

Later in 1993 a Mrs Cullen from Daylesford Community House contacted me to let me know that she had tried unsuccessfully to phone me on 17 August 1993; first at 5.17 pm and again at 5.18, 5.19 and 5.20. Each time she phoned she reached a dead line. After the fourth unsuccessful attempt Mrs Cullen had reported the fault to Telstra's Fault Centre in Bendigo on 1100. She spoke to an operator who identified herself as Tina. Tina then rang my 008 number and she couldn't get through either.

Telstra's hand-written memo, dated 17/8/93, reports Tina's attempt to contact me and refers to Mrs Cullen's complaint to 1100, recording the times that Mrs Cullen had tried to get through to my phone.

File - Mr Smith's call of 17.8.93. at 5.35pm.

Ernest is ringing.

Tina from Bendigo.
(Telcom)

~~could not contact him at the~~
put her through

A lady was trying to ring him
for Daylesford.

Tackie.

a beautiful

053 483 58

Daylesford Community Centre

Neighbourhood House

at 5.17, 5.18, 5.19 5.20 on 17.8.93.

008 816 522.

She got a dead line -

Alan heard it ring 5 times
(in 3 rings)

- picked up the phone
heard 2 echoes.

Had touchtone on the end
No answering machine.

1 passed on to Charlie Van Caster
who will attend to the matter

RVP

17/8/93.

1 confirmed this with Mr Smith (by using his 008 line)

RVP

K03096

38A

23
Talking time
- 267237

Document R11519 is a copy of my itemised 008 account, including 17/8/93. It is quite clear that I was charged for all four of these calls, even though Mrs Cullen never reached me. All this information was duly passed to John MacMahon of Austel.

008 - National Direct Dialed calls

	Date	Time	Origin	Destination	Rate	MacSec	£
	Termination point 000207207						
2-1	12 Aug	11:49 am	00	000207207	Day	12:16	2.70
2-2	12 Aug	12:10 pm	00003	000207207	Day	0:31	1.70
2-3	12 Aug	01:16 pm	00	000207207	Day	4:04	1.80
2-4	12 Aug	08:10 pm	00720	000207207	Night	4:02	0.85
2-5	12 Aug	08:12 pm	00720	000207207	Night	0:33	0.12
2-6	13 Aug	02:20 am	00	000207207	Day	12:17	2.70
2-7	16 Aug	11:00 am	00	000207207	Day	0:04	1.10
2-8	17 Aug	04:00 pm	00	000207207	Day	0:10	0.06
2-9	17 Aug	04:27 pm	00	000207207	Day	0:02	0.40
2-10	17 Aug	05:10 pm	00	000207207	Day	0:12	0.00
2-11	17 Aug	05:20 pm	00	000207207	Day	0:22	0.12
2-12	17 Aug	05:20 pm	00	000207207	Day	0:20	0.14
2-1	17 Aug	05:21 pm	00	000207207	Day	0:17	0.00
2-2	17 Aug	05:22 pm	00434	000207207	Day	1:20	0.44
2-3	17 Aug	05:23 pm	00434	000207207	Day	1:10	0.30
2-4	17 Aug	05:23 pm	00002	000207207	Day	0:05	0.10
2-5	17 Aug	07:01 pm	00002	000207207	Night	0:34	1.32
2-6	17 Aug	07:14 pm	00002	000207207	Night	0:25	0.00
2-7	17 Aug	07:15 pm	00002	000207207	Night	2:14	0.47
2-8	17 Aug	07:21 pm	00002	000207207	Night	0:32	0.11
2-9	17 Aug	07:30 pm	00003	000207207	Night	0:30	0.00
2-10	17 Aug	08:20 pm	00	000207207	Night	10:24	2.34
2-11	18 Aug	01:10 am	00003	000207207	Day	0:22	2.12
2-12	18 Aug	10:40 am	00	000207207	Day	2:20	1.00
2-1	18 Aug	02:15 pm	00003	000207207	Day	0:10	0.00
2-2	18 Aug	02:15 pm	00000	000207207	Day	0:00	0.04
2-3	18 Aug	02:15 pm	00003	000207207	Day	11:40	2.00

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Are you having difficulties paying?

If you are having difficulties in paying your bill, please call us during business hours on the 0800 200 000. Payment arrangements are available for residential customers. Include more frequent billing, the Budget Payment Plan or other arrangements.

Metered calls

Includes Local calls and other calls not covered by your bill.

Are you connected to your service at the time of the call? The call charges in this statement are based on the price of a standard call.

Are you moving?

Now is the time to check the details of your new Telecom Office that will be your new address. Telecom Offices are listed in the Information section of the Yellow Pages Telephone Directory.

Bankcard
Card number

Expiry Date

Signature

R11519

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