

FAX FROM:	ALAN SMITH G. O. T.	DATE:	28.1.95
FAX NO:	055 267 230		
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FAX TO:	DR GORDON HUGHES HUNT & HUNT LAWYERS MELBOURNE		

ARBITRATION - TELECOM

Dear Dr Hughes,

I seek to have the following three documents included in my claim/submission.

The Resource Team would be well aware of my continued allegations regarding CCS7, CCAS and ELMi data, and their in-effectiveness, when used in monitoring incoming calls to the PTARS at the RCM in Cape Bridgewater, as well as incoming calls to this business. Telecom's Defence Documents have shown written information only regarding test calls to the above outlets. They have not supplied raw ELMi data tapes or CCS7 data statistics analysis of the supposed effective test calls to the locations mentioned.

Telecom is reluctant to provide this monitoring data to substantiate the test calls which they have stated were effective, within the guide-lines, and on a percentage basis. I believe it is imperative that the Resource Team view this reluctance as non-compliance. The Resource Team would also be aware by now that the information I have supplied in both submissions and also in my reply to Telecom's Defence Documents has shown, I believe, beyond all reasonable doubt, that Telecom's test calls and the statements by Telecom that incoming calls registered correctly has not been the case. I also believe my examples of incorrect charging have shown a hole in Telecom's technical monitoring.

I have labelled the three documents following as A, B and C. A is my latest 008 account which relates to my 055 267 267 number.

I received this account on the 25th January, 1995. For easy viewing I have indicated the appropriate points I wish to make with an arrow.

The 13th January, at 11.50am - 07443, an incoming call: conversation time 9.49 seconds.

Below 13th January, 11.57am - 03585, an incoming call: .42 seconds.

The obvious can be seen in those two examples. The Resource Team should question Telecom as to how a 9.49 second conversation period could be intercepted at 11.57am. Telecom's incorrect charging can be seen, once again, in that a 2.49 second conversation could actually have been a lockup, or the 11.57am incident did not transpire into a call which was answered by this business. We have two issues here that must be addressed by Telecom.

I ask for your patience in viewing 11th January at 03.49 - 05526. I have marked this with an 'O' for easy viewing. A conversation time of 13 seconds is shown. This 05526 number is in fact 055 267 204 (the house I now rent, next door). This call was an engaged call and I noted the time (my time) at 3.52. The following call at 3.50pm was activated and conversation took place.

17A

31-10-1995 09:11

FROM CAPE BRIDGE HDAY CAMP

TO

032778797
036148730

P.03
P.02

The day prior, on 10th January, there was a call at 09.43 from the same number. I believe this was an engaged signal also, however I did not make a note at the time.

Documents B and C: Please excuse the crosses and notes on these documents. This was done when previously assessing my submissions. I have included documents B and C to validate document A.

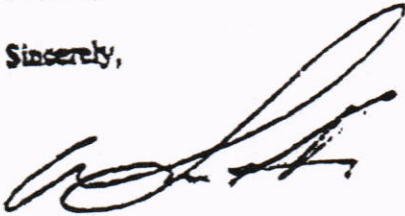
At the 8.2.94 at 20.03 we have an incoming unanswered call (document B) and a wait time of 4 seconds. This document has been ticked for easy viewing.

Document C (my 008 account) shows, on the same day (8.2.94) at 8.03 a call being charged for 9 seconds. My question to Telecom is "How is this so, if their monitoring equipment and technical data is correct?"

In conclusion, I believe that I have shown, both in previous submissions and with these three documents, that Telecom's processing of calls is flawed. Telecom must supply all raw data, ELM1 tapes, CCS7, CCAS and EOS data so that the Resource Team can view these three documents with supported material. I do not intend to drip feed the Arbitration Procedure, Dr Hughes, with information such as this on a regular basis, however, I believe that this latest example must be viewed as relevant material and the Resource Team must be supplied with this technical monitoring data.

I thank you for this time,

Sincerely,



Alan Smith.

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