | TRN | | | |
| 11-10 | TRN | | | |
| 12-11 | PIX | | | |
| 32-60 | PIX | | 2F | |
| 33-88 | EOP | | 2F | |
| 38-32 | EOP | | ERROR 3B10 | |
| 42-77 | EOP | | FB | |
| 46-18 | * | | | |
| 47-29 | DCN | | | |

Mitsubishi machine failed to respond to valid EOP.
 MITSUBISHI MACHINE LOCKED UP FOR 2 MINUTES INSTEAD OF TIMING OUT AFTER 9 SECONDS.
 XEROX Telecopier 7017

At Mitsubishi Bill NG

56c

Internal Memo



To Kenneth McKinlay
Operations Processes &
Support

From Ann Law

Commercial Vic/Tas
540 Springvale Road
GLEN WAVERLEY VIC 3150

Subject Cape Bridgewater Holiday
Camp - Alan Smith

File VSE/45

Date 9 December, 1993

K.00750

Australia

Telephone 550 7626
Message Bank
Facsimile 562 1926

Distrib.

Enclosed is a reply from the Charging and Billing Directorate regarding Mr Smith's charging complaint. It refers to tests required regarding charge circuit and other possible faults. Please provide information on the progress of such testing.

Rosanne Pittard

Rosanne Pittard
General Manager
Commercial & Consumer Vic/Tas

Ann
Letter to Ken McKinlay
on Paul Kettle
Enclosed is reply for
C&BD regarding Smith's charging
complaint. It refers to
tests required regarding
charge circuit with

other possible faults.
Please provide information
on progress of such testing.

R. L.
Power & Standards
Department
File: 600 3796

56c

SELWYN COHEN
CHARTERED ACCOUNTANT

Level 3
450 St Kilda Road
Melbourne, Victoria 3004

Telephone: (03) 866 5255
Facsimile: (03) 866 4314

FACSIMILE MESSAGE

DATE: 21ST JANUARY 1994
TO: ALAN SMITH
FROM: SELWYN COHEN
FACSIMILE NO.: (055) 267 230
NO. OF PAGES INCLUDING HEADER SHEET: 1 (ONE)

Dear Alan

OUTSTANDING FAX

I refer to your facsimile of 10.42 a.m. on 17th January 1994. The fax cover sheet refers to 7 pages being sent. Unfortunately, I only received 2 pages.

Please forward the remaining 5 pages to enable me to begin the required work.

Kind regards,


SELWYN COHEN

561

STEDMAN
CAMERON
Barristers & Solicitors

2072

OUR REF:

YOUR REF:

D TWIGG
SMIT3001-001

2 February 1994

Mr A Smith
RMB 4408
Cape Bridgewater
PORTLAND VIC 3305

Dear Mr Smith,

Re: FACSIMILE DIFFICULTIES

We note that you did not receive two pages at all and only the number 2 from the third page and the signature from the last page of the facsimile sent to you at approximately 2.23 p.m. on the 1st February, 1994.

It was successfully sent approximately two hours later.

Yours faithfully,
STEDMAN CAMERON

Per: 

56E



Communications and the Arts

Our Reference:

Your Reference:

Contact:

FAXED
25.2.94

25 February 1994

Mr Jim Holmes *104*
Corporate Secretary
Telstra Corporation
41st Floor
242 Exhibition St
MELBOURNE VIC 3000

Dear Mr Holmes

Attached are copies of correspondence received by the Hon Michael Lee MP from Mr Alan Smith of Cape Bridgewater Holiday Camp, Victoria, outlining further difficulties he is having with his telephone and facsimile service.

I ask that you investigate Mr Smith's allegations and take all appropriate steps to resolve his problems. I have also written to AUSTEL asking that the matter be included in the scope of its investigation into Telecom's handling of the COT cases.

Yours sincerely

Fay Holthuyzen

Fay Holthuyzen
Assistant Secretary
Regulatory Policy Branch
Telecommunications Policy Division

S/ send her original to Steve Black pl

*Steve further to
has already
on-forwarded to
you. Please confirm
you will acknowledge
direct to Fay Holthuyzen*

56 F

R11431



Internal Memo

To Gerry Moriarty
 Managing Director, Network Products

From Steve Monro
 Manager

Subject Customer Complaint

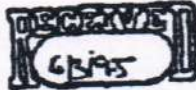
Commercial & Consumer
 Customer Response Unit
 2/242 Exhibition Street
 Melbourne, Vic 3000

Australia
 Telephone 03 632 3224
 Facsimile 03 634 8728

Date 3 March 1995

Pager 016 378429

File



Attention

- CC D Campbell
 T Benjamin
 S Black
 G Campbell

This memo seeks your personal attention to a customer complaint that has the potential to become a significant corporate issue.

On 19 January, 1995 a complaint was referred to this office through the Telecommunications Industry Ombudsman's Office. The complaint concerned a customer who claimed that his 1800 number was not connected until 7 months after the service was launched and 7 months after he started advertising it.

A copy of the original complaint is at Attachment 1. The result of our investigations was an assurance that there could not have been a failure of the magnitude claimed on the customer's 1800 service. See Attachment 2. Additionally, a check of his 1800 account demonstrates a significant increase in call traffic that is assumedly associated with the commencement of a promotional campaign featuring 1800 number only.

However, during the investigation of the issues raised by the customer, other factors were uncovered that have a direct bearing on the complaint and have undermined my confidence in the initial advice.

Following up on a report that there may have been delays in conditioning some exchanges, I was informed that most metropolitan customers had access to 1800 by 20 September 1993. Further, while there were some acknowledged implementation problems in country NSW, it is assumed that all exchanges were conditioned within 4-6 weeks after 20 September (as) there were no further network faults being reported. Apparently, fault reporting was used to identify country exchanges that had not been conditioned. See Attachment 3.

The reported failure to provide universal exchange conditioning by the 1800 Service launch date was compounded by file copies of E-Mails that suggest even wider problems with access to 1800 at launch. At least one 10,000 number range was missed in Perth, and 1,000 number

56 G H36279

blocks were missed elsewhere, although we had no working services on these ranges. See Attachment 4.

The most disturbing feature was the report that the 747 and 767 number ranges were missed. After being assured that all numbers were conditioned in blocks of 10,000 it is confusing that two 1,000 number ranges were missed. There is no indication that the complainants service was adversely effected, by these missed number ranges. However, the complainants number 1800 777 592 is perilously close.

I need to be absolutely certain of the facts in my reply to the TIO. Unfortunately, I have lost confidence in the reliability or completeness of the advice I am receiving.

I am therefore seeking your personal intervention to confirm:

1. The date on which all exchanges were confirmed as conditioned to switch Free call number 1800 777 592.
2. If this date is not the 20 September 1993, what percentage of customers did not have access to 1800 777 592 up to that date.

This particular customer's behaviour has been particularly rude. See Attachment 5. He is also threatening. He has allegedly been described as a vexatious litigant and is undoubtedly the most foul mouthed customer with whom I have had dealings. There is a strong likelihood that he will continue action against Telecom through all means available. An FOI request could obviously be very embarrassing without a clear, consistent picture of exchange conditioning.

The deadline to resolve this issue with the TIO has expired. We are currently preparing an interim reply. However, we also have an outstanding billing dispute as the customer is refusing to pay bills when he has an outstanding compensation claim. Unfortunately, normal credit management practices would expand the compensation claim if a link can be established between failure of calls on 1800, loss of business and a consequential inability to pay Telstra bills.

I therefore urgently seek your assistance in obtaining a quick response to the above questions.

Steve Monroe

Steve Monroe
Manager
Customer Response Unit

569 H36280

PROTECTED

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CALL DETAILS

055 267230

Page 15

* COMMERCIAL *
* IN CONFIDENCE *

| DAY | DATE AND TIME | CALL TYPE | NUMBER DIALLED | WAIT TIME (SEC) | CONV. TIME (SEC) | METER MKTER | METER PULSE REC'D | RA | R | O |
|-----|-------------------|-----------|------------------|-----------------|------------------|--------------|-------------------|----|------|----------|
| MON | 31/01/94 06:46:12 | OAS | 1 | 3599 | 3910? | | 0 | N | | |
| MON | 31/01/94 09:08:02 | OAS | 032877009103 | 18 | 0 | WIDOW NO. | 0 | Q | WILL | GEVE GUY |
| MON | 31/01/94 09:08:20 | ONU | 1100 | 22 | 772 | | 0 | L | | |
| MON | 31/01/94 09:21:37 | OAS | 032860055 | 26 | 10 | C.M. | 0 | Q | | |
| MON | 31/01/94 09:29:15 | ONU | 1100 | 22 | 97 | | 0 | L | | |
| MON | 31/01/94 09:38:01 | OAS | 038287342 | 31 | 202 | DIGITAL | 0 | Q | | |
| MON | 31/01/94 09:43:28 | OAU | 234780 | 22 | 16 | LOCAL CALL | 0 | L | | |
| MON | 31/01/94 09:57:12 | OAS | 032877001 | 39 | 86 | FAC TO C.M. | 0 | Q | | |
| MON | 31/01/94 10:06:12 | OAS | 032778777 | 32 | 33 | T. GUY... | 0 | Q | | |
| MON | 31/01/94 10:10:58 | OAS | 087258158 | 31 | 137 | DUNSTON WST. | 0 | F | | |
| MON | 31/01/94 10:13:45 | OAS | 057252364 | 12 | 0 | | 0 | Q | | |
| MON | 31/01/94 10:13:58 | OAS | 057252364 | 24 | 0 | LOCAL CALL | 0 | Q | | |
| MON | 31/01/94 10:14:22 | OAS | 057286234 | 27 | 0 | NO STA | 0 | Q | | |
| MON | 31/01/94 10:14:54 | OAS | 057252364 | 17 | 0 | WAS REC. | 0 | Q | | |
| MON | 31/01/94 10:17:32 | OAU | 286234 | 27 | 70 | | 0 | L | | |
| MON | 31/01/94 10:27:42 | OAS | 036327700 | 26 | 28 | | 0 | Q | | |
| MON | 31/01/94 10:45:00 | OAS | 036174617 | 37 | 51 | | 0 | Q | | |
| MON | 31/01/94 10:46:44 | ONU | 0175 | 24 | 61 | | 0 | L | | |
| MON | 31/01/94 10:54:52 | OAS | 008033849 | 29 | 216 | | 0 | N | | |
| MON | 31/01/94 11:15:43 | OAS | 032877099 | 27 | 0 | | 0 | Q | | |
| MON | 31/01/94 11:16:19 | OAS | 078925040 | 13 | 0 | C.M. | 0 | Y | | |
| MON | 31/01/94 11:18:17 | OAS | 078925040 | 13 | 0 | | 0 | Y | | |
| MON | 31/01/94 11:20:40 | ONU | 013 | 9 | 0 | | 0 | L | | |
| MON | 31/01/94 11:21:03 | OAS | 078925040 | 12 | 0 | | 0 | Y | | |
| MON | 31/01/94 11:23:46 | OAS | 078925040 | 11 | 0 | | 0 | Y | | |
| MON | 31/01/94 11:25:29 | OAS | 078925040 | 12 | 0 | | 0 | Y | | |
| MON | 31/01/94 11:26:18 | OAS | 0789250401 | 33 | 119 | | 0 | Y | | |
| MON | 31/01/94 11:31:28 | OAS | 078925040 | 12 | 0 | | 0 | Y | | |
| MON | 31/01/94 11:37:43 | OAS | 078925040 | 12 | 0 | | 0 | Y | | |
| MON | 31/01/94 11:41:35 | OAS | 032877099 | 27 | 129 | | 0 | Q | | |
| MON | 31/01/94 11:44:37 | OAS | 038893543 | 27 | 85 | | 0 | Q | | |
| MON | 31/01/94 11:46:44 | OAS | 078925040 | 13 | 0 | | 0 | Y | | |
| MON | 31/01/94 11:52:03 | IA | | 4 | 93 | | 0 | | | |
| MON | 31/01/94 11:56:33 | OAS | 078925040 | 11 | 0 | | 0 | Y | | |
| MON | 31/01/94 11:56:47 | ONU | 1100 | 22 | 157 | | 0 | L | | |
| MON | 31/01/94 11:59:50 | OAS | 078925040 | 27 | 432 | | 0 | Y | | |
| MON | 31/01/94 12:07:48 | IA | | 4 | 54 | | 0 | | | |
| MON | 31/01/94 12:09:02 | OAS | 038893543 | 27 | 260 | | 0 | Q | | |
| MON | 31/01/94 12:20:15 | OAS | 038893543 | 33 | 103 | | 0 | Q | | |
| MON | 31/01/94 12:22:39 | OAS | 0367073103670721 | 35 | 82 | | 0 | Q | | |
| MON | 31/01/94 12:35:16 | OAU | 231000 | 24 | 597 | | 0 | L | | |
| MON | 31/01/94 14:15:11 | OAS | 036346671 | 37 | 25 | | 0 | Q | | |
| MON | 31/01/94 14:16:53 | OAS | 036343876 | 38 | 46 | | 0 | Q | | |
| MON | 31/01/94 14:18:54 | OAS | 022642044 | 37 | 45 | | 0 | Q | | |
| MON | 31/01/94 14:26:04 | OAS | 038203021 | 37 | 34 | AUSTAL | 0 | Q | | |
| MON | 31/01/94 14:49:30 | OAS | 038203021 | 38 | 93 | AUSTAL | 0 | Q | | |
| MON | 31/01/94 14:51:46 | OAS | 038893543 | 27 | 104 | | 0 | Q | | |
| MON | 31/01/94 14:55:14 | OAS | 035681824 | 35 | 16 | PAC... | 0 | Q | | |
| MON | 31/01/94 14:56:04 | OAU | 234780 | 23 | 96 | | 0 | L | | |
| MON | 31/01/94 15:12:24 | OAS | 036707211 | 30 | 1010 | | 0 | Q | | |
| MON | 31/01/94 15:29:52 | OAS | 031 | 7 | 0 | | 0 | Q | | |
| MON | 31/01/94 15:30:18 | OAS | 032877099 | 19 | 0 | AUSTAL | 0 | Q | | |
| MON | 31/01/94 15:32:19 | OAS | 032877099 | 40 | 128 | C.M. | 0 | Q | | |
| MON | 31/01/94 15:42:46 | OAS | 032877099 | 28 | 15 | | 0 | Q | | |
| MON | 31/01/94 15:43:45 | OAU | 217777 | 25 | 165 | | 0 | Q | | |
| MON | 31/01/94 15:47:13 | OAS | 053428357 | 16 | 0 | | 0 | Q | | |
| MON | 31/01/94 16:05:11 | IA | | 4 | 112 | | 0 | | | |
| MON | 31/01/94 16:24:18 | OAS | 035622080 | 39 | 110 | | 0 | Q | | |
| MON | 31/01/94 16:26:54 | OAS | 032877099 | 28 | 313 | C.M. | 0 | Q | | |
| MON | 31/01/94 16:32:51 | IA | | 3 | 61 | | 0 | | | |
| MON | 31/01/94 17:21:51 | OAS | 038287342 | 32 | 1178 | | 0 | Q | | |
| MON | 31/01/94 17:57:53 | OAS | 0534283575 | 48 | 2464 | | 0 | Q | | |

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|-----------------------|-----|-----------|------|------|-------------|---|
| MON 31/01/94 18:43:51 | OAS | 032877099 | 1607 | Am | 0 | Q |
| MON 31/01/94 19:11:16 | IA | | 4 | 70 | 0 | |
| MON 31/01/94 19:19:46 | OUU | 0175 | 22 | 41 | 0 | L |
| MON 31/01/94 19:21:22 | OUU | 0175 | 25 | 160 | 0 | L |
| MON 31/01/94 21:06:30 | OAS | 035681824 | 30 | 6407 | FA-12 SMITH | 0 |
| MON 31/01/94 22:58:43 | OAS | 1 | 3599 | 3059 | ? | 0 |
| | | | | | | N |

 * COMMERCIAL *
 * IN CONFIDENCE *

CALL DETAILS

055 267260

Page 16

| DAY DATE AND TIME | CALL TYPE | NUMBER DIALLED | WAIT TIME (SEC) | CONV. TIME (SEC) | METER REC'D | METER PULSE | DIFF | RA | R | O |
|-----------------------|-----------|----------------|-----------------|------------------|-------------|-------------|------|----|---|---|
| MON 31/01/94 15:01:00 | OAS | 032877099 | 582 | 582 | 14 | | | Q | | |
| MON 31/01/94 15:11:14 | OUU | | 191 | 0 | 0 | | | ? | | |

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