

21-05-1994 10:04

FROM CAPE BRIDGE HQ/RY CAMP

TO

074434234

0719

Contacted [REDACTED] or 008 billing regarding this MISOTEPS exception as it might relate to the 9th August call even though it is shown as occurring on Julian date 93209 (Wednesday, July 28th 1993) and he will advise me of the case details within the next few days.

In summary, every effort was made to advise the customer of the nature of the events as they occurred during the testing resulting from the call from Horsham on the 9th of August. It is possible, due to the detailed technical nature of the information, that the customer either mis-understood or mis-interpreted the information supplied to him. All technical staff involved in the testing (at Horsham & Portland) were advised so I can only assume that Mr. Smith has been attempting to extract information from people either before all facts were known, or from people not involved in the testing.

RE: Paragraph 6.

The customer reported problems for a caller from Daylesford area but was unable to give substantial information at the time.

Calls from Daylesford were identified in CCS7 data incoming to Mr. Smiths service and as listed as follows:

H17_16:00:59.044 MELX WBOX 32 IAM 055267267 053482	51 MSC	908 CPR
1000 CPI 3561 ACM 15642 ANS 31786 CLF 31800 RLG		
H17_16:27:20.594 MELQ WBOX 123 IAM 055267267 053482	88 MSC	994 CPR
1058 CPI 3582 ACM 13050 ANS 495840 CBK 496743 CLF 496751 RLG		
H17_17:19:40.712 MELQ WBOX 75 IAM 055267267 053482	35 MSC	929 CPR
949 CPI 3521 ACM 6665 ANS 19370 CLF 19381 RLG		
H17_17:21:00.744 MELX WBOX 3 IAM 055267267 053482	86 MSC	850 CPR
917 CPI 3332 ACM 5284 ANS 34582 CLF 34593 RLG		
H17_17:21:49.754 MELQ WBOX 21 IAM 055267267 053482	55 MSC	922 CPR
942 CPI 3420 ACM 6047 ANS 23260 CLF 23271 RLG		

The conversation periods are less than 20 seconds but there is no indication of network cut off merely A party clearing the call. A successful call was detected from The same origin on the following day:

H18_10:49:24.282 MELX WBOX 7 IAM 055267267 053482	61 MSC	950 CPR
1020 CPI 3437 ACM 9920 ANS 211140 CLF		
211153 RLG		

CCAS data for these calls is:

TUE 17/08/93 16:00:45 1A	12	28	0
TUE 17/08/93 16:27:07 1A	2	400	0
TUE 17/08/93 17:19:16 1A	2	31	0
TUE 17/08/93 17:20:02 1A	5	16	0
TUE 17/08/93 17:20:49 1A	2	31	0
WED 18/08/93 10:49:11 1A	7	100	0

In response to reported problems for a caller from Daylesford area [REDACTED] a TAT run was organised from the ARK at Daylesford (053 483XXXX) [REDACTED] - Balarat OSC) 500 calls + failure (pre dial tone). In addition, analysis of other CCS7 data was undertaken to identify any possible problems, none were found.

RE: Paragraph 7.

Bruce Pendelbury reported calling Mr. Smith 30th August and experiencing audio abnormalities on the call (possible clipping/voice loss) and arranged with [REDACTED] of Portland exchange to test the performance of the local system. As a result Gordon

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21-05-1994 10:04

FROM CAPE BRIDGE HOAY CAMP

TO

0744342

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This supervision process is a genuine side effect of MCT on calls from A party numbers with insufficient CLI. It is a design limitation of older technology exchanges that cannot be overcome at this time. Since it was determined that MCT on 055 267 267 was causing some problem for the customer it was removed immediately.

The operation of the MCT function in this manner explains the performance during testing, but it does not adequately answer the possible causes for a call being held for two hours. All attempts to cause the same process to occur during testing failed to result in calls held for > 90 seconds. The AXE 104 support group (specifically [REDACTED]) were approached to determine if there were any known or possible causes for the customers LI to be held busy at the termination of a call. They had no reported incidents of this type.

Similar information was requested of AXE National Support (specifically [REDACTED]) and again, no incidents of this type were reported. At NNI request, [REDACTED] raised a query in NASM regarding a problem in 786 sites that was identified during testing (where an MCT individual was held at both PORX and MELU although no LI's were held busy) and this was forwarded to Ericsson for their action. This problem does not relate to the problems experienced by the customer but it is mentioned as the only known abnormality with MCT block at this time.

Contact was made with the Intelligent Network (IN) staff to extract the call record that should have been generated for the 006 call on the 9th of August. After extensive searching of the call record database, the call was not found. This was confirmed by checking CABS pre-bill where there was no evidence of the call record. NNI later requested that the IN staff search through the errored call record files they keep within the IN switch, however the call record files for the day in question had been overwritten. NNI are still pursuing possible reasons for the non production of this call record within the IN and when information is available it will be forwarded.

Supporting data from CABS:

CABS extract from Bill for 006 816 522:

10 358 09 AUG 10.10A	[REDACTED]	081267267	D	1.11	1.49
11 358 09 AUG 08.56A	[REDACTED]	081267267	N	1.11	1.10
12 358 11 AUG 11.37A	[REDACTED]	081267267	D	1.11	1.23

MISOTEPS extract from History for 006 816 522:

4 C S C A S S U M M A R Y

DEPT	ACCS	PRIORITY
CASE	MESS	CHARGES
TEL NUM 078 315522 A	MS2-01	TT-02
REC 01 ACT 1	MS2-07	KT-03
	MS2-11	STAT-11
	MS2-15	WORK-15
	MS2-16	MS2-16

FACTORY FOR CASE 33209-1073

MCT INVESTIGATOR	00304	INVESTIG
STAGE 1004	STILL A 006	115512 20 33
CASE 33209-1073	RECS	PRIORITY 1
MCT	MESS	CHARGES 3111-311.62
REASON OF CORRECTION	'HELD'	
SUMMARY OF CORRECTION	LOC	DEL
	DEL	DEL
	DEL	DEL
	DEL	DEL

END

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