

P93/515

25 February 1994

**MINISTER FOR COMMUNICATIONS AND THE ARTS**

cc Secretary  
Deputy Secretary  
A/g FAS T-POL

**SUBJECT:** Casualties of Telecom (COT) - Complaint by Mr Alan Smith, Cape Bridgewater Holiday Camp, concerning his telephone and facsimile service.

**ACTION SOUGHT:** That you sign the attached letter to Mr Smith informing him that AUSTEL is carrying out a detailed investigation of the complaints made by members of the Casualties of Telecom.

**PRIORITY:** AUSTEL should receive the letter well before it finalises its report.

**ISSUES**

- Mr Smith is a member of a group of business people (COT) that allege they have suffered financial loss due to unsatisfactory service from Telecom.
- Mr Smith also alleges possible breaches of the *Telecommunications (Interception) Act 1979*.

**CURRENT SITUATION**

- In August 1992 AUSTEL commenced a detailed investigation of the way Telecom was handling complaints by COT members. AUSTEL advises that the investigation is continuing and that they will be issuing a preliminary report shortly.
- The Australian Federal Police has been asked to investigate possible breaches of the *Telecommunications (Interception) Act 1979* and it would be inappropriate for you to make any further comments on details of the allegations while the matter is before the Federal Police.
- A draft letter to Mr Smith has been cleared by Legal and General Branch of the Department (Attachment A).
- We have provided both Telecom and AUSTEL with copies of Mr Smith's letters requesting that they investigate his allegations (Attachment B).

**RECOMMENDATION**

That you sign the attached letter to Mr Smith.

  
Fay Holthuyzen  
Assistant Secretary  
Regulatory Policy Branch  
Telecommunications Policy Division

Action Officer: Tom Dale  
Telephone: 274 7063

AGREED/NOT AGREED

MICHAEL LEE

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