

FAX FROM: ALAN SMITH  
C. O. T. (CASUALTIES OF TELSTRA  
formerly CASUALTIES OF TELECOM) DATE: 8.8.95

FAX NO: 055 267 230

PHONE NO: 008 816 522 NUMBER OF PAGES (including this page)

FAX TO: MR TED BENJAMIN  
CUSTOMER AFFAIRS  
TELSTRA  
EXHIBITION ST  
MELBOURNE 3000

By facsimile 03 9632 3225

Dear Sir,

**RE YOUR LETTER DATED 3rd AUGUST, 1995  
TF200 TELEPHONE**

This TF200 telephone report, as I have previously explained to Telstra, was not provided to me before Telstra's defence of 12th December, 1994. You mention in your letter that even so, this report was provided pursuant to the arbitration process. This is incorrect. The Report itself was only forwarded to me after I had asked for relevant material which was associated with this Report.

Telstra's defence documents were the first time I had known of such a Report and it was at this point that I asked Dr Hughes to seek forensic material and copies of original photos through the arbitration process. Dr Hughes chose not to seek this information and it was then that a copy of the Report was delivered to my business.

I am now asking Telstra to supply this TF200 Telephone Report under the FOI Act. I am forwarding an additional \$30.00 for this request.

You also mention in your letter that I had not received a copy of the Report because this report was not finished until June 20th, 1994 and my FOI requests after that date were very specific as to which documentation I was seeking. Mr Benjamin, this statement demonstrates that Telstra is 'having two bob each way'. Firstly Telstra has been quoted as saying that I (and other members of COT) are too broad in our FOI requests, and now you state that I am too specific. It appears by your own admission, in your letter dated 3rd August, 1995, that Telstra has only supplied various FOI documents in accordance with Telstra's own views regarding each particular application.

I find this late admission by Telstra of FOI documents most alarming, especially when I have been in a Settlement/Arbitration Procedure for some 15 months and documents have not been provided in accordance with the FOI Act. This state of affairs leaves little doubt as to why it has taken Telstra some 18 months to provide FOI documents - in some cases quite old documents. The concern now held by COT members is: what FOI documentation has not been supplied at all, due to Telstra's screening procedure?

Again it appears that Telstra has not been the model corporate citizen it would like the public to believe it is.

This TF200 Report contains statements that conflict with Telstra's own internal documentation, therefore I am now asking for ALL material, including raw working notes written to support the findings as included in this TF200 Report.

If there is still any democratic system in Australia then Telstra, without my knowledge, has allowed this Report to be processed with adverse findings.

I demand that Telstra provide all the documentation associated with this TF200 Report so as to allow me the chance to defend those allegations contained within the Report. I await your response with regard to this matter.

Also, further to your letter of August 3rd, 1995: I did not receive any raw tape data or ELMI monitoring information for the months of May to August, 1993. An ELMI monitoring device was connected to my 267 267 line at the RCM Cape Bridgewater during that period. If I had not found tapes in a briefcase inadvertently left by a Telstra technician during June, 1993, (where a tape for one 6 day period showed that 29 calls attempting to come to my business were not connected) I would not have been aware of this data at all. For your information, this data also showed incorrect charging.

It would appear, from your letter of August 3rd, 1994, that this reluctance to provide ELMI data is similar to Telstra's attitude to the FOI Act: they seem to think about only what is the very least they can supply, rather than what the Act states that they must supply.

I hope that the result of my request for the supply of original documentation related to the TF200 Report receives a different response from you than that received to my request for this ELMI data.

Sincerely,

Alar Smith

cc Mr John Wynack, Commonwealth Ombudsman's Office, Canberra, ACT.  
Mr John Pinnoek, Telecommunication Industry Ombudsman, Exhibition St. Melbourne.

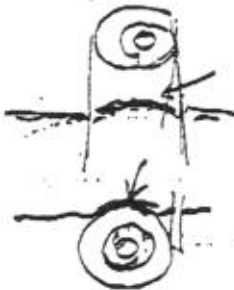
26/5/94.

Residue in Touchyphone 200  
for Doug Kitch

Beer residue beerres.dt 256 scan  
(dried overnight) on diamond ring  
at RT 100 x 100 pm exp.  
Ar. purge.

Beer residue beereslg.dt  
not completely dried

bram, viscous liq. foine liq. dt  
see phone



beerresgl.dt = beerresin + glycerol + R.O

glycerol = glycerol.dt

cobbeesudt (+) 1 teaspoon coffee + sugar  
(internal) (sucrose).  
- white

FOI REC  
28/11/95

copy from computer  
laboratory notebook  
24/5/95  
A64535

NEW TABLE					
(33) Smith File A64535-A64562: EDX Spectra, FTIR Spectra and 1 page Lab Notes					
<i>File Date Range: May '94</i>					
Document number	Date	Description of Document	Table	Decision	Reason for Decision
A64535	21/08/95	Copy of handwritten lab notes (26/5/94) re Residue in Touchphone 200	C	Released in full	
A64536-A64548	26/05/94	Graphs re Residues in Touchphone 200	C	Released in full	
A64549-A64562	24/05/94	Composition graphs of residue in Touchphone 200	C	Released in full	

File # 27A

Name	Address	City	State	Zip	Phone	Occupation	Education	Other



26/5/94

Residue in Touchphone 200  
for Doug Kitchin

Beer residue  
(drink of night)  
at RT

beerres.dt

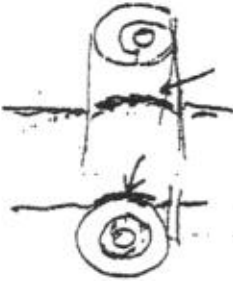
256 scan  
on diamond (single)  
100 x 100 µm app.  
Ar. purge.

Beer residue  
not completely  
dried

beerres(q).dt

bram, viscous liq.  
on phone

fovea(q).dt



beerresgl.dt = beerresin + glycerol + H<sub>2</sub>O

glycerol = glycerol.dt

coffee.dt = 1 + 1 teaspoon (infused) coffee + sugar (sucrose) - white

Exhibit AS 1

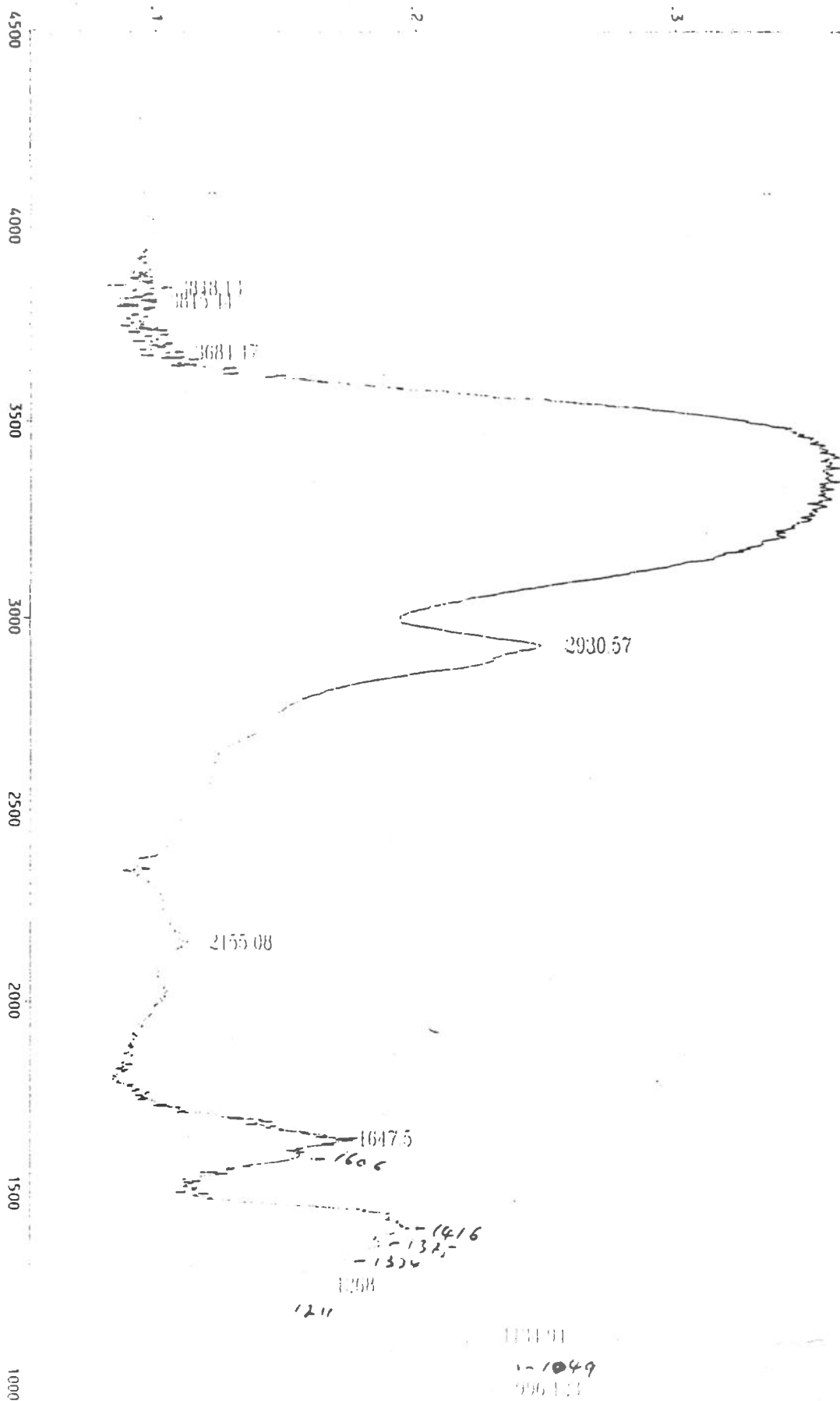
Copy from original  
Laboratory notebook  
of Doug Kitchin  
24/5/95

A64535

File # 1 = COFFEESU

*Residues in Toxicology case 26/5/94.*

Absorbance / Wavenumber (cm-1)



A64536

3

2

1000.00

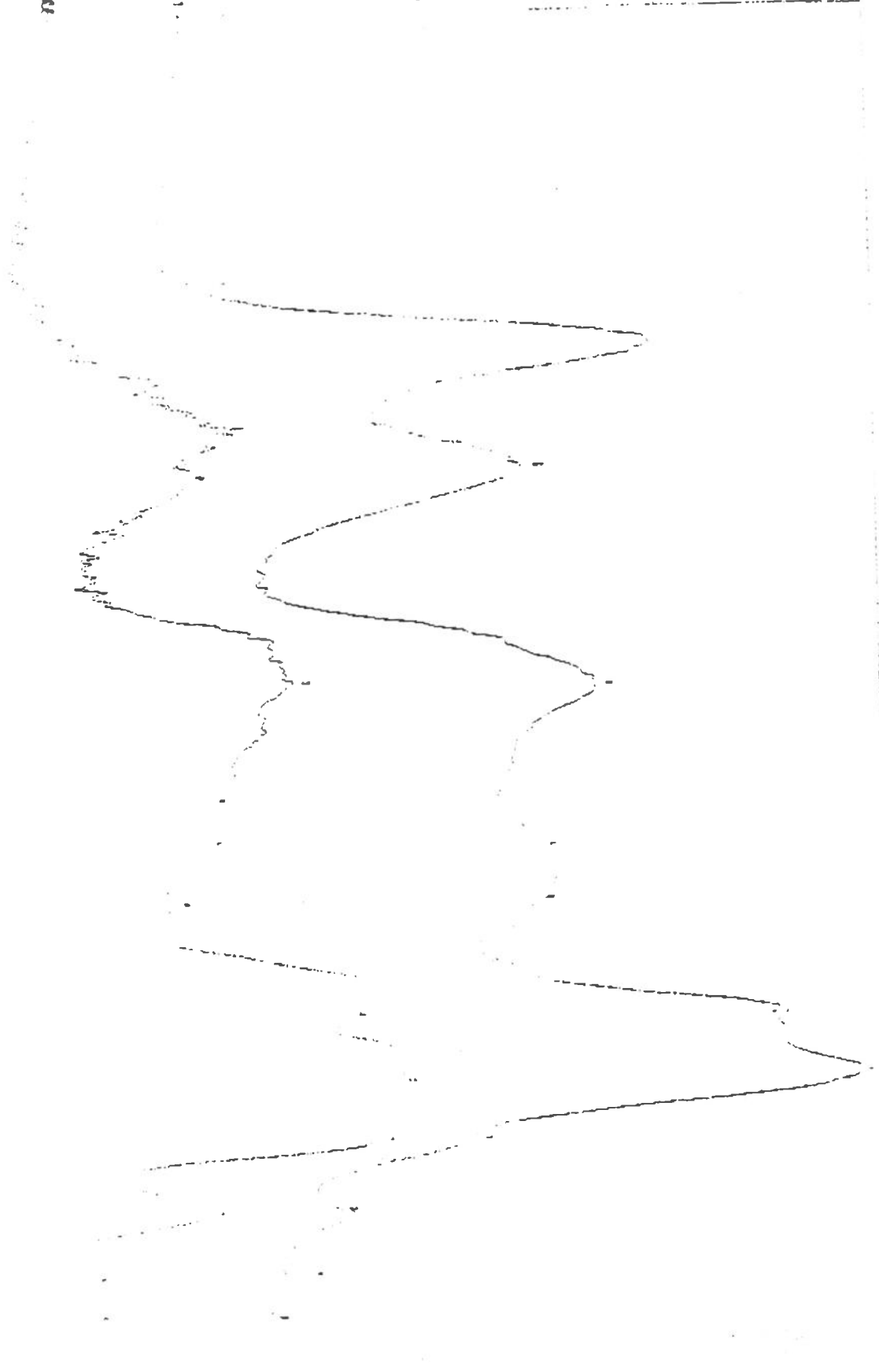
1000.00

2000 1800 1600 1400 1200 1000 800

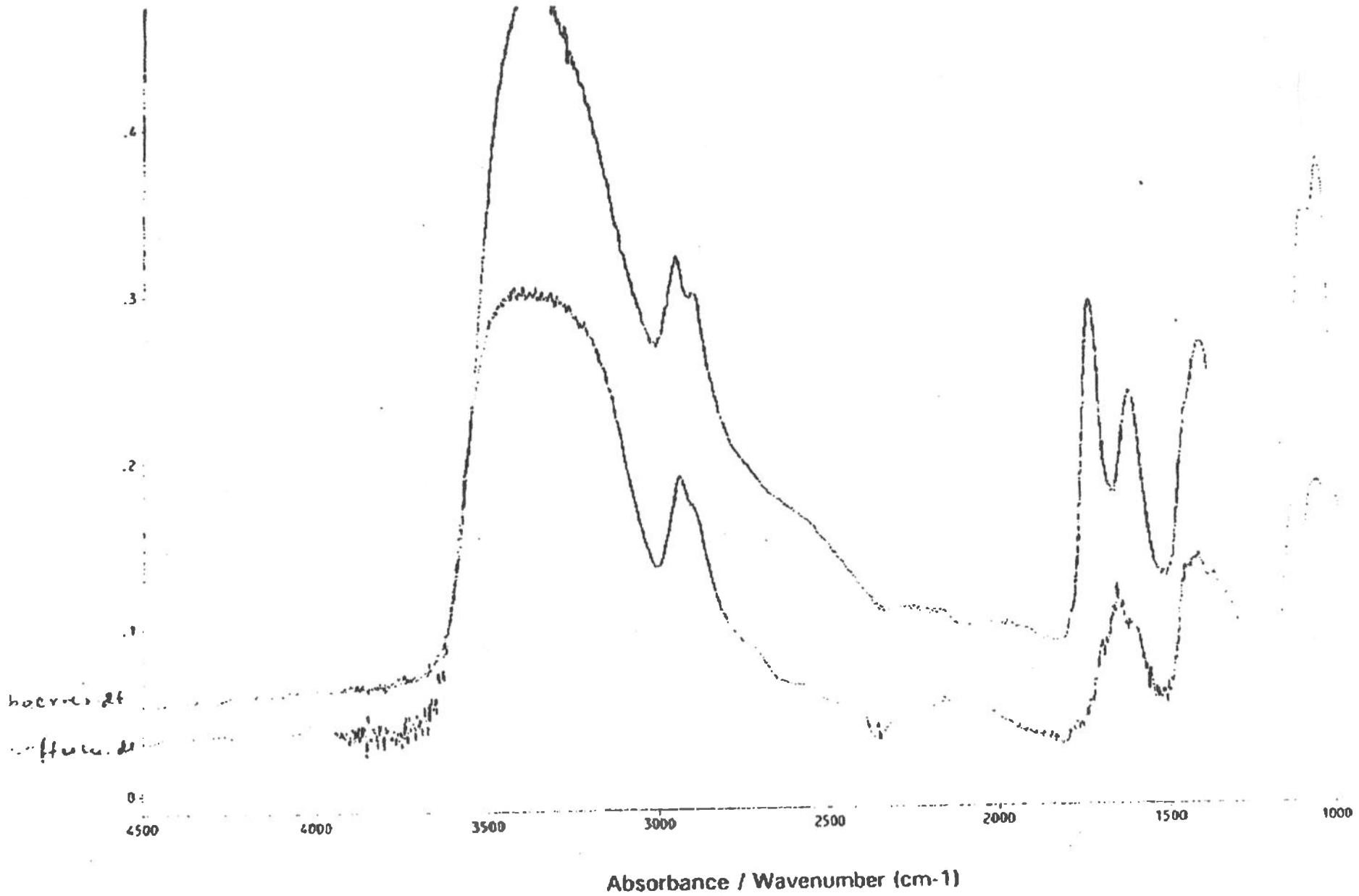
Absorbance / Wavenumber (cm-1)

File # 2 : COFFEESU

A64537

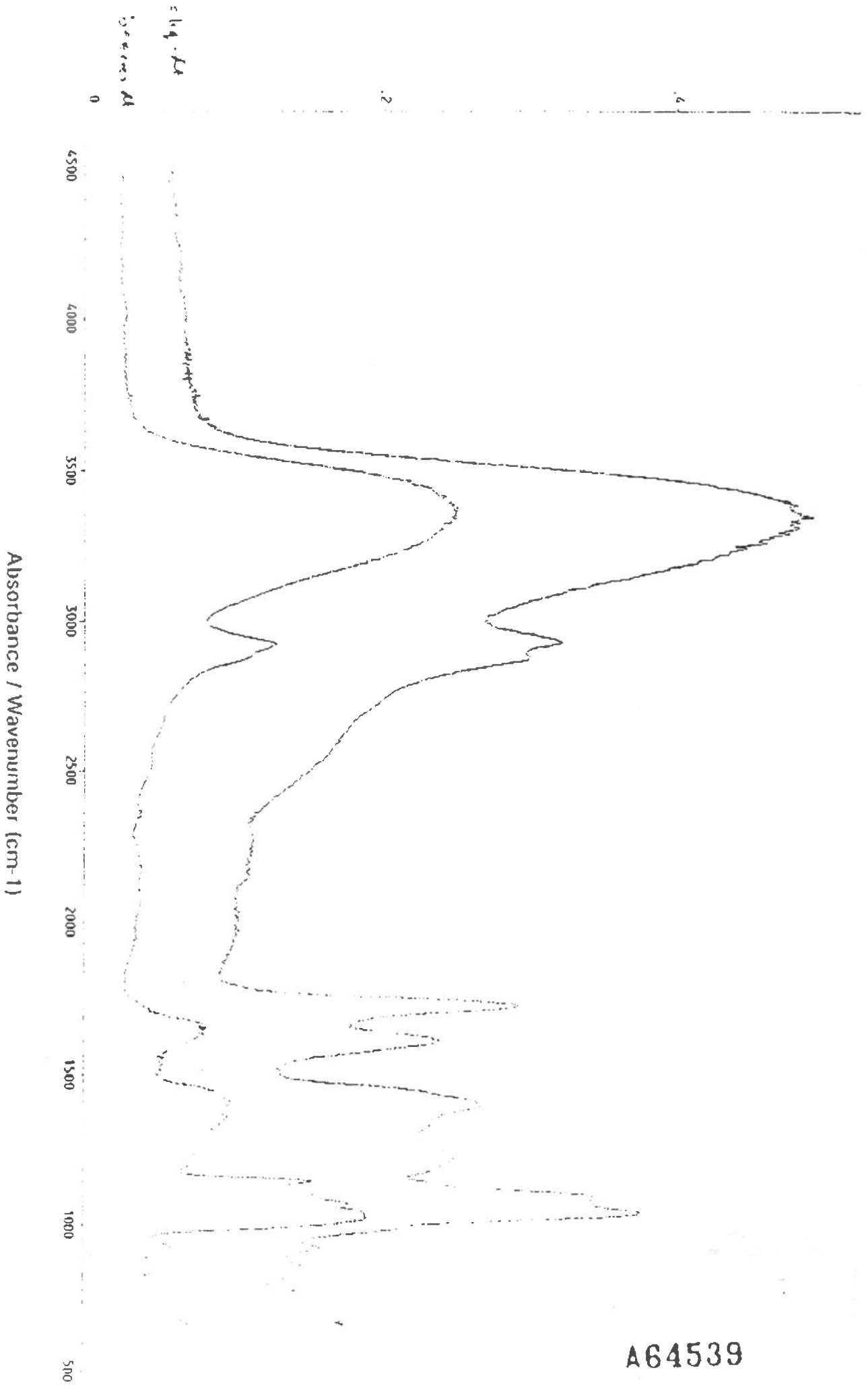






A64538

File # 2 = BEERRES



A64539

File # 2 = BEERRRES

Absorbance / Wavenumber (cm-1)

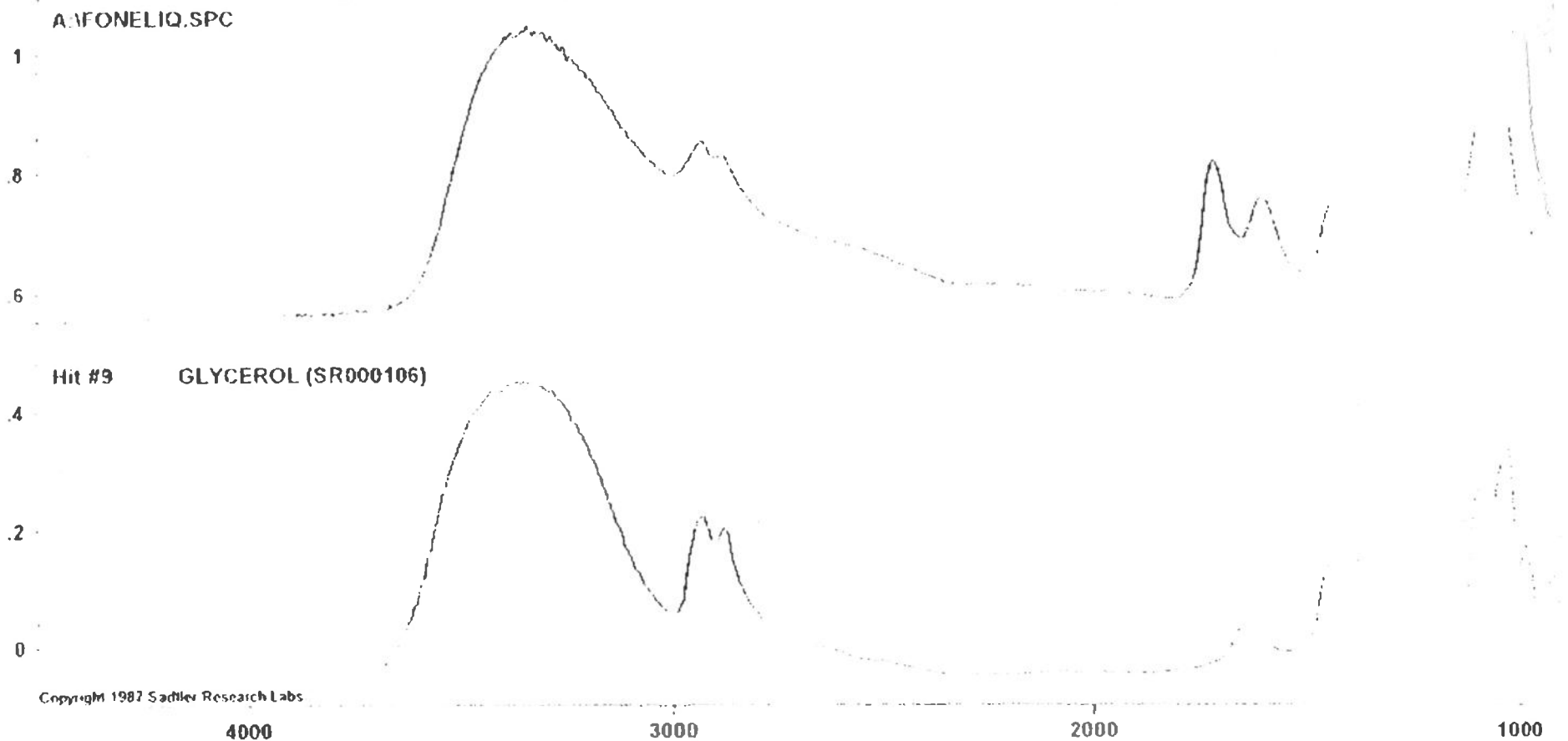
1900 1800 1700 1600 1500 1400 1300 1200 1100 1000 900 800 700



A64510

Search Method = FTIR ONE LIBRARY  
Sample Name = FONELIQ.SPC  
Search Date = 5/26/94 3:55 PM  
Mask Used = None

Peak Search = None  
Full Spectrum Search = 1st Deriv Least Squares  
C1



A64511

Hit List

Library  
RI\_SR LIB#106  
M LIB#797

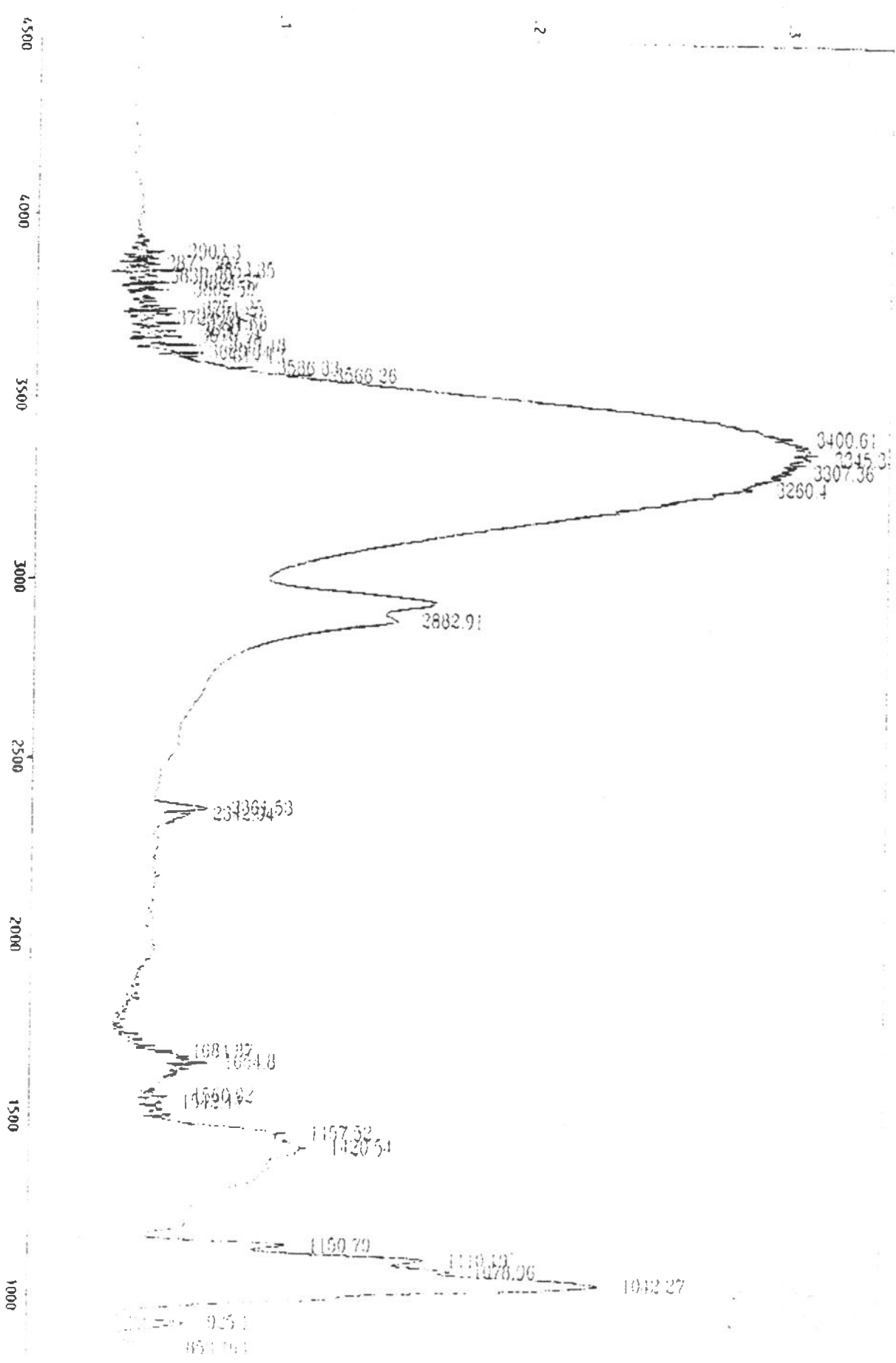
Hit Quality	Number	SPC Identification
.01767	9	GLYCEROL
.01825	10	DUREZ 11B BLACK

Wavenumber (cm-1)

File # 1 = BEERESGL

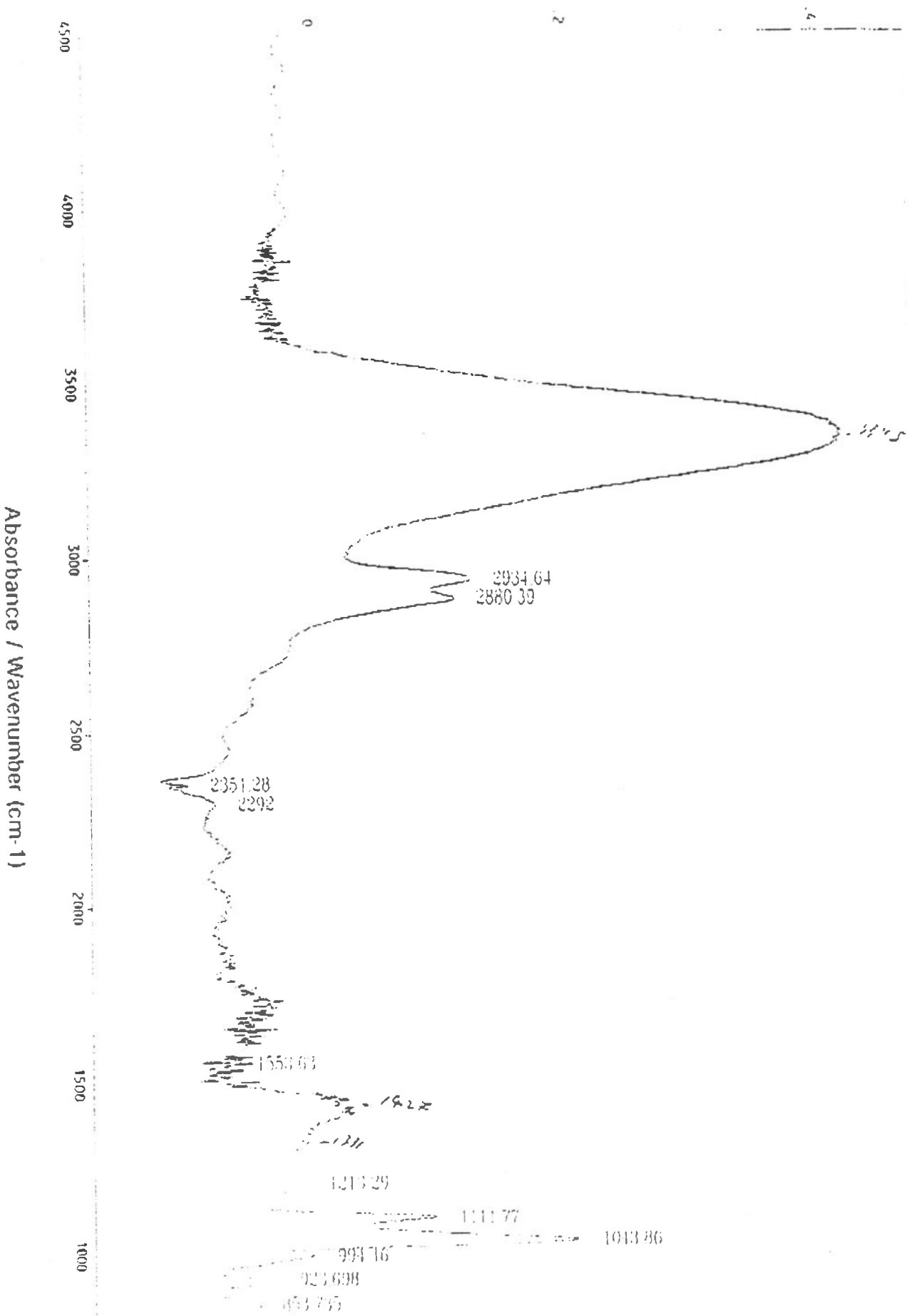
IR spectrum of Beer's Law

Absorbance / Wavenumber (cm-1)



A64542

File # 1 = GLYCEROL

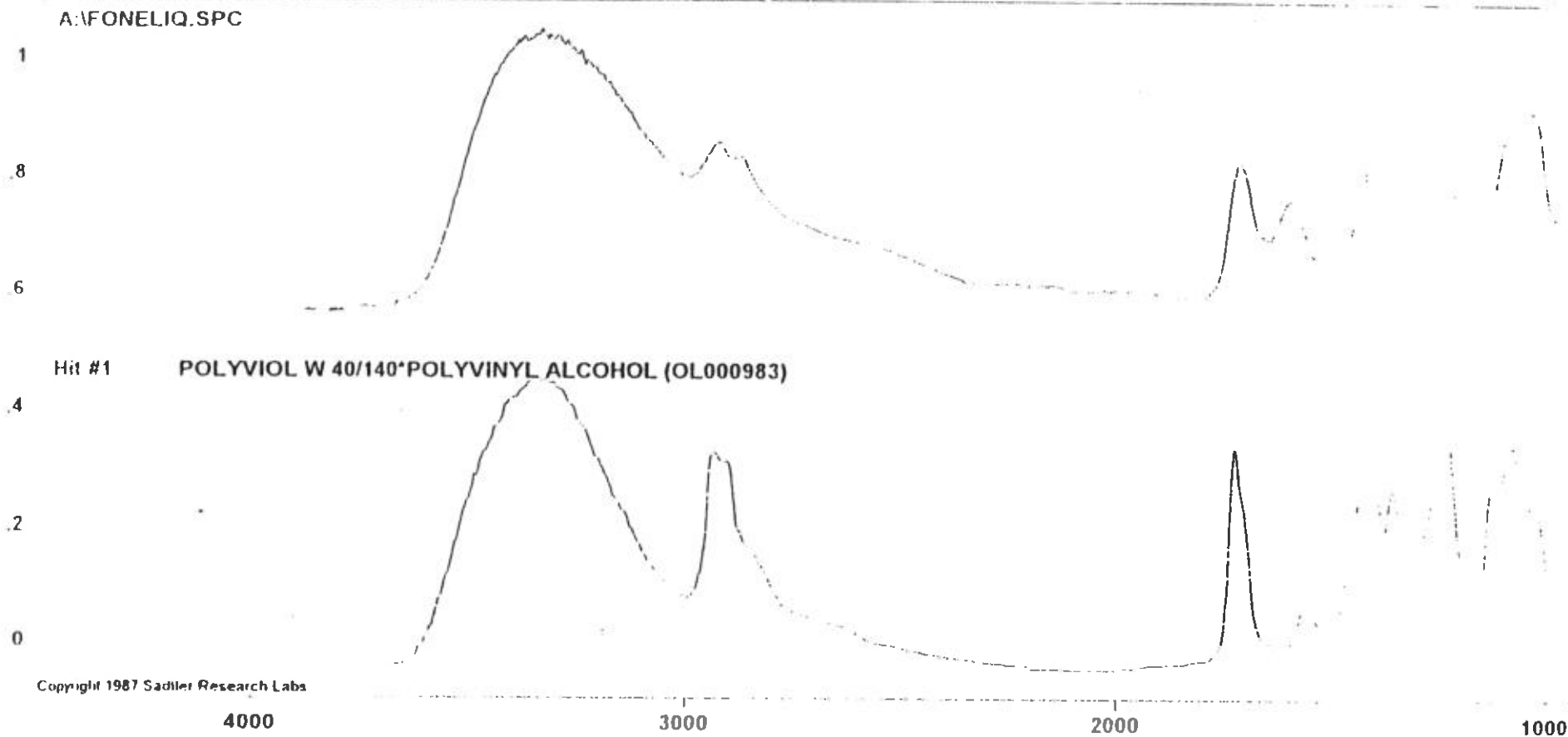


A64543

Search Method for A:\FONELIQ.IDS  
 Sample Name = FONELIQ.SPC  
 Search Date = 5/26/94 3:55 PM  
 Mask Used = None

Text Search = None  
 Peak Search = None  
 Full Spectrum Search = 1st Deriv Least Squares  
 C1

A64514



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Hit List

Library	Hit Quality	Number	SPC Identification
OL LIB#853	.0123	1	POLYVIOL W 40/140*POLYVINYL ALCOHOL
OL LIB#1430	.01334	2	PYROSET FLAME RETARDANT TKS
OL LIB#857	.01379	3	LEMOFLEX 2915*MODIFIED POLYVINYL ALCOHOL
OL LIB#856	.01474	4	LEMOFLEX 2913*MODIFIED POLYVINYL ALCOHOL
OL LIB#1278	.01504	5	AMBERLYST A-29*ION EXCHANGE RESIN
OL LIB#852	.01588	6	POLYVIOL M 05/140*POLYVINYL ALCOHOL
OL LIB#851	.01672	7	VINOL 540*PARTIALLY HYDROLYZED POLYVINYL ALCOHOL
OL LIB#1429	.01677	8	TETRAKIS (HYDROXYMETHYL) PHOSPHONIUM CHLORIDE FLAME RETARDANT*80% SOLUTION
SRI SR LIB#106	.01767	9	GLYCEROL
OM LIB#797	.01825	1	DUREZ 118 BLACK

0.4

0.2

0

4500

4000

3500

3000

2500

2000

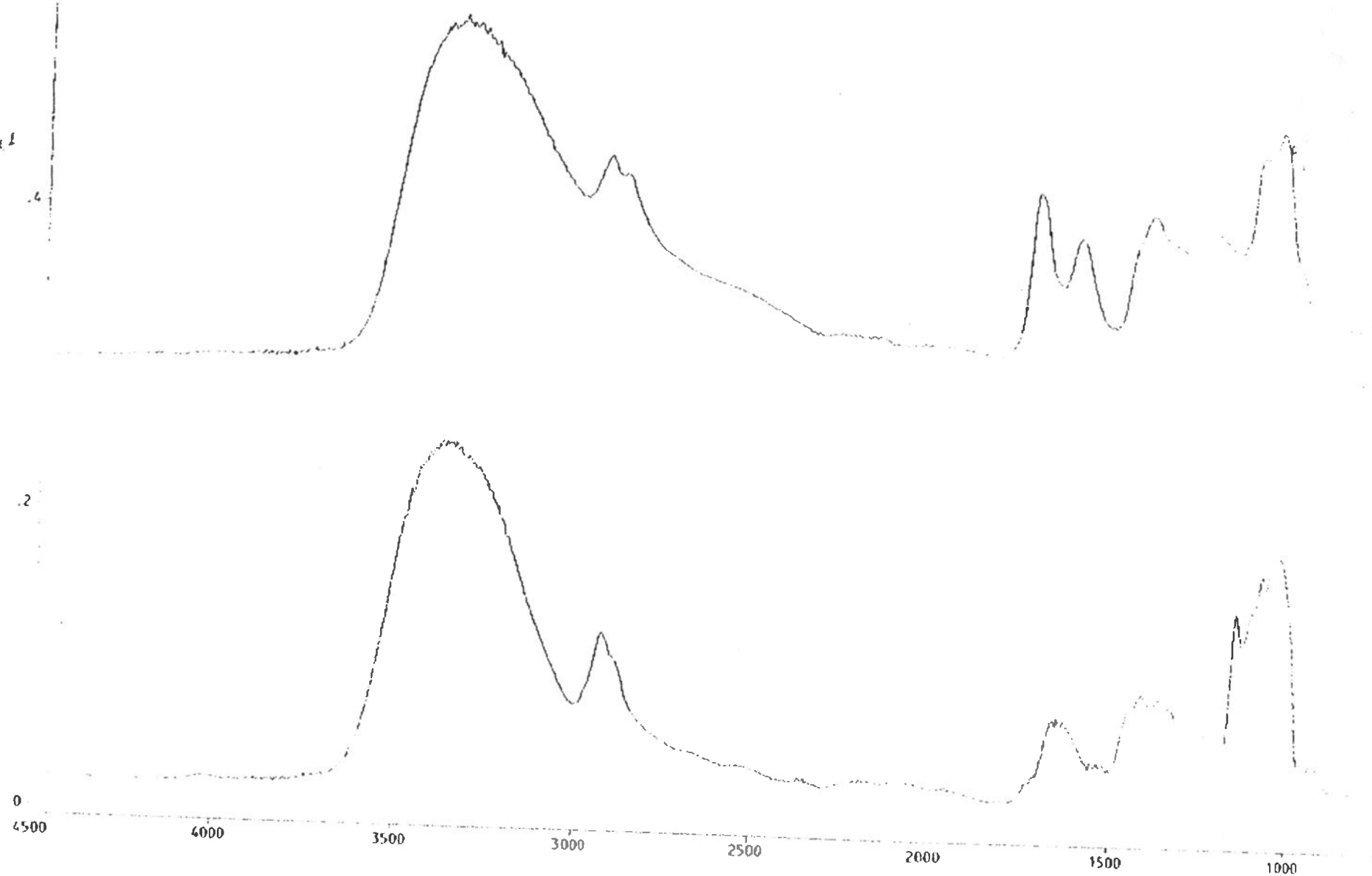
1500

1000

Absorbance / Wavenumber (cm-1)

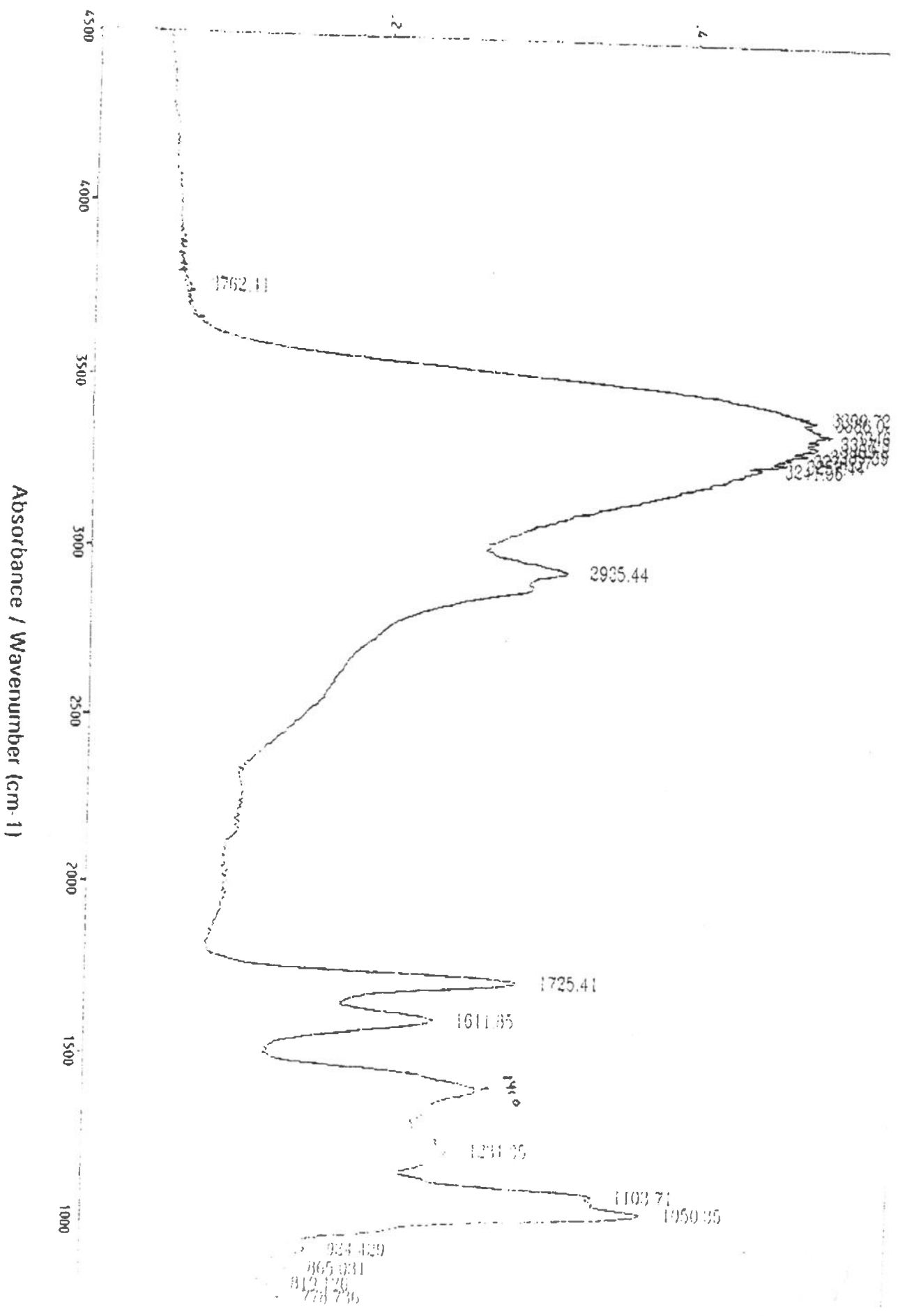
File # 2 = BEERRES

A64545





File # 1 = FONELIO



A64516