23rd May 1994 problems faxing documents to Dr Hughes

Telstra's CCAS data and my billed account for these calls show these five short duration call attempts lasting 45/46 seconds were charged as successful from (08:04am to 08:26am) the two pages I was sending finally transmitted successfully at 08:29am lasting 02:02 seconds. An extract from Telstra's arbitration BOO4 defence report page 45 (produced below) confirms Tony Watson of Telstra, admitted these fax transmissions were not successful because the arbitrators fax machines at his office were busy at the time I was attempting to fax these calls.

The fact that Telstra's B004 defence report was signed under oath 12th December 1994, which acknowledged on this occasion 23rd May 1994 that my faxes were not received at the arbitrators office adds further weight to my evidence that Telstra are aware they charge for non-transmitted faxes.

My Telstra Fax Account for the 23rd May 1994

3	026	23 MAY	08.13A	Maroochydore	074434022	L	01:21	0.81
4	026	23 MAY	08.04A	Melbourne	036148730	D	0:46	0.31
5	026	23 MAY	08.05A	Melbourne	036148730	D	0:45	0.38
6	026	23 MAY	08.08A	Melbourne	036148730	D	0:45	0.38
7	026	23 MAY	08.11A	Melbourne	036148730	D	0:45	0.38
8	026	23 MAY	08.12A	Warrnambool	055613614	D	0:52	0.32
9	026	23 MAY	08.17A	Maroochydore	074434022	D	2:10	1.20
10	026	23 MAY	08.26A	Melbourne	036148730	D	0:45	0.38
11	026	23 MAY	08.29A	Melbourne	036148730	D	2:02	0.82
12	026	23 MAY	08.34A	Melbourne	032877099	D	15:55	5.63
13	026	23 MAY	08.57A	Maroochydore	074434234	D	2:34	1.40
14	026	23 MAY	09.05A	Maroochydore	074434022	D	0:49	0.53

TELECOM AUSTRALIA DUPLICATE BILL
055 267267 626 A Z D CDTL 19 JUN 94 LIVE P 61/101 V34 025 001
MR ALAN SMITH
RMB 4408

Page 45 from Telstra's B004 Arbitration Defence Report

- On 23 May 1994, Smith complained that he was getting engaged signal when sending a facsimile to the Arbitrator's offices at Hunt & Hunt (614 8730). A subsequent investigation revealed that facsimile number 614 8730 is part of a two line rotary (hunt) group together with number 614 2189. Both 614 8730 and 614 2189 were tested and no fault was found. Telecom's Tony Watson telephoned Hunt & Hunt to inform them that a person had reported getting busy while calling their facsimile. The receptionist told Mr Watson that their facsimiles were very busy all the time. In light of this discussion and the testing undertaken, Mr Watson concluded that Hunt & Hunt was probably busy at the time when Smith attempted to send his facsimile and the incident was not the result of a network problem (reference document 4.10).