

Vajrabukka, Nikki

---

From: [REDACTED]  
Sent: Friday, 3 March 2006 12:04 PM  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: FW: Independent assessment process - notification of further claimant name and request for information

DL - fyi - sent to [REDACTED], as [REDACTED] is on leave for the next week or so.

DQ questioned why we accepted: [REDACTED] case for inclusion in the assessment process, since the deadline of 3 February had already passed - I indicated that there was some to-ing and fro-ing to attempt to clarify [REDACTED] intentions as he appeared to have misunderstood issues associated with the process. DQ accepted this, and indicated that Telstra would try to get the requested info to us as soon as possible.

cheers,  
- [REDACTED]

---

From: Vajrabukka, Nikki  
Sent: Friday, 3 March 2006 11:52 AM  
To: 'Nikki.Vajrabukka@team.telstra.com'  
Subject: Independent assessment process - notification of further claimant name and request for information  
Importance: High

Hi

As discussed, we have received notification from [REDACTED] that he wishes to have his case included in the independent assessment process being conducted by the Department.

To assist the Department in its examination of issues relevant to [REDACTED] case, we would appreciate Telstra providing information in relation to the following issues:

- the claim (a brief description of [REDACTED] dispute with Telstra and the outcome he sought);
- Telstra's response to the claim, including any action taken;
- Telstra's current position in response to the claim;
- compensation paid to [REDACTED] if any) and, if applicable, the conditions that applied to that compensation;
- any dispute resolution mechanisms used by Telstra; and
- the current status of the dispute, including whether there are any Court proceedings pending.

Telstra's advice would be appreciated as soon as possible, to enable to the Department to meet the reporting deadline.

Please don't hesitate to contact me if you have any queries.

cheers,  
[REDACTED]

[REDACTED]  
Telecommunications Consumer Policy  
Department of Communications, IT and the Arts

13/04/2006

18

1998

1999

2000

2001

2002

2003

From: [redacted]  
 Sent: Friday, 3 March 2006 12:04 PM  
 To: Lever, David  
 Cc: Lilley, Rachel  
 Subject: FW: Independent assessment process - notification of further claimant name and request for information

DL - fyi - sent to [redacted] is on leave for the next week or so.

questioned why we accepted Alan Smith's case for inclusion in the assessment process, since the deadline of 3 February had already passed - I indicated that there was some to-ing and fro-ing to attempt to clarify Mr Smith's intentions as he appeared to have misunderstood issues associated with the process. [redacted] accepted this, and indicated that Telstra would try to get the requested info to us as soon as possible.

cheers,  
 Nikki

From: [redacted]  
 Sent: Friday, 3 March 2006 11:52 AM  
 To: [redacted]@team.telstra.com'  
 Subject: Independent assessment process - notification of further claimant name and request for information  
 Importance: High

Hi

As discussed, we have received notification from Mr Alan Smith that he wishes to have his case included in the independent assessment process being conducted by the Department.

To assist the Department in its examination of issues relevant to Mr Smith's case, we would appreciate Telstra providing information in relation to the following issues:

- the claim (a brief description of Mr Smith's dispute with Telstra and the outcome he sought);
- Telstra's response to the claim, including any action taken;
- Telstra's current position in response to the claim;
- compensation paid to Mr Smith (if any) and, if applicable, the conditions that applied to that compensation;
- any dispute resolution mechanisms used by Telstra; and
- the current status of the dispute, including whether there are any Court proceedings pending.

Telstra's advice would be appreciated as soon as possible, to enable to the Department to meet the reporting deadline.

Please don't hesitate to contact me if you have any queries.

cheers,

[redacted]  
 Telecommunications Consumer Policy  
 Department of Communications, IT and the Arts

18