

Senate Estimates Hearing - 25 February 1994

Telstra Corporation Limited

Senator Alston asked the following Question on Notice:

25. An Internal Telecom Minute in relation to Mr Alan Smith of Cape Bridgewater states "Our local technicians believe that Mr Smith is correct in raising complaints about incoming callers to his number receiving a recorded voice announcement saying the number is disconnected. They believe that it is a problem that is occurring in increasing numbers as more and more customers are connected to AXE" (Attachment 1)
- a) Could you explain why more problems are occurring as more and more customers are connected to the upgraded AXE exchange and has this problem since been rectified? If not, why not?
 - b) Could you advise how widespread this problem is with other exchanges which have been upgraded to AXE?
 - c) As Telecom intends on upgrading all exchanges to AXE by 1997 does it expect the same problems to occur as outlined in this minute?

Answer

The issue referred to relates to the procedures for the initial loading of data into AXE exchanges which, at the time, did not ensure a centralised approach. The problem arose from the method of preparing and verifying routing data for loading into AXE exchanges, particularly as more small analogue exchanges were converted to digital. Network Operations management was already aware of the need for centralisation and tighter control over verification and was in the process of developing this when the fault report from Mr Alan Smith was received. A two pronged approach has been implemented to improve the processes:

- 1) The Data Production Group underwent a quality accreditation process to ensure that the data received by the Data Cells in the field locations was error free.
- 2) The number of groups loading these data changes into the AXE sites was significantly reduced. In country Victoria, it was reduced from 40 to 5 and it is planned to be further reduced.

The substantially reduced numbers of staff involved allow better training and control procedures to be implemented and there is no record of any further faults of this type occurring in the Country Victorian network.

In summary, there was a single fault incident which affected Portland AXE Exchange for a short period of time. This was not a generic problem in the network, but reflected the need for improved verification in the data preparation and loading procedures relating to AXE exchanges. Revised procedures were introduced promptly.

- a) The reference in Question (a) is considered to relate to the potential for loading errors if verification procedures for routing data were not tightened.
- b) This issue is now believed to be resolved.
- c) The new procedures now successfully implemented will ensure that this particular problem does not recur.

Telecom Australia

Minute

File EA-AC 4/1/18 Subject GRADE OF SERVICE COMPLAINT
MR ALAN SMITH 055-26 7267

Phone 055-73 0200 From [REDACTED]
CUSTOMER SERVICES MANAGER
HAMILTON - VIC/TAS REGION

To [REDACTED] - NETWORK OPERATIONS
[REDACTED] - FAULT BUREAU VIC/TAS

[REDACTED]

Please find enclosed documentation in regard to a Grade of Service Complaint from Mr Alan Smith of Cape Bridgewater.

Our local technicians believe that Mr Smith is correct in raising complaints about incoming callers to his number receiving a Recorded Voice Announcement saying that the number is disconnected.

They believe that it is a problem that is occurring in increasing numbers as more and more customers are connected to AXE.

Can you please investigate this problem and provide me with a written reply so as I can forward this to Mr Smith and our local Federal Member, before what is already a difficult situation, gets right out of hand.

[REDACTED]
Customer Services Manager - Hamilton

2/7/92

Date Time	Reported By	Fault Details
21/7/92 1655	Tony Guigg 693 7455 PABX Section	<p>680 9288 (TRSS (Telecom) Foots complain of: OS frequently (i) few seconds after operator answered. or (ii) few seconds after extension answers call redirected by Operator. Happened from { 380 2622 } { 329 2522 }</p> <p>PABX test all I/D cts and can't fail. Fault occurring since Mon 20/7</p>

6/23/7 0900	Ian Knox PABX Sect 693 7260	<p>781 2144 (Target Frankston) calling 364 9555 (Target Legosia) intermittently receive Ans No Voice.</p> <p>Outgoing lines from 781 2144 test OK 364 9555 etc lines tested & OK.</p> <p>PTARS 364 9188 364 SUNSHINE RSSD.</p>
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10 24/7/92	CORWON STORE PERTH 055 231067	<p>CORWON STORES OSS 231067 RANG, SOB OSS 267267 COMPLAINING PEOPLE KING HIM GET KYIA MESSAGE "SERVICE DISCONNECTED". LATEST REPORT 22/07/92 FROM STATION PIKE PT NEAL WHERE "ABEL TASMAN PERTHS" SIMILAR FAULT REPORTED FKS SEQ 327 17/03/92. SUB VERY IRLATE LAUNCHED LEGAL ACTION. BALLARAT OSC HAS BEEN INVOLVED. NETWORK INVESTIGATION SHOULD HAVE BEEN BOUGHT IN AS FAULT HAS COME ON FOR 8 MONTHS</p>
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PROBLEM 1

