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Mr. Frank Blount,
Executive Officer
Telstra.

29th November, 1994

Dear Mr. Blount,

For six and a half years, I have been in conflict with Telecom management.

On Monday, 28th November, 1994, I viewed "The 7.30 Report" on the A.B.C. television network, where Mr. Graham Schorer, spokesperson for C.O.T., was being interviewed. I was amazed to see how much he has aged over the short span of 2½ years of which I have had the pleasure of knowing him. It appears to me that the four original members of C.O.T. are still fighting, against overwhelming odds, the giant Telecom Corporate animal.

We have been treated as criminals. Four small business people, from four completely different walks of life, spanning two States of Australia. Does the Board of Telstra really believe that such a group, with diverse interests and separated by such great distances, could possibly concoct such similar stories, if those stories were not absolutely true? Those people were bound together by one common bond — an enormous battle to try and make Telecom understand and accept the fact that their businesses were plagued by constant and never-ending telephone faults.

Not only did the four of us have similar complaints against Telecom, but we all received the same high-handed treatment when we lodged those complaints. We were belittled, derided and lied to by Telecom management — both individually and collectively. It became evident, as we discussed our problems, that we were the victims of misleading and deceptive Corporate conduct, from the hands of a few Telecom employees.

In two days, Mr. Blount, Telstra is to produce its defence against my Submission, in accordance with the Fast Track Arbitration Procedure.

Twelve months ago I signed an agreement with you, Mr. Blount. You broke that agreement. Nothing has changed. Telecom is still lying to C.O.T. and its members. Again I ask, does the Board of Telstra really believe that we (C.O.T.) are all willing to risk our integrity by fabricating a story to suit our own ends?

I, along with other C.O.T. members, have evidence that Telecom employees lied about certain incidents. They fabricated stories which were intended to deceive and mislead; the reasons for which are known only to themselves.

Never at any time during my discussions with Telecom management, did they show any interest in hearing what I had to say about these fabricated stories. Stories told by the very people who were responsible for relaying messages back to that same management. Thus I was told that no communication faults were known on my service.