Telstra's Acronyms & Jargon
LGE

- **AOMP**: An Ericsson TMOS Network Management System tool for handling Operations & Maintenance functions for one or more AXE exchanges – particular suited for use as an O&M centre for a number of rural exchanges which are spread over a large geographical area. **Please note:** *while the AOMP has not operated in the Cape Bridgewater location Alan Smith has documented here because documents at hand have discussed this tool.*

- **AOTC:** Australian and Overseas Telecommunication Limited – former name of Telstra Corporation Limited – comprising the merged Telecom Australia and Overseas Telecommunication Corporation

- **ARE-11:** Ericsson Analogue Crossbar Controlled Exchange. **Please note**: *this type of exchange was operational during a period Graham Schorer had his problems.*

- **ARF**: Urban or large crossbar exchange by Ericsson

- **ARK**: Rural or small crossbar exchange (Ericsson) **Please note:** *In the Casualties of Telecom (COT) report dated 13th April 1994, AUSTEL reported that the Cape Bridgewater exchange up and until the RCM was installed was an ARK, when in fact the system at Cape Bridgewater was an 'old' outdated RAX see below. An ARK crossbar exchange was manufactured approximately 20 years after the RAX system. Portland during the early nineties until August 1991 was an ARK which fed calls to the Cape Bridgewater RAX system.*

- **ATUG**: Australian Telecommunication User Group was operating well before the Telecommunication Industry Ombudsman (office of complaints) was formed in June 1993. ATUG was a voice for small business and as such paled a roll in enhancing services in the communication industry. Graham Schorer was a member of ATUG. Deputy TIO Wally Rothwell, before being appointed as Deputy TIO was Chief Executive Officer of ATUG for ten years.

- **AUSTEL**: Australian Telecommunication Regulatory Authority. **Please note:** *in July/August 1992, the then General Manger of AUSTEL's Consumer Affairs, Amanda Davis, became involved with helping the COT group establish themselves as being responsible small business people who had legitimate phone complaints. It was through Amanda Davis' stand in helping beyond the normal roll as an officer of a regulator that she was literally forced to terminate her position.*

- **AXE**: Stored Programme Controlled (SPC) Digitally Switched exchange developed by LM. Ericsson, large numbers exist in the Australian network; used also for ISDN

- **AXE 104**: LM Ericsson Digital Switch (Rural). **Please note:** *This is the digital exchange that was installed in Portland in August 1991, cutover from*

the ARK system (see ARK above). In the AUSTEL COT Report {p 167} and questions raised by Senator Alston in the Senate Estimates 25th February 1994, relating to the problems being experienced by Alan Smith while connected to the AXE 104. The Senate Hansard referred to here can be located in Ted Benjamin (Appendix 16(a).

- **BS:** Base station.

- **Busy Hour:** The hour of the day when the average traffic of an exchange is highest. In Telstra Australia practice, it is defined at the two busiest consecutive half hours commencing at the hour of half hour. NETWORK – The hour during which the total traffic flows through the network under consideration is highest. **Please note:** *The Bell Canada International (BCI) tests were supposed to be generated through the Busy Hour. In the case of Alan Smith it has now been confirmed that the BCI tests (if they were done at all) were not generated through the Busy Hour.*

- **C & BI:** Charging and Billing Integrity. **Please note:** *Alan Smith has seen reference to this in his Telstra related billing files (somewhere) and therefore has included the acronym here.*

- **CABS:** Charging AND Billing System (CABS) is an automatic system for billing customers. CABS was replaced by FLEXCAB *(when Mr Smith is not sure when*) however, FLEXCAB was supposed to have improved the billing capabilities.

- **Call Trace:** A feature that allows the Customer to cause the last call received to be traced.

- **Can:** Customer Access Network. The part of the network between the telephone exchange main distribution frame and the Service Delivery Point at the customer premises. **Please note:** *on page 243 in the AUSTEL COT Report point 11.8: "…AUSTEL had written to Telecom informing it that the claim in the Bell Canada International report to the effect that Telecom's customers received a grade of service that meets global standards goes to far because the study was an inter-exchange study only and did not extend to the customer access network – AUSTEL had agreed to the study being so limited on the basis that other monitoring it had requested Telecom to undertake on AUSTEL's behalf should provided AUSTEL with the data on the efficacy of the customer access network* – See Verification issues LGE 7.

- **CANES:** Customer Access Network Evaluation System – C&C system – provides a complete fault registration, recording, diagnosis & analysis environment aimed at improving responsiveness to reported fault – uses A1 technology – interfaces with SULTAN. **Please note:** *this is another system for fault finding by way of intercepting telephone conversations.*

- **CCAS:** Call Charge Analysis System – monitoring charging of selected services in analogue exchanges. CCAS type systems can not detect the answer signal & hence can not determine if the call was effective or what the

chargeable time is on an effective call – the CCAS records are still of considerable use i.e. to allow comparison of CCR & CCAS records on a-party number b-party number, date, call clearance time. **Please note:** *The CCAS data which was not provided to Alan Smith during the SVT testing, now confirms that the SVT tests were not generated as stated in Telstra's arbitration defence* – see Verification issues LGE 7

- **CCAS ELMI:** This is the monitoring equipment that Telstra used under direction from Telstra to test Alan Smith's service lines during 1992/93. Gordon Stokes, local Portland technician had this equipment attached to Alan Smith's 055 267267 service on the 13th October 1992, but denied to senior Telstra executives that this equipment had been in use during the day it detected incoming call losses to Alan's business – see Chronology for this date.

- **CENTOC:** Centralised Traffic Occupancy – computerised traffic recording & monitoring for analogue exchanges. **Please note:** *this information was never provided under FOI by Telstra to either Graham Schorer or Alan Smith during their respective arbitrations. While neither Graham nor Alan actual asked by name they required CENTOC data, as the information being sought under the respective FOI requests, they did ask for all 'network monitoring' information. Both Graham and Alan have been advised Telstra's guards the CENTOC, which is some times referred to as CENTOC TRAXE with armed guards as this data does not lie and will determine whether there are network problems affecting certain locations.*

- **CHARMS:** Charging Maintenance System – provides locations, rates & charging scales for Telstra's customer charging – does not store unique customer details, but significant information to classify customer groupings attached to any exchange within the Telstra network.

- **CLI:** Calling Line Identification – a customer facility in crossbar and SPC exchanges for billing and surveillance purposes – identifies the number of the calling party's line.

- **CPE:** Customer Premises Equipment. All telecommunications terminal equipment located on the Customer premises, encompassing from the analogue telephone to the most advance data terminals and Customer switches. **Please note:** *Page 53 of the Coopers & Lybrand report acknowledged that Telstra had a habit of blaming CPE for faults instead of proper investigation.*

- **DNF:** Difficult Network Fault, **Please note:** *in the Coopers & Lybrand and AUSTEL COT Report, they jointly refer to the COT Cases as DNF customers.*

- **DOTAC:** Department Of Transport and Communications. **Please note:** *the abbreviation for the Communication's Ministers Office being used by telcos DCITA – Department of Communications Information Technology and the* Arts.

- **ELMI:** Portable Telephone Charge Analyser. Brand of CCAS equipment used mainly in country area's.

- **EOS:** End of selection code – used to monitor switching & congestion loss. **Please Note:** *this equipment allows the person operating the monitoring switching device to listen in on conversations. See Gordon Stokes witness statements for Telstra's arbitration defence of Alan Smith's claims.*

- **FLEXICAB:** A system similar to CABS (see above) but, with many more processes and capable of producing very meaningful management reports. **Please note:** *nether Graham Schorer or Alan Smith was provided with any FLEXICAB and/or CENTOC TRAXE data information under their FOI requests (during their respective arbitration's). This update information would have assisted both the TIO appointed technical consultants as well as the claimants consultants in determining if the SVT testing was authentic or not.*

- **IRS:** Inter-network Routing Service.

- **ISDN**: Integrated Services Digital Network (CCITT) – A switched digital transmission network that provides, through a single digital access point, speech, data and other telecommunication sciences. The hierarchy of digital switching & transmission methods.

- **LEOPARD:** Local Engineering Operations Processing and Analysis of Recording data – a plant recording & maintenance system for telephone services; a computerised system to cater for all field technical records associated with provision and maintenance of services. **Please note:** *While Alan Smith has not fully looked into Graham Schores's technical information regarding Mr Schorer's registered fault complaints, Alan has been able to determine that even after Mr Smith had supplied fault information to either 1100 or the designated special fault centre at Waverley (Victoria),Telstra did not all ways registered those faults in Leopard.*

- **LOOP:** Pair Gain Signalling System

- **Macrolink:** Telstra's Primary Rate Access ISDN services that provide a high speed service for speech and data.

- **MCT:** Malicious Call Trace: **Please Note:** *During May to August 1993, Telstra connected Alan Smith's incoming 055 267 267 service as well as his 008/1800 free-call service to MCT. Also during May to September 1993, Telstra connected Alan's facsimile service line 055 267230 to MCT. The side affect-problem with MCT is that it does not allow any other intended incoming call to connect for a 90 second period – see witness statement of Telstra's Dave Stockdale.*

- **MDF:** Main distribution Frame. Structural hardware, on one part of which terminate the permanent outside lines entering the Customer's premises and on

another part of which terminate the subscriber line multiple cabling, used for associating any outside line with its corresponding internal exchange wiring.

- **MOSAIC:** Trouble Management system – replaced the Leopard system of fault recording.

- **Multiplexer:** The combining of multiple channels onto a single transmission medium; any process through which a circuit normally dedicated to a single

- user can be shared by multiple users. **Please note:** *The telephone system that service Alan Smith from August 1991 to 2001, operates using a multiplexer system.*

- **MUX:** Multiplexer.

- **NASM:** National AXE System Manger.

- **NCC:** Network Control Centre.

- **Neat System:** Network Evaluation and Test System. A test call system consisting of remote transponders, each connected at the network exchange MDF point as a normal customer, and central management and control unit. This system can conduct a schedule of test calls between transponders to measure call set-up, and hold performance, together with transmission, noise, post dialling delay, and other tests. **Please note:** *During the AUSTEL COT Case investigations, AUSTEL implemented through Telstra that all the DNF problem customers had to have Neat Testing performed at their local exchanges. In the case of Alan Smith, it has now been confirmed (see CAV targets) that NEAT testing was performed at the Cape Bridgewater RCM as shown in the AUSTEL report. The NEAT Ericsson equipment used in the Cape Bridgwater tests October/November 1993, allowed for each test to remain open for a minimum of 120 seconds, allowing for transmission testing for noise, post dialling delay faults. This type of Neat transmission testing was used for the SVT tests carried out on Mr Smith's service during his arbitration (see CAV targets 7 and the Brian Hodge MBE report for more information.*

- **NODE:** A point of a network where various links come together and which generally contains a switching element to direct traffic.

- **NRR:** Not Receiving Ring. **Please note:** *the NRR fault was a major problem uncovered by the COT Cases during late 1992 and into 1994. Example: A caller rings a service and does not get connected either receiving a dead-line, or piecing sounds like a facsimile type noise even though no facsimile is connected at the calling end. In the case of Alan Smith, numerous complaints registered to him by customers (when they finally getting through) or by writing to Alan, was the only way he became aware that a customer was lost.*

- **OAS:** Operator Assisted Service.

- **OFMUX:** Optical Fibre Multiplexer Equipment.

- **OMP:** Operations Maintenance Processor.

- **OPAS:** Operations Performance and Support. **Please note:** *from what Alan Smith has observed from reading a number of technical documents is, that OPAS is the last resort used by local rural technicians.*

- **Outrage:** Is the time that Service to the customer will be unavailable for. **Please note:** *this type of happening to a customer should be kept to a minimum however, Telstra in the case of Graham Schorer and Alan Smith, their customers experiencing (RVA see below) was an outrage from them twofold.*

- **PABX:** Private Automatic Branch Exchange. A small switching system located on a customer's premises which serves speech and data extensions within a business complex and provides access to the public network. **Please note:** *during the COT arbitrations' Golden Messenger was operating off of a PABX. System.*

- **PSTN:** Public Switched Telephone Network. Public telephone network which generally provides switching and signalling for local, long distance, and international voice and low speed data.

- **RAX:** An outdated communications system which only operated in low call rate locations, designed in the 50s. **Please note:** *the Cape Bridgewater Holiday Camp was connected to an RAX until August 1991.*

- **RCM:** Remote Customer Multiplexer – digital pair gain system. **Please note:** *The Cape Bridgewater Holiday Camp operates off of an RCM which is housed in a hut. This system is not an exchange and is totally unmanned.*

- **REARK:** Private company which produces TELCATS reports. **Please note:** *often –quite often, from 1992 through to 1994, REARK was used by Telstra to enable them to provide reports to the Minister of the day, including the regulator AUSTEL*

- **RUBAS:** Traffic figure based on the 50 highest half hour average traffic figures over a 7 day period. **Please Note:** *like the CENROC TRAXE and CABS data, the traffic information obtained from RUBAS in the Warrnambool and Portland locations (South West Victoria) was also not supplied to Alan Smith under FOI during his arbitration.*

- **RVA:** Recorded Voice Announcement. A recorded message that is played through to a caller (who might have dialled the right number) but is confronted with a recorded message stating that *"the number you have called is not connected."* **Please note:** *Telstra has recognised that the RVA fault was a known National Network Software problem which came about when they implemented the 1800 number. The RAX and RCM system installed at Cape*

Bridgewater, which suffered congestion, gave the same type of (recorded message) to the caller into Cape Bridgewater when the system was congested.

- **SMART 10**: Subscriber Monitoring & Registration Terminal. This system operates similar to the CCAS see above.

- **SPC {1}** Stored Processor Controlled (Exchange) e.g. AXE, ARE

- **SULTAN:** Subscriber Line Test Access Network – provides test information vital for diagnosis of customer fault reports and network performance monitoring – used with LEOPARD and CANES –C&C system. **Please note:** *this is another tool for voice interception.*

- **TIMS:** Telephone Information Management System.

- **TRAFFIC:** A term applying to simultaneous calls in progress, not to total calls generated over a period of time.

- **TRAXE:** Traffic Recording for AXE – data acquisition system – uses Data General minicomputers located in each State – apart from traffic analysis. **Please note:** *Alan Smith has already mentioned above, that CENTOC TRAXE data information should have been provided to him under FOI during his arbitration. The Customer Remote Multiplexer RCM at Cape Bridgewater was service via an AXE in Portland.*