



AUSTRALIAN TELECOMMUNICATIONS AUTHORITY

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92/0596(9)

11 February 1994

Mr S Black  
Group General Manager  
Customer Affairs  
TELECOM.

Facsimile No: (03) 632 3241

Dear Mr Black

**COT Cases - Provision of Information**

Thank you for the material supplied on 9 and 10 February.

I make the following comments on individual detail supplied.

**12.11.93 Request**

The point to be made in the report is that the results of monitoring and testing programs were significant in Telecom's reaching a conclusion on the adequacy of the service. In assessing whether there was a reasonable basis to those conclusions, such details as what the objective was, the type of equipment used, was it end to end, when it was used in terms of times and dates, the results and conclusions would appear highly relevant. I would have imagined that such detail would have been an integral part of the technical assessment record but I take your response to indicate that the technicians received the output and reached a conclusion without documenting any of the above detail. Unless you indicate otherwise I will take that to be Telecom's response.

Where summary documentation has been prepared, it is my understanding that the detail would fall within the terms of AUSTEL's direction for the supply of data.

**24.12.93 Request**

I note your advice that, having considered the detail shown in the statutory declarations dated 27 and 29 September 1993, Telecom is of the view that all papers contained in the briefcase have been supplied to AUSTEL.

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2.

The "routine" material which AUSTEL found did not match the Telecom is attached.

### **30.11.93 Request**

The query relating to Mr Dawson and the Maidstone RSS AXE node remains unanswered.

Concerning the allegation that staff have been advised that COT members are suing Telecom, there was no mention of Mr Dawson's allegation in your response.

You also supplied copies of certain advices to staff - these do not appear to be comprehensive - I am aware of a couple issued under Ms Pittard's name which were not included and would ask that you recheck your Victorian and Queensland administrations.

### **28.1.94 Request**

You advise that S/Comp file NCS North is now located on a Japanese Spare Parts file. Does this mean that there were no complaints other than by Japanese Spare Parts? If there were, where are those other papers now located?

### **20.10.93 Request**

Thank you for this data. The request sought data for each thousand block in the exchanges listed. I note the work involved - though it appears to be pulling a long bow to suggest a "tight timetable" when the request was made 4 months ago - and suggest instead

- for the metropolitan exchanges shown, data for each 1000 number block for each quarter included in the January 1992 - September 1993 period
- data for each of Cape Bridgewater (055-267.2..) and Devlins Bridge and Dixon's Creek.

Could you also

- identify the period involved for the data in the table originally sent
- comment on the effective call rate for North Melbourne 7000 range

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**24.1.94 Request**

Are you able to comment on whether customers were advised of the possibility of the BWN condition.

The material shown under (2) in the original letter is requested.

**Undated Request (actually 2 February 1994) Re "Lock-up".**

I have references to Ericssons having considered a lock of fault which was occurring where the first line would be locked out and this would allow calls to flow to the other lines. It was said to arise through the incompatibility of exchange software and Telecom's equipment. Ericssons apparently provided a solution and advised that particular Commander systems were most vulnerable. Ericssons are said to have suggested that call loss could be up to 15%.

Yours sincerely



John MacMahon  
General Manager  
Consumer Affairs

Dwyer, Kevin

From: Dwyer, Kevin  
To: Gamble, Peter  
Cc: Humpich, Alan  
Subject: RE: Software query  
Date: Thursday, 24 February 1994 11:07AM

Peter,

You are quite correct in your thought that the anecdotal reference applies more to AXE than ARE-11. "Lockups" are generally well-known as a problem in AXE exchanges, not only in Australia but in overseas countries as well. A number of upgrades have included software which would reduce the incidence of lockups. ↙

There is nothing to add to my previous notes on ARE-11 exchanges concerning claims of 'incompatibility' problems.

Regarding the problems in AXE: ↙

In the NASM database (which has a record of faults reported from AXE exchanges, dating from 1968 when it was introduced, although it was not in widespread use till 1992/3) there are 105 reports of Lockups affecting customers. Two of these reports refer to PBX services, but there are no reports referring specifically to 'Commander' services.

The TR database (Trouble Report system controlled by TNE to monitor problems reported, passed to Ericsson, and fixed by Ericsson) which was used prior to NASM for all records of faults does show lockups on AXE equipment which would have affected customers and PBX functions, but does not provide any realistic count of problem occurrences. It does not record any lockups specifically related to 'Commander' systems.

As a general comment, if the first line was locked up and calls allowed to flow on to the other lines, then no calls would be lost until all lines were busy, so I fail to see how an estimate that "call loss could be up to 15%" could be made or repeated with any degree of integrity. ↙

There is also another NSIS database which would contain records of AXE faults which I have not checked yet but which I believe has records of large numbers of lockup instances affecting individual customers lines. I am reluctant to initiate a search of the NSIS database at present as the faults recorded therein would have no bearing on the CoT services in question, unless the fault occurred on their individual line.

Kevin.

From: Gamble, Peter  
To: Humpich, Alan; Dwyer, Kevin  
Cc: Wegland, Fran  
Subject: Software query  
Date: Thursday, 17 February 1994 7:04PM

Fran, I am not sure where Alan is - please pass to him if he is on the 24th floor.

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Kevin, Alan

Kevin, I did not use your comments on software (COMPATBL) at this time as they didn't seem relevant to the additional information that Austel have provided. John MacMahon writes as follows:

↙  
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incompatibility of exchange software and Telecom's equipment. Ericsson apparently provided a solution and advised that particular Commander systems were most vulnerable. Ericsson are said to have suggested that call loss could be up to 15%.

Any thoughts on this new line? It sounds a bit like AXE rather than ARE to me!

Peter.

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