



P93/515

25 February 1994

MINISTER FOR COMMUNICATIONS AND THE ARTS

cc Secretary
Deputy Secretary
A/g FAS T-POL

SUBJECT: Casualties of Telecom (COT) - Complaint by Mr Alan Smith, Cape Bridgewater Holiday Camp, concerning his telephone and facsimile service.

ACTION SOUGHT: That you sign the attached letter to Mr Smith informing him that AUSTEL is carrying out a detailed investigation of the complaints made by members of the Casualties of Telecom.

PRIORITY: AUSTEL should receive the letter well before it finalises its report.

ISSUES

- Mr Smith is a member of a group of business people (COT) that allege they have suffered financial loss due to unsatisfactory service from Telecom.
- Mr Smith also alleges possible breaches of the *Telecommunications (Interception) Act 1979*.

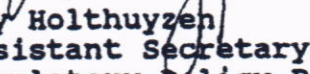
CURRENT SITUATION

- In August 1992 AUSTEL commenced a detailed investigation of the way Telecom was handling complaints by COT members. AUSTEL advises that the investigation is continuing and that they will be issuing a preliminary report shortly.
- The Australian Federal Police has been asked to investigate possible breaches of the *Telecommunications (Interception) Act 1979* and it would be inappropriate for you to make any further comments on details of the allegations while the matter is before the Federal Police.
- A draft letter to Mr Smith has been cleared by Legal and General Branch of the Department (Attachment A).
- We have provided both Telecom and AUSTEL with copies of Mr Smith's letters requesting that they investigate his allegations (Attachment B).

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RECOMMENDATION

That you sign the attached letter to Mr Smith.


Fay Holthuyzen
Assistant Secretary
Regulatory Policy Branch
Telecommunications Policy Division

Action Officer: Tom Dale
Telephone: 274 7063

AGREED/NOT AGREED

MICHAEL LEE

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