

**The Hon Malcolm Turnbull,  
Prime Minister of Australia**

**Mr Dan Tehan, Federal Member for Wannon**

**Ms Sue Laver, Telstra General Counsel**

**Mr John P Mullen, Telstra Board Chair**

**The Hon Barnaby Joyce**

**Deputy Prime Minister**

**Cape Bridgewater Holiday Camp  
Service Verification Tests (Report)  
Collision, Deception, Misleading and Deceptive Conduct**

**Exhibits 30-B**

**Alan Smith  
Seal Cove  
1703 Bridgewater Road  
Portland (Victoria) 3305**



AUSTRALIAN TELECOMMUNICATIONS AUTHORITY

92/596 (6)

7 September 1993

Mr Jim Holmes  
Corporate Secretary  
Telstra Corporation Ltd

Fax 632 3215

Dear Mr Holmes

**COT CASES  
MONITORING ARRANGEMENTS**

Your "two bob each way" letter of 31 August 1993 outlining how Telecom is to monitor the COT Cases' services in response to AUSTEL's direction of 12 August does little to inspire confidence in Telecom's approach to the issue.

The offer to provide in two weeks hence a "... critique of the technical aspects of ... [the] ...direction, including the test call program specified" might be interpreted as nothing more than an attempt to lay a foundation for disowning the tests if they appear to support the COT Cases. Why when we first asked for the tests over two months ago (MacMahon's letter to Hambleton of 30 June 1993), does it take another two weeks to come up with a critique of the monitoring proposals? This is the very lack of the pro-active co-operative attitude which prompted the direction of 12 August 1993.

I have similar concerns about you seeking AUSTEL's approval of the monitoring equipment so long after we first asked tests to be done. There are concerns by some of the customers Telecom is to monitor about the effectiveness of the monitoring equipment. These concerns have been inspired, at least in part, by comments made by Telecom employees to those customers and, of course, the problem experienced by Mr Smith when testing/monitoring equipment caused additional problems for him. The advantage of having independent endorsement of the equipment prior to its installation and the production of test data seems obvious to me. Instead, we are still liaising to obtain details of the specification and capability of the equipment to be deployed after its installation in four of the cases and within days of the proposed installation in the other cases.

It is clearly in the interests of all concerned to ensure that the monitoring pursuant to AUSTEL'S direction is conducted in the most timely and efficient manner. Please liaise with Mr Cliff Mathieson, AUSTEL's Specialist Advisor - Networks, (03 628 7389) re approval of the monitoring equipment.

3 QUEENS ROAD, MELBOURNE VICTORIA  
POSTAL: P.O. BOX 7443, ST KILDA RD, MELBOURNE, VICTORIA, 3004  
TELEPHONE: (03) 628 7300 FACSIMILE: (03) 620 3021

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### Draft conditions for installation of equipment

↙ The draft list of conditions for installation of monitoring equipment in the customers' premises only serve to reinforce my view that your letter is an attempt to have "two bob each way" - if the testing does not favour Telecom, you have laid a foundation for claiming that it is due to customer interference. I have already conveyed to you my concern that Telecom is unable to come up with tamper proof monitoring equipment for installation on the customers' premises.

Subject to you removing the endorsement "Telecom in confidence" on the top of the draft conditions, I am prepared to have them conveyed to the customers. I should, however, point out that they reflect little credit on Telecom if its intention were to produce a document that endeavours to provide the customers with any explanation or reasoning for the conditions.

### Technical complexities

We look forward to receiving the technical and operational submission foreshadowed in your letter. The timing of about three weeks would seem appropriate. A decision whether, as suggested in your letter, it is desirable to engage an independent technical expert will be taken after receipt of your submission. If that is necessary, AUSTEL would be looking to Telecom to meet the costs involved.

### Access to file and documents

While I understand that the arrangements for file examination are proving adequate, there was an agreement to list all files by 19 August and I understand that only some 60 files have been identified to AUSTEL to date. Please provide a comprehensive listing by the end of this week (10 September 1993).

Is it possible to provide parking for AUSTEL's officers who are attending Telecom's premises to inspect the files? This would result in a significant cost saving to AUSTEL's personnel who currently have to make use of commercial parking.

Yours sincerely

  
Robin O'Davy  
Chairman

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**Recommendation 18:** *Telecom acquire equipment suitable for monitoring the service actually received at a customer's premises (cf: Coopers & Lybrand Recommendation 10 and Bell Canada International's Rotary Hunting Group Study Recommendation 8.3).*

**Telecom Update - July 1994 Quarter**

Telecom have nominated their members of the working party and they are awaiting Austel nominations. A draft terms of reference for the project have been provided to Austel for agreement.

Report of the joint working party is expected before 30 September 1994 and contracts for trial test equipment specified by the joint working party would seek supply by 30 March 1995.

**AUSTEL Comment**

Telecom was advised on 6 July 1994 of AUSTEL's nomination for the working party. AUSTEL has advised Telecom that the draft terms of agreement are acceptable. The timetable provided is accepted.

**Recommendation 19:** *Telecom satisfy AUSTEL that the monitoring systems and procedures Telecom uses to test individual services are effective.*

**Telecom Update - July 1994 Quarter**

Austel has been briefed on the proposals to progress the requirements of Recommendation 18 of the Austel Report. In addition, actions taken in response to the recommendations of the Coopers & Lybrand Report and the Bell Canada International Report and reported to Austel on 8 July 1994 are also relevant. Telecom has also scheduled a presentation to AUSTEL on 18 July 1994 of the revised fault management procedures and the monitoring systems and procedures it has in place at present to test individual services. However, it should be noted that system and procedure development is an evolving process, which means the current systems and procedures will be added to and enhanced over time.

**AUSTEL Comment**

AUSTEL has received a general briefing on these procedures. The detail of these procedures has yet to be examined, particularly in regard to the suitability of specific procedures at the various stages of the fault escalation process.

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**Bell Canada  
International Inc.**

**Telecom Australia**

**Rotary Hunting Group**

**Study**

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**BELL CANADA INTERNATIONAL INC**

## **8.2 Customer Access Network Tests**

In conducting the rotary hunting group tests, Telecom has acquired over the last two months, an independent review of portions of the inter-exchange network and rotary hunting groups for selected difficult fault customers. While the two tests are conclusive, the Customer Access Network (CAN) associated with the difficult fault customers should be the next set of tests performed. It is understood that significant analysis and tests have been conducted by Telecom on the CAN for the individual difficult fault customers.

It is recommended that Telecom perform independent tests of the CAN to complete the testing program for the selected difficult fault customers.

## **8.3 Test Equipment**

On two occasions during the testing process, test equipment failures were experienced (AMERITEC AMIXT and ELMI Smart-10) which required a re-start of testing activities.

In addition, there was an insufficient supply of test equipment experienced during the start of testing. To resolve the situation, test equipment was obtained from other maintenance centres within the region.

It is recommended that additional test equipment be procured to adequately handle the normal workload and in addition, maintenance spares should also be available because in one case during the study the equipment had to be repaired before testing could be re-established.

Another recommendation is to conduct routine maintenance procedures on all test equipment and maintain a complete set of maintenance records to track the quality and performance of the devices.

A further recommendation, is to increase the supply of the more sophisticated trouble shooting test equipment such as the Tekelec CCS 7 equipment and as digitalisation (switching modernisation) increases the testing/trouble shooting capabilities should be made integral to the switching intelligence (software).

## 15.00 ADDITIONAL TESTS

Additional tests have been programmed for Devlin Bridge and Cape Bridgewater. The results were not available in time for the first draft and have been added in this addendum.

### 15.10 Glen Waters Fish Farm John Mayo

Numbers - 057 978 384  
          - 057 978 376 (Fax)  
          - 057 978 425 (Fax)

### 15.20 Cape Bridgewater Holiday Camp Alan Smith

Numbers - 055 276 276  
          - 055 267 230 (Fax)  
          - 055 267 260 (Gold Phone)  
          008 816 522 translates to 055 267 267

#### Test Base

The test base was extended to country exchanges with the addition of these two COT cases. Test calls were originated both from country and metropolitan exchanges using Traffic Route Testers (TRT) and terminating calls to Test Call Answer Relay Sets (TCARS) or Portable Tone Answer Relay Sets (PTARS).

These units enable call completion to the same hundreds group of numbers in the exchanges where COT customers reside.

#### Scope and Procedures

The test base was extended to include two specific COT customers with services homing on country exchanges. These customers offered extra challenges since the services offered by both clients encouraged calling from urban and rural exchanges in peak and non peak periods.

Telecom Planners assisted in drafting a test case that would ensure a representative sample of exchanges to originate calls and test the Public Switched Telephone Network (PSTN) completing calls to the Devlin Bridge ARK-D rural X-bar office parented off Seymour AXE digital exchange and to the remote multiplexing equipment serving Cape Bridgewater from the Portland AXE digital exchange.

As shown in 15.13 and 15.23, the TEKELEC CCS7 monitoring system was used to monitor all CCS7 links terminating to the homing exchanges of the two COT clients. As tests were performed, network specialists in Brisbane tracked all calls and provided immediate response and analysis of all traffic failing to terminate.

### **Executive Summary**

The two additional COT cases, both homing off country exchanges, gave the test team the opportunity to assess the quality of service offered by Telecom to customers outside the metropolitan areas.

There were no major network or system failures found during our test procedures that could create the variety and number of troubles reported by these COT customers.

Test calls terminated to TCARS or PTARS test boxes within a hundreds group of numbers in the same exchanges serving these customers. Also it is important to note that all test calls were tracked and the progress of all lost calls immediately identified by network specialists in Brisbane using state of the art CCS7 monitoring systems. In this way any troubles found were identified to the appropriate groups for immediate action.

As stated earlier in this report and confirmed with these tests, as Telecom escalates its modernisation program and moves towards total digitisation of the exchanges, with the capability of automatic test features, network diagnostics built into the intelligent exchanges and the capability to monitor all CCS7 signalling links, service quality and network survivability will only move closer to perfection.

The overall test results are within world standards and in our opinion exceed the standards set by Telco's in a similar mode of modernisation.

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**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 DAVID JOHN STOCKDALE**

**I, DAVID JOHN STOCKDALE, Principal Technical Officer Grade 2, of 7th Floor, 35  
Collins Street, Melbourne, in the State of Victoria, solemnly and sincerely declare and  
affirm as follows:**

**BACKGROUND**

1. I am a member of Telecom's Networks and Interconnect Branch ("NIB"), in the Service Quality Improvement section. I previously worked for National Network Investigations (NNI) between October 1986 and May 1994.
2. NNI is the final point of referral in Telecom for the investigation of complex or unresolved faults with a customer's service. The requirement for involvement of NNI in a technical investigation is such that all normal fault handling procedures should be applied to the customer's problem (e.g. the appropriate "first-in" maintenance group should conduct testing and consult with the customer) prior to NNI being involved. NNI is a general network investigations group, as opposed to a technology specific support group (which can only provide technical support for a specific range of equipment). By referring a problem to NNI, a standard investigative procedure can be undertaken to determine that all aspects of the total customer service are operating satisfactorily.
3. I have been employed with Telecom continuously since February 1980.
4. My industrial experience can be broadly considered in two phases, Exchange Operations and Network Investigations. As a result of several years in Exchange and Inter-Exchange Maintenance, I was involved with the maintenance and operation of a wide variety of switching and transmission systems and this has given me the opportunity to develop a good working knowledge of the day-to-day requirements of Exchanges and of Network operations as a whole. Over the six and a half year period that I worked in operations, I was involved in ARE, ARF and Step by Step exchange maintenance, as well as the maintenance and operation of a wide variety of transmission and support systems.

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