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To: **John Wynack**
Company: **Commonwealth Ombudsman's Office**
Location: **1 Collins Street, Melbourne**
Fax Number: **02 62 40 78 29**
Subject: **Report on Plowman's Request for Information from Telstra**
Copy to: **Graham Schorer 9267 7001; [redacted] 9632 0965**
Date: **12th March 1998**
Page 1 of: **14 pages**
From: **Dr David C. Wynn, Director**
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The following transmittal contains confidential information intended exclusively for the addressee. Use or disclosure of information transmitted in error is respectfully prohibited. If you have received this fax in error, please call the sender collect at +61 3 92 07 27 65 or +61 3 98 36 67 96.

Dear Mr Wynack,

The following report needs further work, but I am sure you will find it useful in its draft form.

Yours sincerely,

Dr David C Wynn
Director

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22 July 1998

Mr G Schorer
493-495 Queensberry Street
NORTH MELBOURNE VIC 3051

Customer Affairs Counsel
Legal Directorate

Level 38
242 Exhibition Street
Melbourne Vic. 3000

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By Hand

Dear Mr Schorer

Further to Telstra's letter to Mr Wynack of July 17 1998 this letter confirms that Telstra today provides for inspection documents referred to in the lists provided to you on July 8 1998.

The documents fall into two, broad, classes: documents containing information that may be relevant to your telephone service, such as documents related to the North Melbourne telephone exchanges; and documents of relevance to the wider network, such as network performance information for the region (see below). The former are designated in the attached tables by blue text and the latter by black text. Third Party information has been deleted from the documents. Pages on which Telstra claims Legal Professional Privilege have been removed and replaced with sheets giving the document numbers.

Network Performance Reports:

Network Performance Reports and Network Service Quality Reports typically contain information on the performance of the network and exchanges at a Regional level with detail being shown for service assessment measures such as congestion and switching losses and fault indicators such as Technical Assistance Reports.

National Network Management Centre Logbooks:

Also provided in addition to the above, is an example of a National Network Management Centre (NMC) Logbook. The NMC is responsible for monitoring traffic levels and blockages within the Telstra network and taking action to limit or redirect traffic as necessary. The NMC maximises the performance of the network in "real-time" by computer assisted monitoring and control of the network in response to network stress conditions (overloads & failures) and also performs a vital role in aiding the recovery of the network from major outages. The logbooks listed in the attached table are the record of events controlled or monitored by the NMC from 20 July 1984 to 4 June 1998. The record was a hand written log until March 1996 but is electronically recorded since that date. Provided for viewing is book 5 (of 20) being for the period 12 April 1992 to 5 October 1992. There are approximately 5,900 pages of NMC logbooks. The book provided contains 3 references (G41517, G41582 & G41750) that may have relevance to you or the businesses. A copy of these and the other 26 pages from the logbooks that may have relevance to you or the businesses is provided. The example logbook has been included to assist you in determining whether you will require to see the remainder of this type of report.

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Marked in red in the attached tables are a number of corrections to errors and additions to or omissions from the tables provided on July 8. A list of the pages on which Telstra claims Legal Professional Privilege is included at Attachment 2. A list of the pages from the NNMC logbooks made available today is included at Attachment 3.

Telstra invites you to make a list of the pages you have viewed of which you require copies. Two copies of the list will be prepared to ensure that both you and Telstra have a record of the requested pages. A complete record of the pages made available for viewing is contained in the attached tables and Telstra requests that no documents be removed from the viewing room. Telstra notes that many of the documents are commercially sensitive and makes them available under cover of the confidentiality agreement in place in the Arbitration process under the condition that all parties viewing them agree to be bound by said agreement.

Yours faithfully

Customer Affairs Counsel

cc.

Mr John Wynack
Director of Investigations
Commonwealth Ombudsman's Office
GPO Box 442
CANBERRA ACT 2601

Mrs Ann Garms
Tivoli Restaurant & Theatre
52 Costin Street
FORTITUDE VALLEY QLD 4006

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