AUSTEL

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2 February 1995

The Hon Michael Lee MP
Minister for Communications and the Arts
Parliament House
Canberra ACT 2600

Dear Mr Lee

QUARTERLY REPORT ON PROGRESS OF TELECOM'S IMPLEMENTATION OF RECOMMENDATIONS OF AUSTEL'S COT CASES REPORT

I am pleased to provide our third quarterly report on Telstra's progress in implementing the recommendations of AUSTEL's COT Cases report.

Our quarterly report consists of two parts: a summary of significant developments to date; and a more detailed commentary on the status of implementation of each recommendation.

AUSTEL considers that in general terms Telstra has demonstrated its commitment to implementing the outcomes of the COT Cases report. The major area requiring further action on the part of Telstra concerns Telstra's representation of its liability. An important recent development in this respect is Telstra's confirmation that it proposes to lodge a revised clause 8.1 of its Basic Carriage Services tariff by 6 February 1995, clause 8.1 being a statement of Telstra's liability. AUSTEL sees no reason why Telstra cannot now move to rapidly finalise the relevant COT Cases report recommendations concerning Telstra's representation of its liability. I note that your statement to the Parliament of 21 September 1994 requested that Telstra expedite its implementation of these recommendations.

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As foreshadowed in AUSTEL's previous quarterly report, AUSTEL engaged a consultant in November 1994 to review Telstra's Service Verification Tests. The consultant's report has now been completed, and detailed discussions on the recommendations of his report have been scheduled with Telstra for late February 1995. AUSTEL will provide you with a separate report on the recommendations of the consultant's report and the outcome of discussions with Telstra in terms of Telstra adopting its recommendations. It is expected that this report will be provided within the first quarter of 1995.

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Yours sincerely

Sue Harlow
Member

Attachment. *Status of Implementation of the Recommendations of AUSTEL's COT Cases report*

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STATUS OF TELSTRA'S IMPLEMENTATION OF THE RECOMMENDATIONS OF AUSTEL'S COT CASES REPORT

AUSTEL'S THIRD QUARTERLY REPORT

2 FEBRUARY 1995

CPE and not the network. All services on which the SVT was carried out have met or exceeded the SVT requirements.

Should any of the customers who have refused permission for the Service Verification Tests to be carried out withdraw that refusal, then Telstra will carry out the tests.

Telstra considers that this recommendation is finalised.

AUSTEL Comment

Telstra has provided AUSTEL with a summary of the Service Verification Test (SVT) results for the services of customers identified in AUSTEL's *COT Cases* report and has advised that the services for which testing was completed passed the SVT. The summary notes that following initial approval to conduct the SVT, three of these customers subsequently withdrew that permission. The SVT for these services were therefore limited to the Call Delivery Tests. Telstra has advised AUSTEL that each of these services passed the Call Delivery Tests.

AUSTEL notes Telstra's comment that - "should any of the customers who have refused permission for the Service Verification Tests to be carried out withdraw that refusal, then Telstra will carry out the tests"; and agrees that this recommendation is finalised. Further comment is provided on the SVT under recommendation 41.

Recommendation 26: **Telecom devise plans with time-frames for resolving difficult network faults which reduce the level of service below a level determined by AUSTEL and inform its customers accordingly (cf: Coopers & Lybrand Recommendation 24, Bell Canada International's Rotary Hunting Group Study Recommendation 8.2).**

TELSTRA Status Comment - 30 June 1995

The new Complaint and Fault Management Processes provide time frames for resolving faults. (See also Rec 25)

Telstra considers that this recommendation is finalised.

AUSTEL Comment

AUSTEL agrees that this recommendation is finalised.

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