

COT Cameron

Holmes, Jim

From: Newbold, Greg  
To: Pittard, Rosanne  
Cc: Pinel, Don; Wood, Don; Holmes, Jim  
Subject: COT matters  
Date: Wednesday, 16 June, 1993 8:59AM  
Priority: High

Rosanne:

Good news re channel nine news. Haven't checked all outlets but as it didn't run on the main bulletin last night, we can be pretty certain that the story died the death. I wish I could figure which phrase it was that convinced Jason Cameron not to proceed. Might have been one of Jim Holmes' pearls.....

Neil Mitchell had another bite this morning. Said to keep those faxes rolling into Schorer.

What happened to the draft letter to the Portland newspaper? In these matters affecting rural areas, it's important to support our staff. Please advise re outcome of letter.

regards,

Greg.

A04646

On 16 June 1993 TELSTRA's document A04646 appeared. "Good news re channel nine news. Haven't checked out all outlets but as it didn't run on the main bulletin last night, we can be pretty certain that the story died the death. I wish I could figure which phrase it was that convinced Jason Cameron not to proceed. Might have been one of Jim Holmes' pearls ...

Neil Mitchell had another bite this morning. Said to keep those faxes rolling into Schorer.

What happened to the draft letter to the Portland newspaper? In these matters affecting rural areas, it's important to support our staff. Please advise re outcome of letter." Jason Cameron was the head reporter for channel nine news, Jim Holmes was TELSTRA's Corporate Secretary, and Schorer was Graham Schorer - one of the Casualties of Telstra group. What exactly were the pearls that were cast? Were they pearls of wisdom, financial pearls, or another type of pearl?

8-A

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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*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."*

8-B

Pittard, Rosanne

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From: Newbold, Greg  
To: Pittard, Rosanne  
Subject: RE: Boswell latest 3pm Fri.  
Date: Friday, 9 July 1993 12:35PM

Rosanne, if you cannot make the hookup, Ken or Don will brief you no worries. Greg.

From: Pittard, Rosanne  
To: Newbold, Greg  
Subject: RE: Boswell latest 3pm Fri.  
Date: Fri, Jul 9, 1993 12:03PM

Greg,

At this stage I am available for the phone hook-up Monday am - BUT Austel has called a meeting on the same general topic at the same time and I am trying to sort this out. What I need from you and Paul is advice on how technical and factual we should be versus how much we need to be political.

Rosanne Pittard

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; Stanton, John; Anderson, Keith  
Subject: Boswell latest 3pm Fri.  
Date: Thursday, 8 July 1993 3:31PM

Rumble has spoken to Boswell. Boswell has agreed to a briefing. He will get back to Rumble with a date. It could, and probably will, be next week either in Melbourne or Canberra.

Boswell is particularly sympathetic to Mrs Garmes' case. He believes she has been poorly done by and he's also a mate of her lawyer and says that we've acted very badly in negotiations.

All that aside, we must now prepare our briefing materials so that we are ready to go next week. Rumble will come to Melbourne if it's held here and as long as it's not Wednesday (the day the CEO launches us at the National Press Club).

Can Ross, Ken and Rosanne please advise me by return email of any assistance they require in this matter.

In any case, there needs to be a short telephone hookup between Rumble, Marshall, Beattie and Pittard and I reckon first thing Monday might be the best time.

Please advise soonest regarding your availability and your phone numbers and regarding any other people who should be involved in this hookup.

Finally, Clinton Porteous has got a small story in the Herald-Sun's afternoon edition. He tells me he's losing interest because his editors don't seem interested in his hardluck stories. He has agreed to a briefing and exchange visit. Ross, could you contact me on this?

Really finally, Greg Aderman advises that Rod Chester, senior writer of the Courier-Mail and definite Telecom friend, would jump at the chance to write about how hard we work to maintain the integrity of the network. Again Ross, can we talk about this?

Regards,

Greg.

I have checked with Paul Killeen and found that we do not hold any records of the details of the test call runs made by the BCI team for the runs in question to Cape Bridgewater / Portland in November 1993.

The queries will have to be referred on to BCI if you think we should pursue this.  
If the query from [redacted] is a formal request, I would think we would similarly need to make a formal request to BCI for more detail of the tests performed.

Paul,

Can you advise the limits of settings for call duration for the NEAT - PTARS or normal duration of TRT - TCARS calls.

Kevin  
24/6/94

-----  
From: Gambia, Peter  
To: Humrich, Alan; Dwyer, Kevin  
Cc: Lean, Maurie; Killeen, Paul  
Subject: Smith Query-BCI tests to C. Bridgewater  
Date: Monday, 20 June 1994 8:55PM

[redacted] has queried some of the details of the testing done by Bell Canada from a couple of locations to Cape Bridgewater. The attached report summarises the results from the Bell Canada Report (Part 2).

<<File Attachment: [redacted] QRY.DOC >>

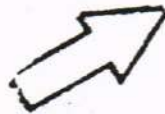
It would appear that there is an error of some sort in the report of the testing from Richmond on the afternoon of the 5/11/93.

Can anyone provide any clarification please ?

He also wants to know the time interval between calls for the TCARS / PTARS.

Peter.

N00040



FOI document N00040 was provided to me after the Arbitrator had handed down his award on 11 May 1995 and arrived too late for me to use it to challenge Telstra regarding the flawed BCI submission which they used as part of their defence, to support Telstra's Network into Cape Bridgewater. The document is dated 20 June 1994, six months before Telstra submitted their defence on 12 December 1994. There is further evidence available which supports my allegations that the tests supposedly carried out on 5/11/93 (shown above) were impracticable. This evidence also shows that tests supposedly carried out on other days by BCI could not have taken place either, even though they were included in the BCI report.

**Pendlebury, Bruce**

From: Pendlebury, Bruce  
To: Black, Stephen  
Date: Thursday, 7 April 1994 7:57AM

K01003

Steve,

at 4:55 pm 6/4/94 I was informed by Network Ops that the route into Portland exchange would be increased by 30% . The work was to be completed prior to midnight that day. This should alleviate any problems Mr. Smith or anyone else in the area has been experiencing with congestion into the area for some time.

PS. I believe this took part place as result of the normal growth and evolution of the network rather than as a result of complaints by Mr Smith.

Regards, Bruce P

#### Food for Thought

Congestion was a regular issue in the Portland/Cape Bridgewater region. In March 1994 Telstra Chief Executive Mr Frank Blount rang me, and after a lengthy discussion, stated that he was not treating my concerns lightly. I feel that Mr Blount would have been amazed to have seen the recently discovered F.O.I. document K01003 dated 7 April 1994 from Bruce Pendlebury to Steve Black - customer response Telstra.

"Steve: at 4.55pm 6/4/94 I was informed by Network Ops that the route into Portland exchange would be increased by 30%. The Network was to be completed prior to midnight that day. This should alleviate any problems Mr Smith or anyone else in the area has been experiencing with congestion into the area for some time."

Technical data in F.O.I. showed that on 6 April 1994 30 CCTS was increased to 60 CCTS - mathematically this is either a 50% or 100% increase depending on how the figures are constructed. It was not a 30% increase as stated by Bruce Pendlebury .

This Freedom of Information (FOI) document, K01003, supports the information above, concerning congestion into the Portland region. Mr Pendlebury's comment that this increase was implemented "as a result of the normal growth and evolution of the network rather than as a result of complaints by Mr Smith." would seem to indicate that he was not aware that I was instrumental in first alerting Mr Blount to the congestion in the Portland area.

8-F

Pendlebury, Bruce

From: [redacted]  
To: Pendlebury, Bruce  
Subject: RE:  
Date: Thursday, 7 April 1994 2:05PM

Bruce,  
I am happy to provide the data, but will be unavailable until Monday. [redacted] as indicated he would be happy to provide the analysis if required. I don't mind either way. Would you prefer that he provided the analysis or are you happy that I do so (as time permits).  
I await your response.

Regards,

[redacted]  
From: Pendlebury, Bruce  
To: [redacted]  
Date: 7 April 1994 15:1

K01006



David,  
Mr Alan Smith is absent from his premises from 5/8/94 - 8/8/94. On other occasions when he has been absent there have been documented complaints received (usually months later) involving NRR etc. I called the premises at approx. 4:55 pm 8/4/94 the answer time was 41 secs.

I intend on this occasion to document his absence and file all data I can collect for the period. That way we should be prepared for anything that follows.

Could you please collect the Charge Check and Signalling data for the period and provide some analysis of unanswered, busy UC and long delay before answer.

Regards, Bruce P

F.O.I. document K01006 is also alarming. It is from Bruce Pendlebury of Telstra to David (name blanked out) and states "Mr Smith is absent from his premises from 5/8/94 - 8/8/94." How did Telstra know this when K01006 was dated 7 April 1994 and they had told the Australian Federal Police that malicious call tracing only occurred around August 1993? could it be that Telstra was privy to my private telephone conversations while I was involved with Arbitration Settlement procedures between 7 April 1994 and 11 May 1995? My technical advisor lived in Queensland and all discussions about my Arbitration Settlement procedures took place by telephone.

8 G

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 lato 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.

8 H

7/6

~~\_\_\_\_\_~~ → 055 267 30. 1 6:40 pm

↳ callers usually from this N<sup>o</sup> but supposedly  
'somewhere' near Adelaide on this occasion.

~~27/6~~ → \* F 27 - 18:21:22.991. from 0864 -- Answered, CBK after 7:00 pm

F 27 - 18:18:54.828 from 0864 -- Answered, CBK after



Telstra officials told a Federal Police investigation into 'bugging' that my phones were taped in attempts to locate faults between June 1993 and August 1993. If this was the case how did Telstra know I spoke privately by phone to Malcolm Fraser, a former Prime Minister of Australia, about my problems in April 1993?

In 1994, while reading F.O.I. documentation, I found the name of a bus company I had spoken to outside this "bugging" timeframe handwritten in Telstra's internal files! How did they get this information, and to what purpose was it used?

Handwritten names and comments of who I rang, and who rang me, also appear in Telstra documents. "A caller usually rings from (number blanked out) yet on this occasion from somewhere near Adelaide". Names of people I contacted on a daily basis, the Telecommunications Industry Ombudsman, Austel, and even my ex-wife was named. Were these details necessary to trace network and/or phone faults? I think not!



The following FOI document (K03273) shows the depths to which Telstra stooped in an effort to shut me up and disguise the truth.

This fax, from a Rod Smith, Telecom, Warrnambool, to a Mike Robins, asks if Mr Robins wants Mr Smith to type up some information pertaining to a note from Gordon Stokes. This seems to be related to phone numbers which I called after some incident or other. Other FOI documents attached to K03273 clearly indicate that the note from Gordon Stokes pertained to me.

At the very top of the faxed page there is a record of the date, '15-02-1995' and time, '06:01' that I faxed this document to Hunt & Hunt on 036148730. The page number reference of '7', also at the top of the document, indicates that at least 7 pages were faxed to Hunt and Hunt on this date. In actual fact there were a total of 9 documents faxed at this time, including two letters which had been attached to the fax numbered K03273. THE ARBITRATOR THEREFORE CANNOT SAY THAT HE WAS NOT PROVIDED WITH SUPPORTING DOCUMENTS. I also faxed a copy of this document (K03273) to Ted Benjamin at Telstra and asked him for an explanation.

At the suggestion of Warrick Smith, TIO, other FOI documents were forwarded to the Arbitrator, Dr Hughes. These documents showed quite clearly that Telstra were noting the names of people I rang during a particular period in January 1994. Telstra's notes even referred to "Austel friends" and also recorded calls to my ex-wife's number (where my son resided).

It should be noted, with reference to the cartoon on the following page, that my nickname has always been 'Smudge'.

|   |   |
|---|---|
| Distribute to   | <input type="checkbox"/> Copy <input checked="" type="checkbox"/> Fax |
| OSC Managers  | <input type="checkbox"/>  |
| OMG Managers  | <input type="checkbox"/>  |
| Circuits  | <input type="checkbox"/>  |
| All N/Op Board  | <input checked="" type="checkbox"/>                                   |
| None of the above   | <input type="checkbox"/>  |
| Return Original to  | <input type="checkbox"/> File <input type="checkbox"/> Action         |
| NOM V/R HA<br>for <input type="checkbox"/> File <input type="checkbox"/> Action |   |



Telecom Australia

Warrnambool OMG  
118 Keralt Street  
Warrnambool  
Victoria 3280

To MIKE DOBINS

From ROD SMITH

Fax No.

Company

Telephone (055)

Division

821087

Date

Fax

611388

No. pages

Mike,

This is a note from Gordon Stokes, if you want me to type up some info, please advise me asap.

The information regarding the telephone numbers called by this customer following this incident are available from Network Investigation and my information was verbal for Gordon Stokes.

Rod Smith

K03273

8-5

To compound TELSTRA's deceptive conduct still further, their first release of F.O.I materials contained a copy of this Telstra Confidential Internal Memo from Rosanne Pittard. It is apparent that Rosanne had difficulties "on the variation between what Mr. Smith was told and the contents of the Network Investigations files"

TELECOM CONFIDENTIAL



Internal Memo

To: ~~XXXXXXXXXXXX~~  
Manager  
Network Investigations

From: Rosanne Pittard  
General Manager

Subject: Cape Bridgewater Holiday  
Camp

File: VSC/14

Date: 17 June, 1993

Telcom Commercial Vic/Tas

540 Seagrave Road  
Eynon Way  
Victoria 3150  
Australia

Telephone 03-542 7500  
Message Bank  
Fax: 03-542 1921

Distrib.

I refer to our telephone conversations regarding the material contained in Mr Macintosh's brief case.

Please find attached a letter from Austel requesting information regarding that incident. Whilst I can respond to the details regarding the information provided to him at the time of settlement I cannot comment on the variation between what Mr Smith was told and the contents of the Network Investigations files. I need your assistance for this. Can we discuss as soon as possible please?

*Rosanne Pittard*  
Rosanne Pittard  
General Manager  
Commercial Vic/Tas

8-K