

A TELSTRA minute written on 2 July 1992 to NETWORK OPERATIONS and the FAULT BUREAU VIC/TAS, and obtained under the F.O.I.



Telecom Australia

Minute

File HA-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

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]
[REDACTED]
Customer Services Manager - Hamilton

2/7/92

mr1981b3

3-A

IN THE MATTER OF an arbitration pursuant to
the Fast Track Arbitration Procedure dated 21
April 1994

Between

ALAN SMITH

Claimant

and

**TELSTRA CORPORATION LTD trading as
TELECOM AUSTRALIA**

Telecom

WITNESS STATEMENT OF _____

I, _____, Customer Service Manager, Commercial Country Victoria, of
1st Floor, Bath Lane, Ballarat, in the State of Victoria solemnly and sincerely declare
and affirm as follows:

BACKGROUND

1. I commenced employment with Telecom in 1978.
2. Between April 1979 and July 1992 I worked in different roles in the customer service area at Telecom's Hamilton District Office. Between February 1991 and July 1992 I was the Customer Service Manager at the Hamilton District Office. In this role I was responsible for providing customer services to business and residential customers whose long distance dialling prefix was 055.
3. In July 1992 I became Customer Service Manager for Telecom commercial customers in country Victoria and relocated to Ballarat. Between May 1994 and October 1994 I took up a position as Manager for continually aggrieved Telecom customers in the Victoria/Tasmania region. On 3 October 1994, I returned to the position of Customer Services Manager for commercial customers in country Victoria.

MR SMITH

4. I first became involved in the matter relating to Mr Smith in or around March 1992 when I received a telephone call from Mr Smith at Telecom's Hamilton District Office. I spoke with Malcolm Smith of Telecom in Hamilton who said he had taken a call previously from Mr Smith about his telephone service.
5. In July 1992 it was decided to pay Mr Smith \$1392 on an ex gratia basis without admitting any liability to reimburse him for the costs of his advertising at about the time of the MELU condition. It was recognised that while the MELU condition would only have had a minor effect, the payment was appropriate in the interests of customer relations.

_____ *Emma*
3-B