

1286794

DATE : 24/09/2002  
Status : Closed/Resolved (Closed on : 28/10/2002)  
TIO : [REDACTED]  
FLM : [REDACTED]

Issue Description Date Received 18/10/2002  
Open/ARR  
TIO TIO Type : Level 1  
Ref #: 02/101638-1 Due Date 01/11/2002  
Number : c792194 Date Create 18/10/2002  
Region : TIO Level 1 Complaint. 02/101638-1.

The TIO have now raised a Level 1 complaint on behalf of Mr. & Mrs. Lewis. The TIO have specifically mentioned in their correspondence that the TIO have previously investigated a number of complaints raised by [REDACTED] the previous account holder for this service, in which similar issues were raised.

[REDACTED] TIO Liaison. (03) 9634 [REDACTED]  
Resolution Details Date Received

CRU Closed  
TIO Type :  
Ref #: 02/101638-1 Due Date 01/11/2002  
Number : c792194 Date Create 18/10/2002  
Region : Transferred to Region for contact with customer by the due date of 01/11/02

Extra Confidential

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Printed by: [REDACTED] Read & Report  
Printed: 10 FEB 2003

100271

3-A

Single Complaint Details Report - OD1  
Complaint Owner at NA, NA, Read & Report

COMPLAINT ID \*\* 1286794

LAINT DATE : 24/09/2002 (Closed on : 28/10/2002)  
US : Closed/Resolved  
ENT OWNER : ██████████  
Level : FLM

tion Code : Transfer Action Date 16/10/2002  
eated By : ██████████ Create Date 16/10/2002  
le Exist ?  
cription : For action  
ansfer To : ██████████

tion Code : Accept Ownership Action Date 16/10/2002  
eated By : ██████████ Create Date 16/10/2002  
le Exist ?  
escription : Accepted ██████████

tion Code : Transfer Action Date 16/10/2002  
eated By : ██████████ Create Date 16/10/2002  
le Exist ?  
cription : Hi ██████████  
Exch = CBWR PSA = WESTERN  
Transferring for investigation.  
Thanks, ██████████  
ansfer To : ██████████

tion Code : Contact with Customer Action Date 16/10/2002  
eated By : ██████████ Create Date 16/10/2002  
le Exist ?  
escription : Min Rep 20021000381. David Hawker MP has written to  
Senator Alston on 10 October and included a 3 October  
letter from Darren and Jenny Lewis. This 3 October  
letter has been cc'd to the TIO but doesn't seem to have  
made it's way into Telstra yet. Will follow in Cicero  
and respond accordingly. Hopefully, the TIO will become  
involved and that will take the Minsiter and Member out  
of the equation

Contact Channel : Lewis, Darren, Mr  
Letter

Action Code : Accept Ownership Action Date 17/10/2002  
eated By : ██████████ Create Date 17/10/2002  
le Exist ?  
Description : accept ownership

I00265

3-B

## Holiday camp still plagued by phone and fax problems

By BILL MELDRUM

THE telecommunications problems which plagued former Cape Bridgewater Holiday Camp operator Alan Smith have continued to beset current owner Darren Lewis.

Mr Smith is a founding member of the Casualties of Telstra (originally known as Casualties of Telecom), formed in 1993.

Members of the group have been involved in a long-running feud with Telstra after having incurred income loss because of various phone faults.

Following pressure being brought to bear by the media and the Opposition, Telstra and Federal Communications Minister Richard Alston announced an Australian Communications Authority inquiry into new material supplied by one of the COT members, Queensland businesswoman Anne Garms.

Mr Lewis said this week he had experienced several problems with the phone and fax service since taking over the Cape Bridgewater Holiday Camp late last year.

"We've had instances where we will press the hash 10 star and get nothing, only to do the same a few days later and receive details of a phone call made to us three or four days earlier," he said.

"People will also ring through to us, only to have the phone ring out, yet we are in and at our end the phone is not ringing.

"Often you don't know there is a problem until someone tells you to get your phone fixed."

He said Telstra staff had been friendly and had been trying to resolve the problem.

"Telstra admits there is a fault and they are trying hard to solve it," he said.

"We will be happy once the problem is fixed.

"We are in the accommodation business and people trying to find accommodation tend not to wait when they are seeking somewhere to stay, they will move on to the next place."