

Chapter 8

Telecom and the Public

Responsiveness to Community Needs

8.1 In reporting on Phase I of the inquiry, the Committee found that:

Telecom has a statutory obligation to respond to the social, industrial and commercial needs of the Australian people. The community demands a high degree of social responsiveness from the nation's largest publicly owned enterprise. Telecom has not been sufficiently responsive to the needs of the Australian community in the 1980s.¹

The Phase II review confirmed the Committee's earlier finding.

8.2 The Committee believes that Telecom has placed insufficient emphasis on customer relations, on disseminating information on its policies and corporate goals and on research to establish the social effects of its decisions. We believe that Telecom is more than simply a provider of technical services. It is, rather, one of the major social agencies in Australia. Its decisions affect more Australians than any other government organisation and these effects are felt in one of the most important social areas; the need to communicate.

8.3 In several sections of this report the Committee has stressed the need for Telecom to consult more with its customers. There is an obvious need for better communication both ways between Telecom management and those who use its services. We believe that achievable improvements in Telecom's

¹ *Ringling in the Changes*, p. 5.

customer relations would reduce the amount of unfounded public criticism of its activities as well as allowing the authority to act more promptly on criticism which is justified.

8.4 During inspections and hearings in rural and remote areas, the Committee often found that local Telecom staff were well regarded by customers while higher levels within the authority were considered to be remote and uninformed. The Committee is strongly of the view that Telecom's widespread network of staff is potentially its greatest asset in improving its customer relations. An atmosphere should be created in which Telecom field staff serve as the first line of information on, and defence of, the Commission's policies. Telecom staff at all levels should be alert to every possibility for improving the Commission's public standing.

8.5 The Committee therefore recommends that:

Recommendation 23: Telecom should disseminate information on its policies, practices, procedures and corporate objectives, as well as the philosophies behind them, down to field level. This should aim to ensure that Telecom staff and customers are fully informed. Telecom management should be proactive in seeking opportunities to communicate directly with customers and communities affected by Telecom activities.

8.6 The Committee believes that improvements in some of the more formal means of two-way communication are also necessary. In particular, it was clear that Telecom's presentation of marketing and information material could be improved. A typical example of problems in this area is shown in the following extract from the transcript of Committee evidence taken at Longreach, Queensland.

Mr LEO McLEAY — You expect that you will go on to the automatic system in 1989. You do not know how your calling arrangements will be affected by the Countrywide Calling scheme. Has Telecom informed you about the zonal charging arrangements yet?

Mrs Gall — No. All the information it has given us is this little Countrywide Calling booklet, sent at the time that Countrywide Calling came into being. I have to say I found it misleading.

Mr LEO McLEAY — Why did you find it misleading?

Mrs Gall — I will give you an example. If you look on the second page of the questions and answers you will see the question: 'If I am connected to a manual exchange, how am I affected?'. The answer is: 'You will continue to be charged local call rates for calls you make to all other customers served by your manual exchange'. It so happens that when that happened we were connected to a manual exchange in Longreach but we certainly are not charged local call rates to everybody else who is connected to that exchange in Longreach. That is an anomaly and it is why we all get so confused about what we are being charged for and what we are not being charged for.

Mr LEO McLEAY — What people in Longreach are you not connected to by local call rates.

Mrs Gall — None.

Mr LEO McLEAY — What about Blackall?

Mrs Gall — We have local call access to other people who used to be connected to the Blackall manual exchange but that is not what that answer tells me in the Countrywide Calling booklet.

... I will give you another example. It tells us that the maximum rate charged for calls to other customers in our extended area will be 5c a minute. We are not in an extended area yet. We do not know whether we ever will be. Then it tells us that calls to customers in neighbouring areas will cost no more than 20c a minute.

Mr Gall — Are they not charged at multiples of 15c instead of 5c a minute?

Mrs Gall — Yes. From what I can gather we are never charged per minute; we are all charged in multiples of three minutes.

... Mr LEO McLEAY — It is misleading to the extent that it does not say that you are charged in particular—

Mr Gall — It could be interpreted as saying that for less than a minute I am charged only 5c.

Mrs Gall — A further criticism of this whole little booklet is the fact that if we are considered still in the Blackall zone even

though we happen to be connected to an exchange in Longreach, and if we looked it up to find out what our rates would be there is absolutely no reference to our rates if we are in Blackall. So it has been of no help to us whatever. It is already out of date as far as the charges are concerned, anyway. It means that you have to ring up and ask Telecom every time you really want to know anything.²

8.7 The Committee believes that improvements in Telecom's customer information procedures could lead to significant benefits for both Telecom and its customers. We therefore recommend that:

Recommendation 24: Telecom should present its marketing, advertising and information material in an accurate and simplified way.

Recommendation 25: Telecom should test in the market place, before large scale distribution, any publication it intends to distribute to customers to explain changes in zonal and charging policies so as to avoid misinterpretation and confusion.

8.8 In its Phase I report, the Committee recommended that Telecom:

- give a high priority to simplifying the charging arrangements to improve customer understanding (Recommendation 12);
- simplify its existing range of telephone directories (Recommendation 16);
- provide ready public access to full information on zonal arrangements and provide abridged versions of this information in directories (Recommendation 20), and
- provide simplified information on STD charging rates in directories (Recommendation 21).³

²Evidence p. 459-61.

³*Ringings in the Changes*, pp. xiv-xvi.

Telecom's response to the Phase I report proposed satisfactory action on the first and second of these proposals for better communication between the Commission and its customers. The Committee is not satisfied with action on the third and fourth proposals, and therefore recommends:

Recommendation 26: Telecom should give urgent attention to simplifying the call charging information shown in District Telephone Directories.

8.9 The Committee also considers it important that Telecom improve the flow of information in the other direction; from the community to the Commission. We see it as necessary for Telecom management to both improve its mechanisms for collecting and assessing social information and to pay greater regard to the importance of this information. In questioning Telecom officials on the planning for Countrywide Calling, the Committee found one example of the type of approach to this issue which we consider unacceptable:

Mr Phillis (Telecom) — The alternatives were firstly, to look at the possibility of extending standard zoning to these areas as outlined in section 4.3 of our submission. We felt that was desirable because it would not benefit customers and therefore—

Mr LEO McLEAY (Committee) — Who determined that — Telecom?

Mr Phillis — Yes.

Mr LEO McLEAY — It did not consult the customer?

Mr Phillis — No.

Mr LEO McLEAY — Why not?

Mr Phillis — Because of the complexity of the issue and because it was at that stage a confidential pricing matter. With the commercial-in-confidence guidelines, one does not—

Mr LEO McLEAY — Are they too stupid to understand it?

Mr Phillis — No, that is not the issue. It is a matter of commercial confidentiality about pricing.

...

Mr LEO McLEAY — Did you survey the customers on whether they wanted that or did you, as in most of your market research or survey work, check it for reinforcement after you decided?

Mr Phillis — Most of our market research is not based on that principle. In relation to Countrywide Calling, we did not do that market research, no.⁴

8.10 The Committee does not believe that Telecom's facilities for assessing customer needs and opinions are sufficient. We further believe that there is a tendency for Telecom to pay insufficient attention to customer opinion. The Committee therefore recommends that:

Recommendation 27: Telecom should act urgently on the Committee's earlier recommendation that it establish a Complaints Bureau in each State to receive and respond to customer problems and that the Complaints Bureau be clearly identified in telephone directories.

Recommendation 28: Telecom should undertake social research into the telecommunications needs of special groups in rural and remote areas on an ongoing basis, so as to take the social needs of these customers into account when developing zonal and charging policies.

8.11 Evidence which reinforces the last recommendation was taken by the Committee at Bendigo, Victoria. A voluntary agency representative on the Central Highlands Regional Consultative Council, Mrs Joy Light told the Committee of difficulties experienced by voluntary agencies following Telecom's decision to replace red coin telephones with the new gold telephone system. As Mrs Light explained:

...red phones are essential for welfare agencies in both emergency housing and hostel situations, mainly for the protection of women and children who are at risk in those homes and hostels. We can no longer purchase red phones. We can only now get gold phones. The purchase price of a gold phone to a welfare agency is \$1375 whereas the red phone had no purchase cost attached to it. Therefore it has made it entirely impossible for us as welfare agents to install gold phones in our facilities.⁵

⁴Evidence, p. 912.

⁵Evidence, p. 1144.

8.12 The Committee believes that Telecom ought to be more alert to these types of consequences of changes in its policies and practices and more responsive to them when detected. In regard to the particular example cited, the Committee recommends:

Recommendation 29: Telecom should provide welfare organisations which do not generate high volumes of traffic with access to a suitable coin telephone on a leased basis.

8.13 The Committee can summarise its concerns about Telecom's relations with the public by recommending:

Recommendation 30: Telecom should place more emphasis on improved customer relations and public image through improving its marketing and social research and by disseminating its policies and corporate goals through all levels of its structure.

Billing Arrangements

8.14 A complaint often made to the Committee during both phases of the inquiry was the absence of generally available facilities for providing customers with itemised accounts. This lack is felt as much in metropolitan areas as it is in rural and remote communities. The Committee therefore recommended in Phase I that Telecom should devote more resources to accelerating the introduction of systems to provide itemised accounts.⁶ Telecom has since made a commitment to the objective of providing wider access to detailed billing information.⁷

8.15 In March 1980 a facility called International Subscriber Dialling Call Charge Record (ISD/CCR) was introduced at exchanges with suitable equipment. This facility can provide customers with a single line summary of international call charges in their telephone bill free of charge, or an itemised call statement at a standard charge. In July 1984 a further optional facility providing a similar service in respect of long distance calls within Australia was introduced (Subscriber Trunk Dialling Call Charge Record or

⁶ *Ringings in the Changes*, p. xv.

⁷ Exhibit No. 91.

STD/CCR). There are now more than 3 million lines connected to exchanges which can provide these facilities. Of these, about 310 000 with ISD/CCR and 140 000 with STD/CCR capacity are in non-metropolitan areas.⁸

Recommendation 31: Telecom should, on an optional basis, introduce to all customers, including those in rural and remote areas, the facilities of Subscriber Trunk Dialling Call Charge Record and International Subscriber Dialling Call Charge Record as soon as practicable.

8.16 Telecom advised the Committee that trials have recently been concluded of a new facility known as Three Tier Metering (3TM). This facility can separate local, STD and ISD calls on customer accounts. The results of the trial are still being evaluated. However, subject to the technical feasibility of the system being established, the Committee accepts Telecom's evidence, based on customer surveys, that the 3TM system, will satisfy most customer needs for itemised accounts. Telecom currently provides a Telephone Information Management System (TIMS) to customers large enough to require PABX or PBX equipment. A similar facility is also available on Commander telephone systems. This system provides a record of call time and charging details. The Committee understands that it may be feasible for Telecom to develop a reasonably priced equivalent for single-line customers who need to monitor telephone usage. Details such as date and time of call, number called, and elapsed time could be recorded for later display on a personal computer or other display unit. Such a facility would clearly be valuable for some single-line customers, such as farmers or small businessmen.

8.17 The Committee recommends that:

Recommendation 32: Telecom should provide free of charge to all customers, the facility of Three Tier Metering when it has been technically proven.

⁸ibid.

Recommendation 33: Telecom should research, develop, and make available on an optional basis, a Telephone Information Management System to provide single-line users with access to information such as date, time, duration and number called in respect of all calls from their service.

John Mountford MP
Chairman
13 November 1986

APPENDIX I

LIST OF RECOMMENDATIONS - PHASE I

Recommendation 1:

Extending capital city local call zones

- Telecom's zonal charging policies should be restructured to take account of rapid population growth in outer metropolitan areas and to ensure that people in these areas have greater local call access to capital city zones and major regional service centres.
- Telecom should extend outer metropolitan local calling areas for the zones adjoining all State Capital cities. This could be achieved by expanding existing outer metropolitan zones to take in high growth areas or by reducing the size of inner city zones to allow extended local call access to a wider community of interest.

Recommendation 2:

Local call access for particular areas

- Telecom should give urgent attention in Sydney, Melbourne, Brisbane and Perth to extending local call access for outer areas which are logically part of the metropolitan area. Early action should be taken in areas including:

Penrith/Sydney (NSW)
Beaudesert/Brisbane (QLD)
Mornington Peninsula/Melbourne (VIC)
Rockingham/Perth (WA)

Recommendation 3:

Subscribers outside extended local call zones

- Reduced rates should be granted to those subscribers adjacent to local call zones. These reduced rates should reduce the differential between those inside and outside extended local call zones.

Recommendation 4:

Short distance rates

- Telecom should reduce charges for short distance calls up to 50 kms to recognise changes in community of interest.

Recommendation 5:

Reviewing provincial city charging arrangements

- Telecom should review its charging policies for provincial cities.

Recommendation 6:

Provincial cities with high population growth

- Telecom should extend local call zones for provincial cities with high population growth, e.g. Gosford/Wyong, Sunshine Coast, Gold Coast.

Recommendation 7:

Provincial cities linked with adjacent capital cities

- Telecom should reduce rates for provincial cities whose growth and development is closely linked with adjacent capital cities, e.g. Wollongong, Geelong.

Recommendation 8:

Timed local calls

- The Committee does not favour the introduction of timed local calls.

Recommendation 9:

Financing options

- All costs associated with the extension of local call zones should be financed from Telecom's internal sources. There are a number of funding options available including:
 - rearrangement of capital spending priorities
 - increased rental/service fees
 - increased local call rates
 - review of STD rate reductions

Recommendation 10:

Cross-subsidisation

- Telecom should continue to accept its responsibility for subsidising loss-making activities, e.g. rural services. Cross-subsidisation is consistent with Telecom's social obligations to the community and should be maintained.

Recommendation 11:

Cost allocation

- Telecom should review its cost allocation procedures so that its profits and losses on individual services can be more clearly identified. Profit and loss information on individual services should be provided in Telecom Annual Reports.

Recommendation 12:

Simplifying charging policies

- In modifying its charging policies, Telecom should give a high priority to simplifying the charging arrangements to improve customer understanding.

Recommendation 13:

STD charge steps

- The existing 5 charge steps for STD calls should be reduced to reflect the declining importance of distance in the provision of telecommunications services.

Recommendation 14:

Time of day rates

- Telecom should simplify the STD rate structure by having fewer scales with discounts applied in accordance with traffic loading over the hours of the day and the days of the week to encourage better usage of the network.

Recommendation 15:

Service fees and rentals

- Telecom should introduce the concept of a service fee to replace the term 'rental'. The term, 'service fee', would more accurately reflect that rentals/service fees are designed to cover service and access costs in addition to rental of telephone apparatus.

Recommendation 16:

Directory areas

- Telecom should simplify its existing range of directories by amalgamating outer metropolitan directories and grouping directory areas in accordance with communities of interest.

Recommendation 17:

Directory entries

- . Where Telecom's zonal boundaries divide a suburb telephone subscribers in that suburb should be included in the directories for both zones free of charge.

Recommendation 18:

Itemised accounts

- . Telecom should devote more resources to accelerating the introduction of systems which provide itemised accounts.

Recommendation 19:

Complaints handling

- . Telecom should establish a Complaints Bureau in each State to handle and effectively respond to customer problems with its charging policies and difficulties with the provision of telecommunications services. The Complaints Bureau should be clearly identified in the telephone book.

Recommendation 20:

Information on zonal boundaries

- . Copies of the zonal arrangements should be available at each Telecom District Office and information on zonal boundaries should be available to the public on request. Abridged versions of this information should be provided in each telephone directory.

Recommendation 21:

Information on STD charging rates

- . Simplified information on the costs of calls between STD zones should be included in telephone directories.

Recommendation 22:

Telecom's social research

- . Telecom should undertake more research in the social field to improve its responsiveness to social developments and social concerns should play a greater role in Telecom's decision-making process.

Recommendation 23:

Charging policy reviews and the Prices Surveillance Authority

- Telecom should take the opportunity of Prices Surveillance Authority reviews of its standard telephone charges to re-examine its charging policies and to inform the community of the basis for its existing charging policies. This information should be made available to the public notwithstanding that notification to the PSA does not result in a public inquiry by that body.

APPENDIX II

TELECOM'S RESPONSE TO THE PHASE 1 RECOMMENDATIONS

The Phase 1 Inquiry made 23 recommendations to Telecom for action which were designed to produce substantial improvements in response to perceived community needs. Telecom's response represents an integral package of closely inter-related charging and numbering initiatives which it offers as a responsible solution to some complex and difficult problems.

Telecom's response to the recommendations of the Phase 1 Inquiry are set out in the following paragraphs:

Recommendations 1 and 2:

Recommendation 1:

Extending capital city local call zones

Telecom's zonal charging policies should be restructured to take account of rapid population growth in outer metropolitan areas and to ensure that people in these areas have greater local call access to capital city zones and major regional service centres.

Telecom should extend outer metropolitan local calling areas for the zones adjoining all State capital cities. This could be achieved by expanding existing outer metropolitan zones to taken in high growth areas or by reducing the size of inner city zones to allow extended local call access to a wider community of interest.

Recommendation 2:

Local call access for particular areas

Telecom should give urgent attention in Sydney, Melbourne, Brisbane and Perth to extending local call access for outer areas which are logically part of the metropolitan area. Early action should be taken in areas including:

Penrith/Sydney (NSW)
Beaudesert/Brisbane (QLD)
Mornington Peninsula/Melbourne (VIC)
Rockingham/Perth (WA)

Telecom proposes to revise zone boundaries and to reduce the number of zones in the ELSA and outer metropolitan areas in capital cities. These changes will be made in conjunction with a reduction in the radius of the Melbourne and Sydney inner metropolitan zone from 24km to 16km so as to establish a standard radius of 16km in all capital cities.

Customers in the current ELSA and outer urban areas will be provided with increased local call access to reflect recent growth and shifts in population. Specifically, centres such as Penrith, Campbelltown, Windsor and Richmond will obtain local call access to Parramatta, the demographic centre of the Sydney area and the location of many decentralised State Government offices.

The following table presents some examples of ELSA and outer urban areas (including certain areas identified for action by the Inquiry) which will gain increased local call access as a result of the changes proposed.

<u>LOCAL CALL ACCESS FROM</u>		<u>NUMBER OF SERVICES</u>	
		<u>EXISTING</u>	<u>PROPOSED</u>
NSW	Gosford	83,000	150,000
	Windsor/Richmond	132,000	506,000
	Penrith	201,000	414,000
	Camden	99,000	419,000
	Campbelltown	106,000	419,000
VIC	Mornington	124,800	244,800
	Pakenham	184,300	325,500
	Healesville	94,100	184,000
	Kilmore	11,000	148,000
	Bacchus Marsh	18,000	36,000
QLD	Ipswich	401,900	414,300
	Caboolture	50,300	61,600
SA	Mount Pleasant	14,800	61,400
	Hartley	12,200	14,800
WA	Bullsbrook East	19,100	33,800
	Rockingham	50,000	60,000
TAS	New Norfolk	64,900	67,400

While customers in these areas will have access to a substantially larger number of customers at local call rates, access to the inner metropolitan zone will be retained as a 'C' rate call. It should be noted that Telecom extended 'C' rate to these areas with the introduction of Community Access 80 and that this represented a significant discount (50%) on previous charges. In addition, Australia's local call areas are already very large by world standards and no further extension to the capital city local call area can be supported.

Beaudesert (Qld) is located in the annulus which adjoins the outer urban area, whereas Penrith (NSW), Mornington (Vic) and Rockingham (WA), are within this outer urban area. As such, no additional local call access is proposed for Beaudesert (Qld). However, the provision of access to a further 155,000 customers at 'C' rate will provide a substantial benefit to customers who are located in that area.

Telecom also proposed to introduce a maximum of 'C' rate:

- (i) for all coalls which originate and terminate within the ELSA area; and
- (ii) for calls from outer urban areas to the whole of the ELSA area.

This concession is designed to simplify customer understanding of call charges. All calls within a metropolitan telephone directory will be either local or 'C' rate whereas previously, some calls could be 'A' or 'F' rate. As a result, call reductions of up to 72% will occur.

For example:

	Calls Between		Current Day tariff (cents/min)	Proposed Day tariff (cents/min)
NSW	Penrith	Avalon Beach	19.2	5.3
	Penrith	Dural	9.6	5.3
	Engadine	Avalon Beach	19.2	5.3
VIC	Werribee	Croydon	19.2	5.3
	Melton	Whittlesea	9.6	5.3
QLD	Ipswich	Redcliffe	9.6	5.3
	Beenleigh	Redcliffe	9.6	5.3
SA	McLaren Vale	Elizabeth	9.6	5.3
	Chain of Ponds	Reynella	9.6	5.3
WA	Armadale	Wanneroo	9.6	5.3
	Rottnest Is.	Kalamunda	19.2	5.3
TAS	Margate	Richmond	9.6	5.3
	Sorell	Huonville	9.6	5.3

Recommendations 3 and 4:

Recommendation 3:

Subscribers outside extended local call zones

Reduced rates should be granted to those subscribers adjacent to local call zones. These reduced rates should reduce the differential between those inside and outside extended local call zones.

Recommendation 4:

Short distance rates

Telecom should reduce charges for short distance calls up to 50kms to recognise changes in community of interest.

Telecom proposes to amalgamate existing charging districts, particularly around capital cities and provincial centres, to create Greater Districts based on 'environs'. This proposal is an extension of the community of interest principle and will result in the present 202 charging districts being reduced to about 80.

Telecom proposes to apply 'C' rate to calls up to 50km which originate and terminate within the capital city greater district, and which are currently charged at 'A' rate. This represents a 44% reduction in day rate charges for calls between locations such as

NSW	Katoomba	- Penrith
	Kiama	- Picton
VIC	Werribee	- Geelong
	Flinders	- Dandenong
	Rosebud	- Frankston
QLD	Beaudesert	- Southport
	Kilcoy	- Caboolture
SA	Victor Harbour	- Stratalbyn
	Gawler	- Kapunda
TAS	Swansea	- Woodbury

The abolition of 'A' rate within the capital city greater districts reduces the number of distance steps from five to four and is consistent with Telecom's pricing strategy and considerations raised in association with Recommendation 13 of the Inquiry.

Recommendation 5:

Reviewing provincial city charging arrangements

Telecom should review its charging policies for provincial cities.

Limited changes to zone boundaries have been proposed for regional cities as part of the Greater District concept.

Establishment of the Greater District concept will provide considerable benefit to provincial customers. The ceilings on charges which currently apply for calls within a charging district ('M' rate) and between adjoining charging districts ('Q' rate) will be retained despite the establishment of substantially larger districts, and will offer substantial benefits to some customers.

For example, charges for day rate calls between the following areas which would become part of the same Greater District will be reduced by one-third (from 48 cents per minute to 32 cents per minute).

NSW	Ivanhoe	-	Griffith
	Scone	-	Armidale
VIC	Edenhope	-	Warrnambool
QLD	St George	-	Goondiwindi
	Dalby	-	Stanthorpe
SA	Renmark	-	Tailem Bend
WA	Kondinin	-	Albany

Charges for day-rate calls between areas which would become adjoining Greater Districts will be reduced by one-quarter (from 64 cents per minute to 48 cents per minute). For example:

Cloncurry (QLD)	-	Port Augusta (SA)
Ceduna (SA)	-	Cloncurry (QLD)
Broken Hill (NSW)	-	Cook (SA)
Kalgoorlie (WA)	-	Woomera (SA)

Recommendation 6:

Provincial cities with high population growth

Telecom should extend local call zones for provincial cities with high population growth, eg Gosford, Sunshine Coast, Gold Coast.

Telecom's proposal to reduce the number of charging zones in ELSA and outer urban areas will increase (from 83,000 to 150,000) the number of services which are available from Gosford customers at local call rates. Wyong, Sunshine Coast and Gold Coast are more distant from their capital city and are outside the defined outer urban zoning boundaries. These areas already have reasonable local call access and will not receive any increased local call access as a result of the zoning changes proposed.

However, additional community calling will be provided as a result of reductions from 'A' rate (9.6 cents/minute) to 'C' rate (5.3 cents/minute) for turnk calls of less than 50km made within the capital city greater district. For example:

<u>"C" RATE ACCESS FROM</u>		<u>NUMBER OF SERVICES</u>	
		<u>EXISTING</u>	<u>PROPOSED</u>
NSW	Gosford	1,055,000	1,213,000
	Wyong	Nil	11,200
	Wollongong	Nil	28,500
QLD	Sunshine Coast	335,000	371,300
	Gold Coast	Nil	60,000

Recommendation 7:

Provincial cities linked with adjacent capital cities

Telecom should reduce rates for provincial cities whose growth and development is closely linked with adjacent capital cities, eg Wollongong, Geelong.

The establishment of the Greater District concept will result in some provincial cities being included in enlarged capital city greater districts. For example:

<u>Greater District</u>	<u>includes</u>
Sydney	Wollongong, Katoomba, Gosford, Wyong
Melbourne	Geelong, Yea, Kyneton, Flinders
Brisbane	Gold Coast, Beaudesert, Caloundra, Landsborough
Perth	Rockingham, Mandurah, Pinjarra, Yanchep
Adelaide	Gawler, Nuriootpa, Murray Bridge, Victor Harbour

Whilst it is not practicable to give local call access from Geelong or Wollongong to their respective capital city, calls from these outlying areas to non-adjoining districts will be charged at the same rate as calls from the capital city. This will reduce Geelong-Sydney and Wollongong-Brisbane charges by 25% (from 'Y' rate - 64 cents/minute to 'Q' rate - 48 cents/minute)

Recommendation 8:

Timed local calls

The Committee does not favour the introduction of timed local calls.

There is a worldwide trend towards charging for all calls on a timed basis because of equity, financial flexibility, network management and new technological developments. Telecom is closely monitoring all developments in this area. However, this topic has wider ramifications and at this stage, Telecom does not consider it appropriate to introduce the timing of local calls.

Recommendation 9:

Financing options

All costs associated with the extension of local call zones should be financed from Telecom's internal sources. There are a number of funding options available including:

- re-arrangement of capital spending priorities;
- increased rental/service fees;
- increased local call rates;
- review of STD rate reductions.

Telecom's capital programme is set at a level which is consistent with its responsibilities to best meet the social, industrial and commercial needs of the Australian people for telecommunications services. As this programme cannot be reduced, any new internal funding must be financed by tariff increases which are in addition to those already planned. Further constraints which inhibit movement in this area are governed by Telecom's charter, the oversight of Telecom's activities by the PSA and customer resistance to tariff variations.

Recommendation 10:

Cross-subsidisation

Telecom should continue to accept its responsibility for subsidising loss-making activities, eg rural services. Cross-subsidisation is consistent with Telecom's social obligations to the community and should be maintained.

Telecom accepts the responsibility for cross subsidisation and understands, from the context of recent correspondence from the Minister, that Telecom's current policies are in line with the relevant provisions of the Telecommunications Act and are in harmony with the Government's broad policies and objectives.

Recommendation 11:

Cost allocation

Telecom should review its cost allocation procedures so that its profits and losses on individual services can be more clearly identified. Profit and loss information on individual services should be provided in Telecom Annual Reports.

Telecom is continuing efforts to improve the presentation of product accounting results for all its products and will continue to comply with standard corporate commercial reporting arrangements as required by relevant legislation. However, the publication of these results in the Annual Report is not considered appropriate in view of the commercially confidential nature of this material in an increasingly competitive environment.

Recommendation 12:

Simplifying charging policies

In modifying its charging policies, Telecom should give a high priority to simplifying the charging arrangements to improve customer understanding.

Telecom recognises the complexity of the charging system and consequent difficulties in achieving a high level of customer understanding. Over the past few years, steps have been taken to simplify the charging system, and continued efforts will be made to further improve customer understanding and acceptance. The changes being proposed in response to Recommendations 1, 3 and 4 are in keeping with this continuing process.

Recommendation 13:

STD charge steps

The existing 5 charge steps for STD calls should be reduced to reflect the declining importance of distance in the provision of telecommunications services.

Telecom's existing marketing strategy is to reduce the number of charging steps and a number of changes have been introduced in recent years in recognition of this need. Since 1956, the number of steps have been reduced dramatically from 22, until in 1985 only five remain in operation. These changes have reflected the declining importance of distance e.g. the recent amalgamation of the 'X' and 'Y' rates and 'W' and 'Q' rates.

The proposal to eliminate 'A' rate in capital city greater districts will further reduce the number of charge steps for calls from these areas to four.

Recommendation 14:

Time of day rates

Telecom should simplify the STD rate structure by having fewer scales with discounts applied in accordance with traffic loading over the hours of the day and the days of the week to encourage better usage of the network.

This recommendation is in line with Telecom's marketing strategy to (i) optimise network utilisation and (ii) simplify time scale presentation to improve customer understanding and initiatives will be undertaken when appropriate. The likely focus of these initiatives is towards reduction of the number of trunk time scales (from four to three) and changes to timing to reflect traffic peaks now being experienced in 'off-peak' periods.

Recommendation 15:

Service fees and rentals

Telecom should introduce the concept of a service fee to replace the term 'rental'. The term, 'service fee', would more accurately reflect that rental/service fees are designed to cover service and access costs in addition to rental of telephone apparatus.

The term "rental" has been in use for many years and applies to both lines and/or equipment. Currently, a plain language definition of its makeup for Telecom use could be:

- the reserving and allocation of a particular line or equipment for the use of the renter
- the maintaining of these items in good working order
- the return on capital invested by Telecom in the line/equipment.

It is agreed that the term "rental" does not fully describe all aspects included in the charge and could be misleading if interpreted according to literal definition. However, the term "service fee" is well established in the community, where it is related largely to maintenance of one kind or another, and would be equally as misleading as the term "rental".

With the introduction of Telecom's new billing system, the generic heading "Service and Equipment Charges" is to be used, with the sub-heading "charge from (date) to (date) at monthly rate". The new bill format will be implemented progressively from Augsut 1985. This will provide additional billing details and should assist in increasing customer understanding that the charges are more than simply rental charges.

Recommendation 16:

Directory areas

Telecom should simplify its existing range of directories by amalgamating outer metropolitan directories and grouping directory areas in accordance with communities of interest.

Currently, directories conform to the boundaries of closed numbering areas, within which one or more telephone charging district/s may be located. Customers are grouped into these telephone charging districts on the basis of community of interest.

Telecom proposes to review these arrangements in conjunctiton with the creation of the new Greater Districts. Under this proposal there would be a direct relationship between the Greater Districts and Closed Numbering Areas, with telephone directories covering one or more Greater Districts, as appropriate. The amalgamation of directories for outer urban areas would also be considered in this context.

As an example, the amalgamation of directories for the Windsor and Penrith areas is under consideration. However, the inclusion of these centres in the Sydney directory cannot be supported. Restructuring of the West Australian country directories to satisfy the social and commercial needs of the population is also proposed, and this would be consistent with the philosophy of establishing groupings which reflect communities of interest.

In view of the competitive nature of directory markets it is not appropriate to signal planned variations to directory presentation at this time.

Recommendation 17:

Directory entries

Where Telecom's zonal boundaries divide a suburb, telephone subscribers in that suburb should be included in the directories for both zones free of charge.

Telecom will address this problem in determining new boundaries within the capital city greater districts. Consideration will be given to the inclusion of customers who are still disadvantaged in this way, once the new charging arrangements have been implemented.

Recommendation 18:

Itemised accounts

Telecom should devote more resources to accelerating the introduction of systems which provide itemised accounts.

An optional service known as STD/CCR (Call Charge Record) has been introduced and will be available to the vast majority of metropolitan customers by the end of 1985. This facility will be progressively extended to country areas commencing in 1987.

Based on its experience with ISD/CCR and STD/CCR, Telecom does not expect demand for itemised accounts to be high. In addition, Telecom is developing the capability to provide separate totals for call charges for local (including Community), STD and ISD calls on customer accounts. Market research has identified that this facility will meet the requirements of most customers for more detailed information. A trial of this facility is scheduled for 1985/86.

Recommendation 19:

Complaints handling

Telecom should establish a Complaints Bureau in each State to handle and effectively respond to customer problems with its charging policies and difficulties with the provision of telecommunications services. The Complaints Bureau should be clearly identified in the telephone book.

Telecom District Offices have been established to improve local area responsiveness to customer needs and to provide a Telecom focal point in the local area. Customer complaints procedures have already been established in these local Business Offices and these should remain the first point of contact for any problems relating to customer service. These Business Offices are clearly identified in the telephone directories.

Recommendation 20:

Information on zonal boundaries

Copies of the zonal arrangements should be available at each Telecom District Office and information on zonal boundaries should be available to the public on request. Abridged versions of this information should be provided in each telephone directory.

Currently, each Telecom District Office holds a copy of the zone drawings which are appropriate to the area and the State Head Office maintains a complete set of maps for the State and for adjoining charging districts in State border areas.

Customers are able to view the zoning maps in the District or State Office at any time. Widespread distribution of these maps is not favoured because of the ongoing requirement for amendments which result from zone boundary variations in response to representations and other changes to the network.

Telecom will undertake to make zoning information for a particular area available on request and will give consideration to the extent to which this information could be depicted in telephone directories.

Recommendation 21:

Information on STD charging rates

Simplified information on the costs of calls between STD zones should be included in telephone directories.

Telecom appreciates the need to further simplify charging information and will continue in its endeavour to simplify directory presentation of this information.

Responses to recommendations 12, 13 and 14 indicate the ways in which the call-charging arrangements are being simplified to improve customer understanding. Adoption of the concept of Greater Districts would further reduce the complexity of information and increase customer understanding as to how telephone call charges are determined.

Recommendation 22:

Telecom's social research

Telecom should undertake more research in the social field to improve its responsiveness to social developments and social concerns should play a greater role in Telecom's decision-making process.

Telecom's research and planning activities are directed towards ascertaining the needs of Australian people for telecommunications services.

Telecom has progressively strengthened its ability to analyse social-economic-technical/product environments to ensure that the needs of specific customer and community groups are identified and addressed.

Examples of Telecom's research studies include:

- . Multi-disciplinary research by staff qualified and experienced in a wide range of social and physical sciences, eg research into social and demographic trends, and developments in technology and the new products and services produced as a result.
- . Forecasting studies which quantify service demand.
- . Marketing studies.
- . Financial planning and economic studies.
- . Fundamental research into social communication patterns and field trials of acceptability of new products and services.
- . Joint studies with external research organisations.

Continuing attention will be directed towards the achievement of a strong and effective interaction between society's possible needs, technology and product developments, and the longer term social effects of applied technology and new products.

Recommendation 23:

Charging policy review and the Prices Surveillance Authority

Telecom should take the opportunity of Prices Surveillance Authority reviews of its standard telephone charges to re-examine its charging policies and to inform the community of the basis for its existing charging policies. This information should be made available to the public notwithstanding that notification to the PSA does not result in a public inquiry by that body.

Telecom, in its public submission to the PSA, has detailed its charging philosophy and strategic objectives together with relevant financial details (both historical and forecast). These policies have been elaborated in submissions to the PSA for non-notifiable, as well as notifiable, products. Telecom will continue to provide the PSA with detailed information for each tariff notification and will consider other possible means for a wider dissemination of this information.

IMPLEMENTATION

The proposed alterations to zoning and charging involve a complex range of modifications to every charging exchange in the network.

Telecom proposed to make these modifications in conjunction with a comprehensive restructuring of the national numbering plan. Renumbering is an essential activity which also involves modifications to the same charging exchanges. Telephone directory changes which will reflect these changes will also need to be co-ordinated with the equipment modification programme.

Because of the complexity of this programme, it was anticipated that some two years would be required for preparatory work and would be followed by progressive implementation over a five year period. The first phase of implementation would include establishment of the Greater Districts, and revised zoning and charging arrangements within the capital city greater districts. The new numbering arrangements and the alignment of numbering and directory boundaries with charging districts would be implemented progressively in the second phase.

APPENDIX III

CURRENT STATUS OF TELECOM'S RESPONSES TO THE PHASE 1 RECOMMENDATIONS

Since Telecom tabled their response to the Phase 1 recommendations in October 1985, extensive engineering work and other initiatives have been undertaken. Work is proceeding on the comprehensive restructuring of the national numbering plan.

The current status of Telecom's responses to individual recommendations is as follows:

Recommendations 1-7

Since Telecom's response to recommendations 1-7 inclusive, the extensive engineering works necessary to implement the recommendations has been initiated with implementation planned for late 1987.

Recommendations 8, 9, 10, 11, 12, 19, 23

Telecom have not varied their response to Recommendations 8, 9, 10, 11, 12, 19 and 23 since notification.

Recommendation 13

Telecom is continuing investigations into the number of changing distance steps necessary to ensure there is reasonable equity in the progression between steps. The first result of the investigation will take place in late 1987 with the elimination of the 'A' rate in 'Capital City Greater Districts'.

Recommendation 14

In August 1986 Telecom implemented the initial step of their response to recommendation 14 by introducing adjustments in trunk charges for various times of the day.

Recommendations 15, 16, 20, 21 and 22

Recommendations 15, 16, 20, 21 and 22 are either the subject of research being carried out by Telecom or are currently being progressively implemented.

Recommendation 17

Investigations foreshadowed by Telecom in their response to recommendation 17 are continuing. In addition Telecom has proposed improvements to the directory assistance service which should help alleviate the problem.

Recommendation 18

The trial referred to in Telecom's response to recommendation 18 was completed in July 1986 and is currently being evaluated. Telecom expects to make decisions on future actions and pricing arrangements during early 1987.

APPENDIX IV

INQUIRY INTO TELECOM'S ZONAL AND CHARGING POLICIES
IN RURAL AND REMOTE AREAS

INDEX OF SUBMISSIONS

- 1 Mr G Martin, The Shire Clerk, The Shire of Mt. Marshall, Bencubbin, Western Australia, dated 28 February 1985
- 2 Mr A McDowall, Meandarra, Queensland, dated 31 January 1985
- 3 Mr R G Cox, Garmain Progress Assoc., Garmain, New South Wales, dated 3 April 1985
- 4 Mr S Daunt, Kyneton, Victoria, dated 17 April 1985
- 5 Mr/Ms J McConnell, Wendouree West, Victoria, 20 April 1985
- 6 Mr R K Adams, Bairnsdale, Victoria, 19 April 1985
- 7 Mr A Hedges, Keith, South Australia, dated 18 April 1985
- 8 Mr R E Coleman, Biggenden, Queensland, dated 21 April 1985
- 9 Mr/Ms G Durzo, Nicholson, Victoria, dated 18 April 1985
- 10 Mrs L Smith, Wentworth Falls, New South Wales, dated 20 April 1985
- 11 Mr C H Tegner, Managing Director, Pains-Wessex (Aust) Pty Ltd, Hawthorn, Victoria, dated 24 April 1985
- 12 Mrs B M Albinus, Inverell, New South Wales, dated 19 April 1985
- 13 Mr K E Keck, Trunkey Creek Progress Association, Trunkey Creek, New South Wales, dated 24 April 1985
- 14 Mr J Browne, Rosebud West, Victoria, undated
- 15 Mr & Mrs R H Catchpole, Rosebud West, Victoria, undated
- 16 Mrs C E Little, Swan Reach, Victoria, undated
- 17 Mr P Street, Wodonga, Victoria, undated
- 18 Mr S Madex, Glenelg Regional Consultative Council, Warrnambool, Victoria, dated 24 April 1985
- 19 Mr L Cassidy, Safety Beach, Victoria, dated 27 April 1985
- 20 Mr & Mrs F Thomson, via Bodalla, New South Wales, dated 29 April 1985

- 21 Mr & Mrs M T O'Connor, Longreach, Queensland, dated 28 April 1985
- 22 Mr D Nicholson, J.P., Maffra, Victoria, undated
- 23 Mr/Ms R S Rodda, Keith, South Australia, 29 April 1985
- 24 Mr M K Grad, Village Manager, Frankston Baptist Centre, Baxter, Victoria, dated 30 April 1985
- 25 Mr I Henderson, Grassmere North, Victoria, 30 April 1985
- 26 Mr & Mrs J M Lehmann, Illabo, New South Wales, dated 1 May 1985
- 27 Mr/Ms B Moore, Inverell, New South Wales, dated 1 May 1985
- 28 Mr & Mrs J Cush, Warialda, New South Wales, undated
- 29 Mr G Gleeson, Chairman, Lord Howe Island, Sydney, New South Wales, dated 23 April 1985
- 30 Mr & Mrs D W A Lane, Pearcedale, Victoria, undated
- 31 Mr & Mrs H J Doley, Aldinga Beach, South Australia, dated 8 May 1985
- 32 Mrs O J O'Brien, Pine Grove, Via Mitiamo, Victoria, dated 6 May 1985
- 33 Mr & Mrs T G Bullen, Keith, South Australia, dated 3 May 1985
- 34 Mr P W Childs, Rocky Hall Beef Company, Rocky Hall, New South Wales, dated 3 May 1985
- 35 Mr/Ms W N Sloan, Secretary, Mt Martha Community Assoc., Mt Martha, Victoria, dated 6 May 1985
- 36 Mrs L Golds, Mt Martha, Victoria, undated
- 37 Mr I Cross, Warracknabeal, Victoria, dated 12 May 1985
- 38 Mr M Reid, Agricultural Bureau of NSW, Murrumbateman, New South Wales, dated 12 May 1985
- 39 Mrs D Brown, Rosebud West, Victoria, undated
- 40 Mr N Baxter, Blue Haven Residents' Association, Blue Haven, New South Wales, dated 13 May 1985
- 41 Mrs V McAlpine, Mt Martha Combined Pensioners Association, Mornington, Victoria, dated 15 May 1985
- 42 Mrs D L Daymond, Warragul, Victoria, undated
- 43 Mrs S Casey, Rosebud, Victoria, undated
- 44 Mr E Davey, Adam Clarke Village Club, Baxter, Victoria, dated 16 May 1985

- 45 Mr C E Jacobsen, Community Villages Australia Pty Ltd, Rosebud West, Victoria, dated 16 May 1985
- 46 Mr J Smith, Rosebud West, Victoria dated 18 May 1985
- 47 Mrs G Picker, Rosebud West, Victoria, dated 18 May 1985
- 48 Mrs I Janetzki, Berkeley, New South Wales, undated
- 49 Mr E Kuffer, Rosebud West, Victoria, dated 18 May 1985
- 50 Mr/Ms J G Wright, Willow Tree, New South Wales, dated 20 May 1985
- 51 Mr & Mrs A H Green, Rosebud, Victoria, undated
- 52 Mrs K U Lowien, Berrygil Creek & Yatta Progress Association, Bellata, New South Wales, dated 17 May 1985
- 53 Miss J A Jagers, Baxter, Victoria, dated 20 May 1985
- 54 Mrs C O Miller, Baxter, Victoria, undated
- 55 Mr & Mrs G Evans, Rosebud West, Victoria, dated 20 May 1985
- 56 Mr & Mrs E Cowle, Rosebud West, Victoria, dated 22 May 1985
- 57 Ms B Morgan, Rosebud West, Victoria, undated
- 58 Mr/Ms G A Cott, Rosebud West, Victoria, dated 21 May 1985
- 59 Mrs J Langley, Baxter, Victoria, dated 21 May 1985
- 60 Mrs E Arnot, Rosebud West, Victoria, undated
- 61 Mrs T Jennings, Baxter, Victoria, undated
- 62 Mrs D Waldron, Rosebud West, Victoria, dated 22 May 1985
- 63 Mrs H Knight, Wherrol Flat, New South Wales, dated 22 May 1985
- 64 Mr R Gray, M.H.A. The Premier of Tasmania, Hobart, Tasmania, dated 22 May 1985
- 65 Mrs J M Portbury, Baxter, Victoria, dated 24 May 1985
- 66 Mr/Ms D H Devlin, Vindel Australia, Ararat, Victoria, dated 23 May 1985
- 67 Mr R Hargreaves, Baxter, Victoria, dated 22 May 1985
- 68 Mr G Humbert, Prairie, Victoria, undated
- 69 Mr/Ms C Leeman, Baxter, Victoria, undated

70 Dr I A Wilson, Baxter, Victoria, dated 23 May 1985
71 Ms I L Pegler, Rosebud West, Victoria, undated
72 Mrs E Cox, Balnarring, Victoria, dated 23 May 1985
73 Ms M McLean, Baxter, Victoria, dated 22 May 1985
74 Mr & Mrs K D McNaughton, Baxter, Victoria, undated
75 Mrs C J Dobson, Park Orchards, Victoria, dated 23 May 1985
76 Mrs G Carter, Crooked Corner, dated 24 May 1985
77 Mr & Mrs C Nelson, Baxter, Victoria, dated 22 May 1985
78 Mrs C Woodward, Baxter, Victoria, undated
79 Mr B A McCarthy Shire Secretary, Tungamah, Victoria, dated 23 May 1985
80 Ms E E Mate, Franston, Victoria, dated 25 May 1985
81 Mr/Ms H M Phair, Baxter, Victoria, undated
82 Mrs J Westland, Baxter, Victoria, 26 May 1986
83 Ms J Keating, Glen Innes, New South Wales, undated
84 Mr & Mrs W Wood, Baxter, Victoria, undated
85 Ms L A Fear, Baxter, Victoria, dated 25 May 1985
86 Mrs R Anderson, Moree, New South Wales, dated 24 May 1985
87 Mrs J Stone, Rosebud, Victoria, undated
88 Mr/Ms P Bullivant, Rosebud West, Victoria, undated
89 Miss D M Wilkins, Baxter, Victoria, dated 27 May 1985
90 Mr/Ms K A Urquhart, Baxter, Victoria, dated 25 May 1985
91 Mr/Ms D M Cook, Rosebud West, Victoria, dated 25 May 1985
92 Mr T G Jebb, Rosebud West, Victoria, undated
93 Mr/Ms P Mayhew, Ambarvale, New South Wales, dated 23 May 1985
94 Ms E T Simon, Baxter, Victoria, undated
95 Ms D Thomas, Baxter, Victoria, undated
96 Mr G Hawken, Nambucca River Tourist Resort, Macksville, New South Wales, undated

- 97 Mrs L R Ashley, Rosebud West, Victoria, undated
- 98 Mr/Ms M Pannam, Baxter, Victoria, undated
- 99 Ms L A Bursill, Baxter, Victoria, dated 27 May 1985
- 100 Mrs D Bell, Baxter, Victoria, dated 29 May 1985
- 101 Mrs E W Russell, Baxter, Victoria, undated
- 102 Mrs B MacDonald, Central Murray Tourist Association, Deniliquin, New South Wales, dated 28 May 1985
- 103 Mrs E R Gedye, J.P., Baxter, Victoria, dated 28 May 1985
- 104 Mr G S Carlyon, Gunnedah, New South Wales, dated 24 May 1985
- 105 Mr & Mrs A L Searl, Swan Reach, Victoria, dated 28 May 1985
- 106 Ms W M Cott, Rosebud West, Victoria, undated
- 107 Mrs I L Brooker, Rosebud West, Victoria, dated 28 May 1985
- 108 Mr/Ms F McMillan, Baxter, Victoria, undated
- 109 Mr & Mrs B Eisele, Smithton, Tasmania, dated 27 May 1985
- 110 Mr & Mrs G Breadon, Mansfield, Victoria, dated 28 May 1985
- 111 Mr J W Law, Shire Secretary, Nathalia, Victoria, dated 27 May 1985
- 112 Mr/Ms R E Smith, Adelong, New South Wales, dated 28 May 1985
- 113 Mr J L Purdey, Shire Secretary, Shire of Rodney, Tartura, Victoria dated 28 May 1985
- 114 Mr & Mrs A Peters, Baxter, Victoria, undated
- 115 Mrs E Pierce, Baxter, Victoria, dated 29 May 1985
- 116 Mrs B H Gelston, Cadell, South Australia, undated
- 117 Mr J W Whitehurst, Riton Products Pty Ltd, Wyong, New South Wales, dated 28 May 1985
- 118 Mrs E R Davidson, Baxter, Victoria, dated 27 May 1985
- 119 Mr & Mrs M B Smith, Rosebud West, Victoria, undated
- 120 Ms T J Lowe, Baxter, Victoria, undated
- 121 Mr & Mrs E J Anning, Baxter, Victoria, dated 28 May 1985
- 122 Miss A A Robbins, Baxter, Victoria, dated 25 May 1985

- 123 Mr P D Ebbott, Aireys Inlet & District Association, Aireys Inlet, dated 27 May 1985
- 124 Mr/Ms L W Jackman, Cowes, Victoria, dated 28 May 1985
- 125 Miss I Curruthers, Baxter, Victoria, dated 29 May 1985
- 126 Mr A Roberts, Glossodia, dated 29 May 1985
- 127 Mr & Mrs K C Arney, Baxter, Victoria, undated
- 128 Mr/Ms D R Swinburn, Croppa Creek, New South Wales, dated 28 May 1985
- 129 Mr/Ms E M Chaplin & Ms G T Parker, Corinella, Victoria, dated 30 May 1985
- 130 Mrs A Levick, Baxter, Victoria, dated 28 Ma 1985
- 131 Mr A & Mrs D Beagley, Baxter, Victoria, dated 30 May 1985
- 132 Mrs G Maher, Baxter, Victoria, dated 29 May 1985
- 133 Mr/Ms G A Dunn, Baxter, Victoria, dated 28 May 1985
- 134 Mrs L E Good, Baxter, Victoria, dated 31 May 1985
- 135 Mr R A Stinton, Baxter, Victoria, dated 30 May 1985
- 136 Miss D Reid, Cranbourne, Victoria, dated 30 May 1985
- 137 Ms A C Down, Baxter, Victoria, undated
- 138 Mrs D M Reader, Baxter, Victoria, dated 31 May 1985
- 139 Mrs G Sampson, Baxter, Victoria, dated 28 May 1985
- 140 Mrs S Z O'Neill, Richmond, Queensland, dated 29 May 1985
- 141 Mr W J Hunting, Baxter, Victoria, dated 31 May 1985
- 142 Mr J D H Cook, Baxter, Victoria, dated 30 May 1985
- 143 Mrs M I F Palmer, Jerilderie, New South Wales, dated 28 May 1985
- 144 Mr J W Rowe, Allied Colloids (Aust) Pty Ltd, Wyong, New South Wales, dated 30 May 1985
- 145 Mr & Mrs R Hamilton, Baxter, Victoria, undated
- 146 Mrs T E Long, Baxter, Victoria, dated 1 June 1985
- 147 Mrs J M Paynter, Baxter, Victoria, dated 1 June 1985
- 148 Mr & Mrs L F Cooper, Baxter, Victoria, dated 28 May 1985

- 149 Mrs C FitzRoy, Guyra, New South Wales, dated 1 June 1985
- 150 Mr & Mrs H Fellows, Baxter, Victoria, dated 1 June 1985
- 151 Ms M Bayfield, Baxter, Victoria, undated
- 152 Mrs G A Ettersbank, Somers, Victoria, dated 1 June 1985
- 153 Mr & Mrs P Clark, Guyra, New South Wales, dated 3 June 1985
- 154 Mrs I Hargreaves, Rosebud West, Victoria, undated
- 155 Ms M Dossetor, Harwood, New South Wales, dated 27 May 1985
- 156 Ms J Barrett, Cape Woolamai, Victoria, dated 4 June 1985
- 157 Mrs J Bell, Guyra, New South Wales, dated 1 June 1985
- 158 Mr & Mrs J van Leersum, Baxter, Victoria, dated 5 June 1985
- 159 Mr J J O'Brien, Kemcon Pty Ltd, Wyong, New South Wales, dated 4 June 1985
- 160 Mr B Pearl, Shire Secretary, Shire of Deakin, Tongala, Victoria, dated 5 June 1985
- 161 Mr/Ms T R Forster, Maxwellton, North Queensland, dated 31 May 1985
- 162 Mr/Ms F G Bell, Guyra, New South Wales, dated 2 June 1985
- 163 Ms V J Atkinson, Annandale, New South Wales, dated 2 June 1985
- 164 Mr I McFarlane, Victorian Farmers and Graziers Association, Piangil, Victoria, undated
- 165 Ms P Gillard, Baxter, Victoria, dated 5 June 1985
- 166 Mr/Ms H R Macdonald, Baxter, Victoria, dated 5 June 1985
- 167 Mr/Ms J Morley, Taroom, Queensland, dated 2 June 1985
- 168 Mr & Mrs L W Graham, Baxter, Victoria, undated
- 169 Mr M M Miller, Guyra, New South Wales, dated 2 June 1985
- 170 Mrs P Walton, Baxter, Victoria, dated 6 June 1985
- 171 Ms J Meehan, Guyra, New South Wales, dated 6 June 1985
- 172 Mrs N Miller, Guyra, New South Wales, dated 6 June 1985
- 173 Mrs B Fitzgerald, Coleraine Catholic Women's League, Coleraine, Victoria, undated
- 174 Ms J Dillon, Captains Flat, New South Wales, dated 7 June 1985

- 175 Mr H G Spark, New England Gold Pty Ltd, Tamworth, New South Wales, dated 24 May 1985
- 176 Ms D Porter, Duaringa, Queensland, dated 4 June 1985
- 177 Mr P R O'Connor, Mansfield, Victoria, dated 5 June 1985
- 178 Mr & Mrs A G Corrigan, Rosebud West, Victoria, undated
- 179 Ms M C Peter, Baxter, Victoria, dated 7 June 1985
- 180 Mrs C Schmidt, Baxter, Victoria, undated
- 181 Mr/Ms R D Clarke, Guyra, New South Wales, dated 5 June 1985
- 182 Ms H Murray, Richmond, North Queensland, dated 5 June 1985
- 183 Mr I N Bucknell, Richmond, North Queensland, dated 6 June 1985
- 184 Mr & Mrs J R Hartmann, Guyra, New South Wales, dated 3 June 1985
- 185 Mr & Mrs A Davis, Baxter, Victoria, dated 9 June 1985
- 186 Mrs P A Webster, Heathcote, Victoria, dated 7 June 1985
- 187 Mrs N G Ralston, Baxter Victoria, dated 11 June 1985
- 188 Mr A D Cathie, Baxter, Victoria, undated
- 189 Mr & Mrs A Muller, Baxter, Victoria, undated
- 190 Mrs N Ryan, Catholic Women's League, Charlton, Victoria, dated 9 June 1985
- 191 Mrs J R Stainkey, Maxwellton, Queensland, dated 6 June 1985
- 192 Mr K Wellitch, Paynesville, Victoria, dated 9 June 1985
- 193 Mr T A Strahom, L.G.P.A., Tomingley, New South Wales, dated 29 May 1985
- 194 Mrs H G Hayden, Swan Reach, Victoria, dated 10 June 1985
- 195 Ms M Bannister, Red Cliffs, Victoria, dated 7 June 1985
- 196 Mrs J Burcholl, Baxter, Victoria, undated
- 197 Mrs T Digby, Baxter, Victoria, dated 10 June 1985
- 198 Mr G B Collins, Coonawarra, South Australia, dated 4 June 1985
- 199 Mrs H A Tranter, Queensland Diarymen's Organisation, Millaa Milla, Queensland, dated 9 June 1985

- 200 Ms D Clapp, Support Group for the Handicapped, Warrnambool, Victoria, undated
- 201 Mrs J Bell, Guyra, New South Wales, dated 11 June 1985
- 202 Mr M M Miller, Guyra, New South Wales, dated 11 June 1985
- 203 Mr & Mrs J R Hartmann, Guyra, New South Wales, dated 3 June 1985
- 204 Mr & Mrs A McDonald, Baxter, Victoria, dated 29 June 1985
- 205 Mrs K Clery, Towamba Progress Association, Towamba, New South Wales, dated 4 June 1985
- 206 Mr R G Ferguson, Shire Secretary, Shire of Waranga, Rushworth, Victoria, dated 11 June 1985
- 207 Mr F Walshe, Shire Secretary, Shire of Mansfield, Mansfield, Victoria, dated 12 June 1985
- 208 Mrs A Lawrence, Baxter, Victoria, dated 10 June 1985
- 209 Mr A K Rankin, Via Kyogle, New South Wales, dated 9 June 1985
- 210 Mrs B Fuller, Kempsey, New South Wales, undated
- 211 Mr J F Charlesworth, Heywood, Victoria, dated 12 June 1985
- 212 Ms M Dimsey, Baxter, Victoria, undated
- 213 Mr G L Wyland, Yaamba, Queensland, dated 11 June 1985
- 214 Mr G F Scott, Pomona, Queensland, dated 13 June 1985
- 215 Mr A De Vries, Baxter, Victoria, undated
- 216 Mr J Pickering, Shire Clerk, Shire of Irwin, Dongara, Western Australia, dated 12 June 1985
- 217 Mr K McLaughlin, Nimbin, New South Wales, dated 10 June 1985
- 218 Mrs V Bourke, Charlton, Victoria, dated 11 June 1985
- 219 Mrs B Corr, Belyando-Mt Coolin I.C.P.A., Collinsville, Queensland, dated 10 June 1985
- 220 Mr J Elvey, Shire Secretary, Shire of Yea, Yea, Victoria, dated 14 June 1985
- 221 Mr M R Humphreys, OEM & Mining Division, Wyong, New South Wales, dated 13 June 1985
- 222 Mr B J Wallis, Shire Secretary, Shire of Pakenham, Pakenham, Victoria, dated 12 June 1985

- 223 Mr A G Stringer, Shire Clerk, Shire of Gunning, Gunning, New South Wales, dated 14 June 1985
- 224 Mr W Bullock, Baxter, Victoria, dated 13 June 1985
- 225 Mrs J Bullock, Baxter, Victoria, dated 13 June 1985
- 226 Mrs K Morton, Charlton, Victoria, dated 15 June 1985
- 227 Mr W E Maddock, Moorine Rock, Western Australia, dated 13 June 1985
- 228 Mr T A Perkin, Baxter, Victoria, dated 16 June 1985
- 229 Mr M Tubb, A.A.I.M., Ballarat Development Committee, Ballarat, Victoria, dated 14 June 1985
- 230 Mr P Colvin, Guyra, New South Wales, dated 16 June 1985
- 231 Mrs I Neill, Tullamore and District Progress Association, Tullamore, New South Wales, dated 15 June 1985
- 232 Mr W Landsey, Tomingley, New South Wales, undated
- 233 Mrs A K Kealy, Coleraine & District Old People's Welfare Committee, Coleraine, Victoria, dated 14 June 1985
- 234 Mrs C Phelps, Rowena, New South Wales, dated 14 June 1985
- 235 Ms C A Brown, Chamber Secretary, Deniliquin Chamber of Commerce, Deniliquin, New South Wales, dated 17 June 1985
- 236 Mrs R Kenny, The Lower Belyando Progress Association, Charters Towers, Queensland, dated 14 June 1985
- 237 Mr/Ms G Fathers, Charlton, Victoria, undated
- 238 Mrs D J Buchan, Gunningbland, New South Wales, dated 17 June 1985
- 239 Mr P Schmieded, A.A.I.M., Gren Gables Chalet, Warburton, Victoria, dated 17 June 1985
- 240 Mrs J Tjelland, Somers, Victoria, dated 17 June 1985
- 241 The Hon H Allison, Member for Mount Gambier, Mount Gambier, South Australia, dated 13 June 1985
- 242 Mrs D Welk, Kalgoorlie, Western Australia, undated
- 243 Mr G Sounness, Borden, Western Australia, dated 14 June 1985
- 244 Mr/Ms P Campbell, Rosebud West, Victoria, undated
- 245 Mrs J Vincent, Bairnsdale, Victoria, dated 17 June 1985

- 246 Mr R J Burton, Town Clerk and Chief Executive Officer, Bendigo, Victoria, dated 17 June 1985
- 247 Miss J Digby, Baxter, Victoria, undated
- 248 Mr R W Cunnington, Victorian Farmers & Graziers Association, Via Lavers Hill, Victoria, dated 14 June 1985
- 249 Mrs E A Provis, Baxter, Victoria, undated
- 250 Mrs G G Irvine, Baxter, Victoria, undated
- 251 Mr/Ms R A Harvey, Guyra, New South Wales, dated 10 June 1985
- 252 Mr W J Atkin, Wandsworth Progress Association, Guyra, New South Wales, undated
- 253 Mr P W Hewitt, Biala & District Progress Association, Gunning, New South Wales, dated 17 June 1985
- 254 Mr/Ms J R Hayter, Guyra, New South Wales, dated 10 June 1985
- 255 Mr V Kingsley, Shipshape Chandlery & Tackle, Port Douglas, Queensland, dated 17 June 1985
- 256 Mrs K Clarke, Blackburn South, Victoria, dated 12 June 1985
- 257 Mr J Stewart-Moore, Hughenden, Queensland, dated 15 June 1985
- 258 Mrs J B Reilly, Nelungaloo, New South Wales, dated 17 June 1985
- 259 Mrs M Mahood, Via Nebo, Queensland, dated 18 June 1985
- 260 Mr E Bryce, Winton, Queensland, dated 19 June 1985
- 261 Mrs J M Burns, Balnarring, Victoria, dated 18 June 1985
- 262 Mr P R Carthew, Carthew & Travaglini (Aust) Pty Ltd, Ararat, Victoria, dated 18 June 1985
- 263 Mr/Ms D E Back, Hughenden, North Queensland, dated 17 June 1985
- 264 Mrs V Glanville, Baxter, Victoria, undated
- 265 Mr A T Seymour, Leura, New South Wales, dated 13 June 1985
- 266 Mrs C H Fechner, Baxter, Victoria, dated 19 June 1985
- 267 Mr & Mrs V Morley, Baxter, Victoria, dated 21 June 1985
- 268 Mr D A Elder, Kamarah Branch, L.G.P.A., Kamarah, New South Wales, dated 20 June 1985
- 269 Fr T Brennan, MSC, Tiwi Land Council, Bathurst Island, Northern Territory, dated 17 June 1985

- 270 Mrs E Ross, Baxter, Victoria, dated 18 June 1985
- 271 Mrs M J Dawon, Rosebud West, Victoria, dated 17 June 1985
- 272 Mr B R Greaves, Corangamite Regional Library Service, Colac, Victoria, dated 19 June 1985
- 273 Mrs J Sorensen, Moree, New South Wales, dated 20 June 1985
- 274 CONFIDENTIAL SUBMISSION
- 275 Mr J Lawrence, Via Broken Hill, New South Wales, dated 19 June 1985
- 276 Mr T B Parker, Shire Clerk, Murray Shire Council, Mathoura, New South Wales, dated 21 June 1985
- 277 Mr & Mrs G Richmond, Watchem, Victoria, undated
- 278 Mrs A J Chivers, Bealiba, Victoria, dated 17 June 1985
- 279 Mr & Mrs E Rayner, Baxter, Victoria, undated
- 280 Mr/Ms B R Hooper, Gunningbland, New South Wales, dated 15 June 1985
- 281 Ms J McNamara, Stamford Via Hughenden, Queensland, dated 19 June 1985
- 282 Mrs M Anderson, Collaton Pastoral Co Pty Ltd, Lockhart, New South Wales, dated 20 June 1985
- 283 Mrs L Anning, Richmond Rural Telephone Subscribers Association, Richmond, Queensland, dated 1 June 1985
- 284 Mr B R Cockayne, Town Clerk, Municipality of Deniliquin, Deniliquin, New South Wales, dated 20 June 1985
- 285 Mrs M Koch-Emery, Marlborough, Queensland, dated 20 June 1985
- 286 Mr G Coulter, Bowraville, New South Wales, undated
- 287 Mr S Hughes, Fabrication Steel Mains Pty Ltd, Berkeley Vale West, New South Wales, dated 19 June 1985
- 288 Mr R J Towler, Shire of Minhamite, Hawkesdale, Victoria, dated 19 June 1985
- 289 Mrs J S Jones, Marlborough, Queensland, dated 20 June 1985
- 290 Mr & Mrs N V Mills, Morinish, Via Rockhampton, Queensland, dated 20 June 1985
- 291 Mrs P Pownall, Cermont Branch R.T.S.A., Nebo, Queensland, dated 20 June 1985
- 292 Miss D Rogerson, Baxter, Victoria, dated 14 June 1985

- 293 Ms V Peacock, Baxter, dated 14 June 1985
- 294 Mrs I B Farrer, Ivanhoe Branch, L.G.P.A., Ivanhoe, New South Wales, dated 24 June 1985
- 295 Mr & Mrs R Harvy, Via Broken Hill, New South Wales, dated 19 June 1985
- 296 Mrs I Wynne, Cloncurry, Queensland, undated
- 297 Mr M W Holloway, Flinders Island, Tasmania, dated 11 June 1985
- 298 Mr & Mrs C W Gall, Blackall, Queensland, dated 18 June 1985
- 299 The Ogg & Simson Families, Winton, Queensland, undated
- 300 Miss M Erwin, Baxter, Victoria, dated 24 June 1985
- 301 Mr/Ms M J Miller, Baxter, Victoria, undated
- 302 Mr/Ms A D Brodie, Corfield, Queensland, dated 23 June 1985
- 303 Mrs L Murray, Baxter, Victoria, undated
- 304 Ms E E Filmer, Baxter, Victoria, dated 23 June 1985
- 305 Mr/Ms R E Barrett, Ogmoo, Queensland, dated 22 June 1985
- 306 Mr/Ms J B McCabe, Borden, Western Australia, dated 21 June 1985
- 307 Mr P Mai, Mt Beauty & District Chamber of Commerce, Mount Beauty, Victoria, dated 20 June 1985
- 308 Mrs B E Knudsey, Baxter, Victoria, dated 22 June 1985
- 309 Mrs G Warner, Waikerie, South Australia, dated 17 June 1985
- 310 Mr P Knowles, Winton, Queensland, dated 24 June 1985
- 311 Mrs E Dunford, Gunningbland, New South Wales, dated 24 June 1985
- 312 Mrs M A Moore, Capricornia Division Queensland Country Women's Association, Marlborough, Queensland, dated 22 June 1985
- 313 Mrs P Spann, Rockhampton, Queensland, undated
- 314 Mrs M M Belleville, Catholic Womens League, Watchem, Victoria, dated 24 June 1985
- 315 Mrs D Barton, Baxter, Victoria, dated 22 June 1985
- 316 Mr T M McKeon, Hillston Branch, The Livestock and Grain Producers' Association, Hillston, New South Wales, dated 24 June 1985

- 317 Mrs L Greenaway, Taree, New South Wales, dated 21 June 1985
- 318 Mr A L Cassidy, Safety Beach, Victoria, undated
- 319 The Moore Family, Marlborough, Queensland, dated 22 June 1985
- 320 Mr/Ms C W Redman, Balnarring, Victoria, dated 24 June 1985
- 321 Mr H R Day, Ardlethan Branch, L.G.P.A., Ardlethan, New South Wales, 2665 dated 24 June 1985
- 322 Mrs H M Butcher, Bodallin, Western Australia, dated 18 June 1985
- 323 Mr P R Schulze, Councillor, Municipality of Queenstown, Queenstown, Tasmania, dated 20 June 1985
- 324 Mr M J Quinn, Cygnet Merchants Association, Cygnet, Tasmania, dated 20 June 1985
- 325 Mr R Schofield, Oberne Valley Progress Association, Tarcutta, New South Wales, dated 25 June 1985
- 326 Mr/Ms L K Moore, Tarcutta, New South Wales, dated 14 June 1985
- 327 Mr J R Conachan, Duaringa, Queensland, dated 22 June 1985
- 328 Mrs A Lewis, Neridup-Merivale P.I.A., Esperence, Western Australia, dated 24 June 1985
- 329 Mrs M G Leithhead, Baxter, Victoria, dated 23 June 1985
- 330 Mrs M Nolan, Harrow, Victoria, dated 25 June 1985
- 331 Mrs D A Hill, Junee Branch, C.W.A., Junee, New South Wales, dated 25 June 1985
- 332 Mrs E L Jones, Baxter, Victoria, dated 24 June 1985
- 333 Mrs V Nunan, Charlton, Victoria, dated 24 June 1985
- 334 Mrs C Young, Patchewollock, Victoria, dated 24 June 1985
- 335 Ms I M Reeve & Mr/Ms J E Kinch, Wynyard, Tasmania, dated 24 June 1985
- 336 Mr P McNamara, Hughenden, Queensland, dated 18 June 1985
- 337 Mr & Mrs W T Harris, Richmond, Queensland, undated
- 338 The Wagner Family, Penguin, Tasmania, dated 20 June 1985
- 339 CONFIDENTIAL SUBMISSION
- 340 Mrs L E Cluff, Winton, Queensland, undated

- 341 Mrs J Byrnes, Rupanyup, Victoria, dated 17 June 1985
- 342 Mr & Mrs B X Drum, Banyena Via Rupanyup, Victoria, dated 18 June 1985
- 343 Mrs O L Brauer, Lavers Hill & District Progress Association, Lavers Hill, Victoria, dated 22 June 1985
- 344 Mr E L Alcorn, Shire Clerk, Tambo Shire Council, Tambo, Queensland, dated 25 June 1985
- 345 Mr/Ms J A Kelly, Meningie, South Australia, undated
- 346 Mrs J Rushton, Dover, Tasmania, dated 25 June 1985
- 347 Mrs K Burchell, Rupanyup, Victoria, dated 14 June 1985
- 348 Mrs F Drum, Rupanyup, Victoria, dated 11 June 1985
- 349 Mr R D Sterling, Warburton Primary School, Warburton, Victoria, dated 24 June 1985
- 350 Mrs S M Cooper, Ogmore Town and District Progress Association, Ogmore, Queensland, dated 24 June 1985
- 351 Mr J K Dancocks, Shire of Wannon, Coleraine, Victoria, dated 24 June 1985
- 352 Mr R L Ward, Swansea, Tasmania, dated 20 June 1985
- 353 Messrs McMaster, Whittle & Thorn, Bungunya, Queensland, dated 24 June 1985
- 354 Mr J Penrose, Waikerie, South Australia, dated 25 June 1985
- 355 Mrs W B R Davidson, Winton, Queensland, dated 24 June 1985
- 356 Mr J S Dawson, Shire Clerk, Wyong Shire Council, Wyong, New South Wales, dated 25 June 1985
- 357 Mrs M L Ivey, C.W.A. of W.A. Inc., Bodallin, Western Australia, dated 19 June 1985
- 358 Mrs O M Phillot, Winton, Queensland, dated 21 June 1985
- 359 Ms J J Gowing, JP, Winton, Queensland dated 22 June 1985
- 360 Mr/Ms M K Tranby White, Winton, Queensland, dated 22 June 1985
- 361 Mr L J Doherty, MacKenzie River Exchange Subscribers Committee, Dingo, Queensland, dated 21 June 1985
- 362 Mrs C Yetman, Patchewollock, Victoria, undated
- 363 Mr S Brown, East Warburton, Victoria, dated 24 June 1985

- 364 Ms C Phillips, F.A.S.C. Goulburn, Shepparton, Victoria, dated 21 June 1985
- 365 Mrs M Terry, Rural Telephone Subscribers Association, Hughenden Branch, Hughenden, Queensland, dated 20 June 1985
- 366 Mr J Paterson, Signs Publishing Company, Warburton, Victoria, dated 26 June 1985
- 367 Mr A L Jack, Aakronite Australia, Wyong, New South Wales, dated 24 June 1985
- 368 Mr W P Parker, Arrilalah Telephone Syndicate, Longreach, Queensland, dated 21 June 1985
- 369 Mrs L MacDonald, Natoinal Executive Rural Telephone Subscribers' Association, Blackall, Queensland, dated 21 June 1985
- 370 Mr G C Wedgewood, Primary Industry Association of Western Australia, Perth, Western Australia, undated
- 371 Mrs R J Hogan, Nullawil, Victoria, undated
- 372 Mr B Winspear, Bicheno Community Development Association, Bicheno, Tasmania, undated
- 373 Mr R L Greg, Shire Secretary, Shire of Mirboo, Mirboo North, Victoria, dated 26 June 1985
- 374 Mr G Dawson, Portland Development Committee, Portland, Victoria, dated 26 June 1985
- 375 Mrs J H Penny, Baxter, Victoria, undated
- 376 Ms S McInness, Victoria Valley, Victoria, undated
- 377 Clr K Fergusson, Spring Bay Municipality, Triabunna, Tasmania, dated 24 June 1985
- 378 Mr S Kent, Macarthur Branch, Victorian Farmers & Graziers Association, Macarthur, Victoria, undated
- 379 Mr C R Hodges, Gunning Gap Agricultural Bureau, Bogan Gate, New South Wales, dated 2 June 1985
- 380 Mr G D Martin, Bothwell, Tasmania, dated 27 June 1985
- 381 Ms J Clarke, Victoria Valley, Victoria, undated
- 382 Mrs K Katur, Walla Walla, New South Wales, undated
- 383 Mrs L Barry, Culgoa Catholic Womens League, Culgoa, Victoria, dated 25 June 1985

- 384 Mrs H M Jansson, Phillip Island, Victoria, dated 25 June 1985
- 385 Mrs K Carmody, Charlton, Victoria, undated
- 386 Mr/Ms W H Johnson, Baxter, Victoria, dated 26 June 1985
- 387 Mrs D Robinson, Swan Reach C.W.A., Swan Reach, Victoria, dated 24 June 1985
- 388 Ms N J Thomas, Baxter, Victoria, dated 25 June 1985
- 389 Mrs D J McIntyre, Ouyen, Victoria, undated
- 390 Mr R J Franzmann, Shire of Flinders, Hughenden, Queensland, dated 26 June 1985
- 391 Mr T J Barrington, Shire of Huntly, Huntly, Victoria, dated 26 June 1985
- 392 Mrs S McDonald, Queanbeyan, New South Wales, dated 25 June 1985
- 393 Ms C Malloy, Skipton, Victoria, dated 21 June 1985
- 394 Mr T Budge, Loddon-Mallee Regional TAFE Board, Bendigo, Victoria, dated 21 June 1985
- 395 Mr C N Campbell, Stawell, Victoria, undated
- 396 Mr/Ms L L Heaven, Blanchetown, South Australia, undated
- 397 Mrs D Hargreaves, The Manning Village Residents' Club, Baxter, Victoria, dated 22 June 1985
- 398 Mr E W Gully, Durant Food Services, Auburn, New South Wales, dated 31 May 1985
- 399 Mrs J Angel, Kunwarara, Queensland, dated 25 June 1985
- 400 Mr R Carlyle, Cardarga District Telephone Subscribers Group, Chinchilla, Queensland, dated 22 June 1985
- 401 Mr A McDowall, Meandarra, Queensland, dated 26 June 1985
- 402 Mr O Holcombe, Meandarra N.P.A. Branch, Meandarra, Queensland, dated 26 June 1985
- 403 Mr J Bignell, Bothwell, Tasmania, dated 26 June 1985
- 404 Mr I Harris, Upper Murray Regional Consultative Council, Wodonga, Victoria, dated 28 June 1985
- 405 Mr D McKenzie, Barcaldine, Queensland, dated 26 June 1985
- 406 Mr C Logan, Wideline Pty Ltd, Wyong, New South Wales, dated 26 June 1985

- 407 Mr R G L'Estrange, Tambo, Queensland, undated
- 408 Dr M R Jones, Barwon Regional Consultative Council, Geelong, Victoria, dated 28 June 1985
- 409 Ms W Pearce, Rosbud, Victoria, dated 24 June 1985
- 410 Ms A Nemeth, Chevron Island, Queensland, dated 26 June 1985
- 411 Dr C Miller, Taree, New South Wales, dated 28 June 1985
- 412 Mrs S A Parker, Stawell, Victoria, dated 26 June 1985
- 413 Mr P N Lewis, Swansea Chamber of Commerce, Swansea, Tasmania, dated 26 June 1985
- 414 Mr G R Gibson, Trangie, New South Wales, dated 25 June 1985
- 415 Mr M Klarenbeek, Council Clerk, Municipality of King Island, King Island, Tasmania, dated 27 June 1985
- 416 Mr A G Newton, Shire of Hampden, Camperdown, Victoria, dated 27 June 1985
- 417 The O'Connell Family, Winton, Queensland, dated 24 June 1985
- 418 Mr G C Bartlett, Warburton & District Chamber of Commerce & Industry, Warburton, Victoria, dated 27 June 1985
- 419 Mrs K M Nicholson, Winton, Queensland, dated 24 June 1985
- 420 Mr W D Turner, The Graziers' Association of South-Eastern Queensland, Talwood/Bungunya District Branch, Talwood, Queensland, dated 26 June 1985
- 421 Mr & Mrs R E Martin, Condobolin, New South Wales, dated 26 June 1985
- 422 Mr & Mrs J A Isotalo, Gingin West, Western Australia, dated 21 June 1985
- 423 Ms M Wood, Baxter, Victoria, dated 25 June 1985
- 424 Mr/Ms R Whitaker, Baxter, Victoria, dated 19 June 1985
- 425 Mr/Ms A R Muir, Quandialla, New South Wales, dated 24 June 1985
- 426 Mrs M Hay, Glenelg Regional Council for Disabled, Warrnambool, Victoria, dated 28 June 1985
- 427 Mr/Ms M Furborough, Cranbourne, Victoria, dated 24 June 1985
- 428 Mrs M J Kent, Macarthur, Victoria, dated 26 June 1985
- 429 Ms B M Tapper, Glenelg Regional Library Service, Hamilton, Victoria, dated 26 June 1985

- 430 Mrs A Beetson, Winton, Queensland, dated 24 June 1985
- 431 Mrs G O'Shannessy, Rupanyup, Victoria, dated 25 June 1985
- 432 Mr & Mrs T G O'Shannessy, Rupanyup, Victoria, dated 24 June 1985
- 433 The Residents (C/- Mrs A A Holloway), Whitemark, Flinders Island, Tasmania, dated 25 June 1985
- 434 Mrs J Martin, Jandowae, Queensland, dated 26 June 1985
- 435 Mrs C Webster, Hordern Vale, Victoria, dated 25 June 1985
- 436 Mrs E Roberts, Enngonia Sub-Branch, L.G.P.A., Bourke, New South Wales, dated 22 June 1985
- 437 Mr D C Burns, Wilburn Investments Pty Ltd, Balnarring, Victoria, dated 25 June 1985
- 438 Mrs B Melican, Litchfield, Via Donald, Victoria, dated 26 June 1985
- 439 Mr/Ms H R FitzSimmons, Shepparton, Victoria, dated 25 June 1985
- 440 Mr G P Redman, Council Clerk, Municipality of Ross, Ross, Tasmania, dated 26 June 1985
- 441 Mr K G Worsley, Council Clerk, Municipality of Flinder, Whitemark, Flinders Island, Tasmania, dated 26 June 1985
- 442 Mrs H Poulsen, Aireys Inlet Primary School, Aireys Inlet, Victoria, undated
- 443 Mr & Mrs D C Elem, Barcaldine, Queensland, dated 26 June 1985
- 444 Mrs J D Hann, Billata, New South Wales, dated 26 June 1985
- 445 Mrs M M Olive, Marlborough, Queensland, dated 21 June 1985
- 446 Mrs J Van Der Koogh, Moe, Victoria, dated 25 June 1985
- 447 Mr B Goodman, Baralaba, Queensland, dated 24 June 1985
- 448 Mrs A Phillott, Winton, Queensland, dated 26 June 1985
- 449 Mr J G Foley, Shire Clerk, Council of the Shire of Wentworth, Wentworth, New South Wales, dated 27 June 1985
- 450 Mr A W Lambert, Shire Clerk, Belyando Shire Council, Clermont, Queensland, dated 27 June 1985
- 451 Ms L M Jones, A/g Town Clerk, City of Benalla, Benalla, Victoria, dated 28 June 1985
- 452 The Residents (C/- Mrs A A Holloway), Whitemark, Flinders Island, Tasmania, dated 25 June 1985

- 453 Mr/Ms P J Elliott, PMB Winton, Queensland, dated 25 June 1985
- 454 The Doneley Family, Dalby, Queensland, dated 25 June 1985
- 455 Mrs M H Henn, Clermont, Queensland, undated
- 456 Mrs M S Oldfield, Bourke, New South Wales, dated 26 June 1985
- 457 Mrs S Greenup, Marlborough National Party Branch, Alton Downs, Queensland, undated
- 458 Mr/Ms A Pattison, Patchewollock, Victoria, undated
- 459 The Residents (C/- Mrs A A Holloway), Whitemark, Flinders Island, Tasmania, dated 25 June 1985
- 460 The Residents (C/- Mrs A A Holloway), Whitemark, Flinders Island, Tasmania, dated 25 June 1985
- 461 The Residents (C/- Mrs A A Holloway), Whitemark, Flinders Island, Tasmania, dated 25 June 1985
- 462 Mrs L Holloway, Whitemark, Flinders Island, Tasmania, dated 28 June 1985
- 463 Mr I Cave, Wye River, Victoria, dated 26 June 1985
- 464 Mr L H & E J Eva, Brookton, Western Australia, dated 24 June 1985
- 465 Mr & Mrs G E Moore, Winton, Queensland, dated 24 June 1985
- 466 Mr J Warner, Isolated Childrens Parents Association, Talwood, Queensland, dated 25 June 1985
- 467 Mr K H Cleaver, Council Clerk, Municipality of Glamorgan, Swansea, Tasmania, dated 27 June 1985
- 468 Mr/Ms P G North, Queenstown, Tasmania, dated 28 June 1985
- 469 Mr R P Tilbrook, Whalers Haven Pty Ltd, The Bluff, Via Victor Harbor, South Australia, dated 28 June 1985
- 470 Mrs R Peddle, Flinders Island, Tasmania, dated 24 June 1985
- 471 Mrs K Mull, Eskdale, Victoria, undated
- 472 Mr R Holmes, Queenstown, Tasmania, dated 25 June 1985
- 473 Mrs J M Mims, Queensland Cuncil I.C.P.A., Longreach, Queensland, dated 26 June 1985
- 474 Mrs M Forgie, Billimari, Via Canowindra, New South Wales, undated
- 475 Mrs E McPaul, Towamba, Via Bega, New South Wales, undated

- 476 Mr W Shaw, Goulburn Valley Region Employment Development Board, Shepparton, Victoria, dated 28 June 1985
- 477 Mr G M McMahon, Australian Telecommunications Users Group, Milsons Point, New South Wales, dated 28 June 1986
- 478 Mr V J Barron, Tasmanian Chamber of Commerce, Hobart, Tasmania, dated 1 July 1985
- 479 Mrs B J Ryan, Tooraweenah, New South Wales, dated 27 June 1985
- 480 Mrs N R Elliott, Corfield, Queensland, dated 25 June 1985
- 481 Ms J A Honner, Port Kenny, South Australia, dated 27 June 1985
- 482 Mr/Ms M Bailey, Inverell, New South Wales, dated 21 June 1985
- 483 Ms N Turner, Moramlie Station, Via Broken Hill, New South Wales, dated 26 June 1985
- 484 Ms J Wood & Mr H Ermacora, Koonyum Range, Via Mullumbimby, New South Wales, dated 30 June 1985
- 485 Mr/Ms A J Williamson & Y A Podd, Victor Harbour, South Australia, dated 2 July 1985
- 486 Mrs F Varga, Isolation Children's Parents' Association, Northern Territory State Council, Alice Springs, Northern Territory, dated 24 June 1985
- 487 Mr/Ms N F Stringer, Boort, Victoria, dated 27 June 1985
- 488 Mr B McNamara, National Party of Australia, Bell Branch, Bell, Queensland, dated 27 June 1985
- 489 Mr J S Parish, Flinders Island, Tasmania, dated 30 June 1985
- 490 Mr K N Wilson, Shire Secretary, Shire of Mount Rouse, Penshurst, Victoria, dated 1 July 1985
- 491 Ms V Nunan, Oodnadatta Progress Association, Oodnadatta, South Australia, dated 25 June 1985
- 492 CONFIDENTIAL SUBMISSION
- 493 Mr C Hamilton, Londonderry Welding Service, Londonderry, New South Wales, dated 28 June 1985
- 494 Mr T R Nossal, Exoweld Pty Ltd, Wyong, New South Wales, dated 28 June 1985
- 495 Mr G Brownsdon, National Party of Australia, Yeppoon, Queensland, undated

- 496 Mr W J B Pollock, Telecom Australia, Melbourne, Victoria, dated 5 July 1985
- 497 Mr A J Hubbard, Shire of Upper Yarra, Yarra Junction, Victoria, dated 3 July 1985
- 498 Mr A H Rank, Nebo, Queensland, undated
- 499 Mrs N M Brennan, Birchip, Victoria, dated 24 June 1985
- 500 Mr C P Carracher, Minimay, Victoria, dated 4 July 1985
- 501 Mr G de Vanharasz, Hastings Rural Residents Association, Kendall, New South Wales, dated 2 July 1985
- 502 Mr O B Campbell, Monto, Queensland, dated 28 June 1985
- 503 Mrs G Walton, Isolated Children's Parents' Association, Hyden, Western Australia, dated 25 June 1985
- 504 Mr R J Perkin, Town Clerk, City of Maryborough, Maryborough, Victoria, dated 3 July 1985
- 505 The Residents (C/- Mrs A A Holloway), Whitemark, Flinders Island, Tasmania, dated 25 June 1985
- 506 The Residents (C/- Mrs A A Holloway), Whitemark, Flinders Island, Tasmania, dated 25 June 1985
- 507 Mr J Carter, Scottsdale, Tasmania, dated 3 July 1985
- 508 Mrs P McGaw, Via Crookwell, New South Wales, dated 27 June 1985
- 509 Mr J Lissaman, Moleton, Via Lowanna, New South Wales, dated 3 July 1985
- 510 Mrs A E Dickson, Horsham, Victoria, dated 4 July 1985
- 511 Ms W Bray, Upper Murray Regional Consultative Council, Wodonga, Victoria, dated 4 July 1985
- 512 Mrs R Porter, Booroorban, New South Wales, dated 9 July 1985
- 513 Mr M J O'Reilly, Shire Clerk, Moree Plains Shire Council, Moree, New South Wales, dated 8 July 1985
- 514 Mr M Hodgson, Australian Natoinal Lifeline, Sydney, New South Wales, undated
- 515 Mr A Giblin, Lifeline Central West, Bathurst, New South Wales, undated
- 516 Mrs K Morrissey, Mt Magnet, Western Australia, undated

- 517 Mr B F Carne, Shire Secretary, Shire of Romsey, Romsey, Victoria, dated 9 July 1985
- 518 Mr A Lamb, Federal Member for Streeton, Mooroolbark, Victoria, dated 3 July 1985
- 519 Mr P N McIntosh, Shire Secretary, Shire of Pyalong, Pyalong, Victoria, dated 11 July 1985
- 520 Mr R Walker, Elaine, Victoria, dated 11 July 1985
- 521 Mr D Hutton, Town Clerk, Town of Stawell, Stawell, Victoria, dated 11 July 1985
- 522 Mrs S Crowley, Minimay, Victoria, dated 8 July 1985
- 523 Mr K L Forster, Edenhope, Victoria, undated
- 524 Mr R Farley, Cattlemen's Union, Queensland Division, Rockhampton, Queensland, dated 12 July 1985
- 525 Mr & Mrs K H Gowling, Tintinara, South Australia, dated 14 July 1985
- 526 Ms C C Chamberlain, Newmont Holdings Pty Ltd, Telfer, Western Australia, dated 11 July 1985
- 527 Mr T J Rudkins, A/g Shire Secretary, Shire of Tullarop, Maryborough, Victoria, dated 12 July 1985
- 528 Mr T C Mackey, Department of Primary Industry, Canberra, Australian Capital Territory, dated 17 July 1985
- 529 Mr G Hargreaves, Tottenham, New South Wales, dated 18 July 1985
- 530 Mrs M Nolan, Connors Range/Isaac River Rural Subscribers Committee, Sarina, Queensland, undated
- 531 Mr P Mangan, Shire Secretary, Shire of Avoca, Avoca, Victoria, dated 18 July 1985
- 532 Mr S Madex, Glenelg Regional Consultative Council, Warrnambool, Victoria, dated 16 July 1985
- 533 Ms C Todd, Lifeline Warrnambool Incorporated, Warrnambool, Victoria, dated 28 June 1985
- 534 Mr/Ms C Clarke, Maryknoll Progress Association, Maryknoll, Victoria, dated 14 July 1985
- 535 The New South Wales Government, Sydney, New South Wales, dated 11 July 1985
- 536 Mr R Clegg & Mr O Burgoyne, Tottenham Community Welfare, Tottenham, New South Wales, dated 22 July 1985

- 537 Mr O Burgoyne & Mr R Clegg, Myamley Rural Automatic Exchange, Tottenham, New South Wales, dated 22 July 1985
- 538 Ms M J Gibson, MBE, Emerald Chamber of Commerce, Emerald, Queensland, dated 4 July 1985
- 539 Mrs P Keill, Country Women's Association of New South Wales, Pott's Point, New South Wales, dated 15 July 1985
- 540 Mrs D F Turner, Yetholme and District Progress Association, Yetholme, New South Wales, dated 20 July 1985
- 541 Mr T M Shanahan, The Country Shire Councils' Association of W.A. (Inc), Perth, Western Australia, dated 25 July 1985
- 542 Mr L A Fuller, Shire Clerk, Shrie of Parry, Tamworth, New South Wales, dated 19 July 1985
- 543 Mr A Priddle, Green Triangle Council for Regional Development, Mount Gambier, South Australia, dated 26 July 1985
- 544 Mrs K C Wundke, Brinkworth, South Australia, dated 24 July 1985
- 545 Mr R B Lansdown, Department of Communications, Belconnen, Australian Capital Territory, dated 25 July 1985
- 546 Mr H Moxham, The Livestock and Grain Producers' Association of New South Wales, Sydney, New South Wales, dated 24 July 1985
- 547 Northern Territory Government, dated 5 July 1985
- 548 Mr S E Greenall, Shire Secretary, Shire of Kara Kara, St Arnaud, Victoria, dated 24 July 1985
- 549 Ms A Knight, Central Highlands Regional Consultative Council Community Programs, Ballarat, Victoria, dated 29 July 1985
- 550 Mr A Stewart, Loddon-Campaspe Regional Consultative Council, Bendigo, Victoria, dated 30 July 1985
- 551 Mr/Ms M Burge, Bathurst, New South Wales, dated 31 July 1985
- 552 Mrs K Bentley, Morgan, South Australia, dated 31 July 1985
- 553 Mr/Ms C S Maloney, Karcultaby Area School, Minnipa, South Australia, dated 5 August 1985
- 554 Mr L O Bancroft, Eidsvold, Queensland, dated 2 August 1985
- 555 Ms L M Lowndes, Camperdown District Community Services Network, Camperdown, Victoria, dated 8 August 1985
- 556 Mrs M L Cutbush, Busselton, Western Australia, dated 9 August 1985

- 557 Mr R J Brewster, R.S.L. Sub Branch, Rosebud, Victoria, undated
- 558 Mr/Ms M D Conran, Busselton, Western Australia, dated 11 August 1985
- 559 Mr/Ms E W Busby, Nillup, Western Australia, dated 12 August 1985
- 560 Mr J E Byles, Yetholme Bushfire Brigade, Yetholme, New South Wales, dated 6 August 1985
- 561 Mr E J Haggett, Busselton, Western Australia, dated 10 August 1985
- 562 Mr J Johnson, Shire Secretary, Shire of Ballan, Ballan, Victoria, dated 12 August 1985
- 563 Mr J K Giovanetti, Shire Secretary, Shire of Charlton, Charlton, Victoria, dated 13 August 1985
- 564 Mrs H Withers, Isolated Children's Parents' Association, Wentworth, New South Wales, dated 13 August 1985
- 565 Ms V Fowler, Parents Without Partners (Australia) Inc., Victoria Branch, Melbourne, Victoria, dated 7 August
- 566 Mr/Ms S McNamara, Teelba Progress Association, Glenmorgan, Queensland, dated 26 July 1985
- 567 Mr B Kempe, Emerald, Queensland, dated 21 August 1985
- 568 The Western Australian Government, Perth, Western Australia, dated 14 August 1985
- 569 Mr R J Trott, Peninsula Regional Library Service, Rosebud, Victoria, dated 13 August 1985
- 570 Mr J C Bannon, Premier of South Australia, Adelaide, South Australia, dated 9 August 1985
- 571 Mr R Clegg & Mr O Burgoyne, Tottenham, New South Wales, undated
- 572 Mr P J Pay, Acting Shire Secretary, Shire of Buninyong, Buninyong, Victoria, dated 20 August 1985
- 573 Mr L J Doherty, Mackenzie River Exchange Subscribers Committee, Dingo, Queensland, dated 18 August 1985
- 574 Mr J R Conachan, Duaringa, Queensland, undated
- 575 Mrs P Perrett, Rolleston, Queensland, dated 28 September 1985
- 576 Mr W L Elliott, Rolleston, Queensland, dated 30 September 1985
- 577 Mrs R Carson, South Western Division, Queensland Country Women's Association, Dirranbandi, Queensland, dated 28 August 1985

- 578 Mr K J Coventry, The District Council of Murray Bridge, Murray Bridge, South Australia, dated 20 September 1985
- 579 Mr W Chittleborough, Frances, South Australia, dated 16 September 1985
- 580 Mr I Seymour, Lodden-Campaspe Regional Consultative Council, Bendigo, Victoria, dated 6 October 1985
- 581 Mr L J Acton, Capricornia Grazier's Association, North Rockhampton, Queensland, undated
- 582 Mr G C Brown, Duaringa, Queensland, dated 24 September 1985
- 583 Mrs J M Rackham, Baralaba, Queensland, dated 30 September 1985
- 584 The Hon V Lester, MLA, Minister for Employment and Industrial Relations, Brisbane, Queensland, for Mrs G Wyland, Yaamba, Queensland, dated 7 October 1985
- 585 Mr G L Wyland, Yaamba, Queensland, dated 9 October 1985
- 586 Mr G Brownsdon, Communications Committee of the Central Division, National Party of Australia, Yeppoon, Queensland, undated
- 587 Mrs S Anderson, Bingi, Via Moruya, New South Wales, dated 6 September 1985
- 588 Mr G K Trevaskis, Shire Secretary, Shire of Daylesford & Glenlyon, Daylesford, Victoria, dated 11 September 1985
- 589 Mr G C Bartlett, Warburton & District Chamber of Commerce & Industry, Warburton, Victoria, dated 25 September 1985
- 590 Mr B Hill, Millthorpe, New South Wales, dated 17 May 1985
- 591 Mrs C O'Brien, Mt Garnet, North Queensland, dated November 1985
- 592 Mr I Cameron, MP, Member for Maranoa, Dalby, Queensland, dated 9 April 1986
- 593 Mr M W Johnston, Shire Secretary, Shire of East Loddon, Serpentine, Victoria, dated 9 April 1986
- 594 Ms H Withers, Isolated Children's Parents' Association, Wentworth, New South Wales, dated 26 March 1986
- 595 J & S A Cush, Warialda, New South Wales, dated 1 April 1985
- 596 Mr/Ms F G Belle, Guyra, New South Wales, undated
- 597 Mr J M Brumby, MP, Member for Bendigo, Bendigo, Victoria, dated 7 April 1986

- 598 Mr J Warner, Isolated Children's Parents' Association, Vaucluse, New South Wales, dated 4 April 1986
- 599 Mr H Moxham, The Livestock and Grain Producers' Association of New South Wales, Sydney, New South Wales, dated 28 May 1986
- 600 Mr C Rogers, Tooraweenah, New South Wales, dated 2 June 1986

APPENDIX V

INQUIRY INTO TELECOM'S ZONAL AND CHARGING POLICIES
IN RURAL AND REMOTE AREAS

INDEX OF EXHIBITS

EXHIBIT NO.	DESCRIPTION
1.	Exhibit Darwin 17 October 1984 - Submission from Isolated Children's Parents' Association of the Northern Territory to Telecom Australia re Countrywide Calling
2.	Exhibit Darwin 17 October 1984 - Communications Survey conducted by Isolated Children's Parents' Association of the Northern Territory, 1983
3.	Exhibit Darwin 17 October 1984 - Map of N.T. Communications Systems provided by Isolated Children's Parents' Association of the Northern Territory
4.	Exhibit Darwin 17 October 1984 - Telecom Draft N.T. Remote Area Program provided by Isolated Children's Parents' Association of the Northern Territory
5a.	Exhibit Rosebud 14 August 1985 - Telecom account for Mr L W Green
5b.	Exhibit Rosebud 14 August 1985 - Telecom account for Mr A R & Mrs V M McAlpine
5c.	Exhibit Rosebud 14 August 1985 - Telecom account for Mrs E Harrison
6a.	Exhibit Rosebud 14 August 1985 - Letter from Lionel William Green and Betty Green
6b.	Exhibit Rosebud 14 August 1985 - Letter from Mrs V. McAlpine, Honorary Secretary, Mt Martha Combined Pensioners Association
7.	Exhibit Frankston 15 August 1985 - Telecom Advertisement re Call Charge Records
8.	Exhibit Frankston 15 August 1985 - Amended Age Update, Frankston Baptist Centre
9.	Exhibit Frankston 15 August 1985 - 4 maps of Westernport Region
10.	Exhibit Frankston 15 August 1985 - Westernport sociodemographic profile 1985

11. Exhibit Frankston 15 August 1985 - Letter from C Nelson
12. Exhibit - Letters sent to Mr R Chynoweth, M.P.
13. Exhibit Frankston 15 August 1985 - Copy of Submission from Derek R Giles to Phase 1 of Telecom inquiry
14. Exhibit Rockhampton 1 October 1985 - Map
15. Exhibit Rockhapmton 1 October 1985 - Telecom Questionnaire
16. Exhibit Rockhampton 1 October 1985 - Telecom letter regarding upgrading of service
17. Exhibit Rockhampton 1 October 1985 - Submission from Mrs Elsie Elias, Vice-President, Bauhinia Branch, Q.C.W.A.
18. Exhibit Richmond 2 October 1985 - Letter and map which provide a general overview of Telecom's arrangements in the Richmond area
19. Exhibit Richmond 2 October 1985 - Various Telecom papers
20. Exhibit Longreach 3 October 1985 - Map - Countrywide Calling zones in parts of Western Queensland
21. Exhibit Longreach 3 October 1985 - Diagram illustrating local call access over 116km
22. Exhibit Longreach 3 October 1985 - Newspaper cutout
23. Exhibit Longreach 3 October 1985 - Jimna Auto Phones paper
24. Exhibit Longreach 3 October 1985 - Newspaper cutouts
- 25a. Exhibit Charleville 4 October 1985 - ICPA booklet - 'School too far away?'
- 25b. Exhibit Charleville 4 October 1985 - ICPA booklet
- 25c. Exhibit Charleville 4 October 1985 - ICPA booklet - 'Pedals 1971-1981'
26. Exhibit Charleville 4 October 1985 - Letter from A J W Taylor
27. Exhibit Perth 21 October 1985 - Submission on Telecom STD Charges from Rockingham Chamber of Commerce
28. Exhibit Perth 21 October 1985 - Regional Map of Perth

29. Exhibit Darwin 24 October 1985 - Report on Communications Technology by the Select Committee of the Legislative Assembly of the Northern Territory
30. Exhibit Darwin 24 October 1985 - N.T. Community Profile - Communications
31. Exhibit Canberra 13 November 1985 - Submission from I.C.P.A. on Remote Area Satellite Communications prepared by Amos, Aked, Swift & Associates
32. Exhibit Canberra 13 November 1985 - Letter from J S Taylor, Telecom regarding amendment to Telecom Submission
33. Exhibit Canberra 13 November 1985 - Index of Attachments comparing the Telecommunications scenario in Australia with major overseas countries
34. Exhibit Canberra 13 November 1985 - Index of Attachments comparing some telecommunication charges with the Consumer Price Index and their evolution over the past 10 years
35. Exhibit Canberra 13 November 1985 - Attachment 17: 1984/85 Full operating costs - Queensland
36. Exhibit Canberra 13 November 1985 - Index of Attachments showing performance results in Country Areas
37. Exhibit Canberra 13 November 1985 - Attachment 22 - Countrywide Calling
- 38a. Exhibit Canberra 13 November 1985 - Rural and Remote Areas Program - Commercial Policies
- 38b. Exhibit Canberra 13 November 1985 - Rural and Remote Areas Program - Commercial Policies - Service Provision to Aboriginal and Islander Customers
- 38c. Exhibit Canberra 13 November 1985 - Rural and Remote Areas Program - Guidelines for Preliminary Environmental Assessment of Telecom DRCS
- 38d. Exhibit Canberra 13 November 1985 - Summary extract: Estimating DRCS traffic loading
39. Exhibit Canberra 13 November 1985 - Rural and Remote Customer Networks: Which technology and why?
40. Exhibit Canberra 20 November 1985 - Rural and Remote Telephone Services Survey

41. Exhibit Canberra 20 November 1985 - Telecom - Service and Business Outlook for 1985/86
- 42a. Exhibit Canberra 20 November 1985 - Organisation Chart - State Office, Queensland
- 42b. Exhibit Canberra 20 November 1985 - Organisation Chart - State Office, New South Wales
- 42c. Exhibit Canberra 20 November 1985 - Organisation Chart - Headquarters
- 42d. Exhibit Canberra 20 November 1985 - Organisation Chart - Headquarters (i) and (ii) Explanatory Notes
43. Exhibit Canberra 20 November 1985 - Photographs of P.P.E. lines
44. Exhibit Canberra 20 November 1985 - Maps - P.P.E. lines, S.W. Queensland
45. Exhibit Canberra 20 November 1985 - Telecom Guide to maintaining privately erected aerial telephone lines
46. Exhibit Canberra 20 November 1985 - Indication of Relationship between Capital Costs of Dedicated Customer Plant and Charges for Rural/Remote Services
47. Exhibit Armidale 25 March 1986 - 'Map of Local District'
48. Exhibit Armidale 25 March 1986 - 'Map of the Shire of Moree Plains'
49. Exhibit Armidale 25 March 1986 - 'Petition to the Minister for Communications'
50. Exhibit Armidale 25 March 1986 - 'Various Supporting Letters'
51. Exhibit Armidale 25 March 1986 - Telephone Account and Letter to the Minister for Communications
52. Exhibit Confidential - Hamilton 2 April 1986
53. Exhibit Hamilton 2 April 1986 - 'CLSI Quotations'
54. Exhibit Hamilton 2 April 1986 - 'Growing Together in the Green Triangle'
55. Exhibit Hamilton 2 April 1986 - 'Glenelg Regional Consultative Council Submission'

56. Exhibit Hamilton 2 April 1986 - "Glenelg Region Social Profile 1985 Supplement"
57. Exhibit Bendigo 3 April 1986 - 'Study of Telephone Traffic'
58. Exhibit Bendigo 3 April 1986 - Issues Relating to Rural and Urban Telecom Services in TAFE'
59. Exhibit Bendigo 3 April 1986 - Letter from Mr Michael John, MLA dated 3 April 1986.
60. Exhibit Bendigo 3 April 1986 - Map - Statistical Divisions of Victoria
61. Exhibit Bendigo 3 April 1986 - Letter from Clair Georgeson
62. Exhibit Bendigo 3 April 1986 - Letter from C R Georgeson dated 4 April 1986
63. Exhibit Bendigo 4 April 1986 - "Where Satellite Technology Gets Down to Business"
64. Exhibit Confidential Canberra 30 April 1986
65. Exhibit Confidential Canberra 30 April 1986
66. Exhibit Canberra 30 April 1986 - Information on Ways of Measuring Cross-subsidies dated 25 February 1986
67. Exhibit Canberra 30 April 1986 - Information on Mornington Peninsula dated 26 February 1986
68. Exhibit Canberra 30 April 1986 - Marketing Survey Conducted by Cameron McNamara Pty Ltd dated 7 March 1986
69. Exhibit Canberra 30 April 1986 - Background Information on Telecom's 008 Service dated 19 March 1986
70. Exhibit Canberra 30 April 1986 - Call Diversion Facilities dated 20 March 1986
71. Exhibit Confidential Canberra 21 May 1986
72. Exhibit Canberra 21 May 1986 - letter from Mr John Taylor to Mr David Simmons re low cost leased coin telephones dated 9 May 1986

73. Exhibit Canberra 21 May 1986 - letter from Mr John Taylor to Mr David Simmons re ultimate elimination of low grade privately owned telephone line construction dated 9 May 1986
74. Exhibit Canberra 21 May 1986 - letter from Mr John Taylor to Mr David Simmons re criteria used to define and select community service towns dated 9 May 1986
75. Exhibit Canberra 21 May 1986 - letter from Mr John Taylor to the Committee Secretary re information on the relativity between increases in call charges and average weekly earnings etc dated 9 May 1986
76. Exhibit Confidential Canberra 21 May 1986
77. Exhibit Confidential Canberra 28 May 1986
78. Exhibit Canberra 28 May 1986 'Northern Territory Development of Telecom's Network', undated
79. Exhibit Canberra 29 May 1986 - letter from Telecom entitled "Profitability Study", dated 23 May 1985
80. Exhibit Canberra 29 May 1986 - Telecom's Presentation Information
81. Exhibit Canberra 29 May 1986 - Ian Reineke, "The Effect of Telecom's Policies on Rural Subscribers"
82. Exhibit Canberra 29 May 1986 - letter from Telecom entitled Response to I.C.P.A. submission dated 23 May 1986
83. Exhibit Canberra 29 May 1986 - Document from Telecom "Progress on R.R.A.P.", dated 28 May 1986
84. Exhibit Flinders Island 28 July 1986 - Letter from Telecom Australia on cost and savings associated with the replacement of manual exchanges dated 11 June 1986
85. Exhibit Flinders Island 28 July 1986 - Letter from Telecom Australia on cost and revenue implications of certain call charging variations in country areas dated 5 July 1986
86. Exhibit Flinders Island 28 July 1986 - Letter from Telecom Australia on average affect on customers account of the introduction of Community Access 80 dated 13 June 1986
87. Exhibit Flinders Island 28 July 1986 - Letter from Department of Business, Technology and Communication Northern Territory Government dated 10 June 1986

88. Exhibit Confidential Flinders Island 28 July 1986
89. Exhibit Flinders Island 28 July 1986 - Letter from Telecom Australia on 'Which Technology and Why and Cost Comparisons between DRCS and Satellite systems dated 17 June 1986
90. Exhibit Flinders Island 28 July 1986 - Letter and news article from Telecom Australia on the Institute of Engineers Award dated 17 June 1986
91. Exhibit Flinders Island 28 July 1986 - Letter from Telecom Australia on Billing Information dated 24 March 1986
92. Exhibit Flinders Island 28 July 1986 - Letter from Telecom Australia on Manual Interface Equipment dated 12 February 1986
93. Exhibit Flinders Island 28 July 1986 - Letter from Telecom Australia on the Rural and Remote Areas Programme dated 28 May 1986
94. Exhibit Flinders Island 28 July 1986 - Letter from Telecom Australia containing notes on social research carried out by Telecom dated 27 June 1986
95. Exhibit Flinders Island 28 July 1986 - Letter from Telecom Australia on ' the extent to which Telecom took into account social research in its planning ' dated 24 June 1986
96. Exhibit Flinders Island 28 July 1986 - Letter from Telecom Australia on the ' concessions arising from the proposed Greater Charging District ' dated 14 July 1986
97. Exhibit Flinders Island 28 July 1986 Document from Telecom Australia on Itemised Accounting undated
98. Exhibit Canberra 15 August 1986 Document from Telecom Australia on definition of cross-subsidy

APPENDIX VI

TELECOM INQUIRY
INDEX OF WITNESSES

WITNESS	DATE OF APPEARANCE BEFORE SUB-COMMITTEE AT PUBLIC HEARINGS
Mr J.F. Armstrong, Telecom Liaison Officer, Isolated Childrens Parents Association, Bond Springs Station, Alice Springs, Northern Territory	18.10.84
Mrs C. Armstrong, State Treasurer, Isolated Children's Parents Association, PO Box 3769, Alice Springs, Northern Territory	18.10.84
Mr P.K. Reith, Member of the House of Representatives for Flinders, PO Box 274, Hastings, Victoria	14.08.85
Dr R.J.H. Wells, Member for Dromana, Parliament of Victoria, Melbourne, Victoria	14.08.85
Mr C. Jacobsen, Managing Director, The Village Glen, Eastbourne Road, West Rosebud, Victoria	14.08.85
Mr E.J.W. Bishop, Villa 239, The Village Glen, Rosebud West, Victoria	14.08.85
Mr D.M. Cook, Villa 244, The Village Glen, Rosebud West, Victoria	14.08.85
Mr T.G. Jebb, Villa 159, The Village Glen, Rosebud West, Victoria	14.08.85
Mr A. Corrigan, Villa 145, The Village Glen, Rosebud West, Victoria	14.08.85
Mr W.T. Golds, 16 Kia-Ora Avenue, Mt. Martha, Victoria	14.08.85
Mrs L.I. Golds, 16 Kia-Ora Avenue, Mt. Martha, Victoria	14.08.85

WITNESS	DATE OF APPEARANCE BEFORE SUB-COMMITTEE AT PUBLIC HEARINGS
Mr J.R. Browne, 37 Cootamundara Avenue, Rosebud West, Victoria	14.08.85
Mr L.W. Green, Committee Member, Combined Pensioners Association, Mt. Martha Branch, Mt. Martha Hall, Dominion Road, Mt. Martha, Victoria	14.08.85
Mrs I.E. Green, Committee Member, Combined Pensioners Association, Mt. Martha Branch, Mt. Martha Hall, Dominion Road, Mt. Martha, Victoria	14.08.85
Mr C.E. Carpenter, 22/287 -323 Bayview Road, Rosebud, Victoria	14.08.85
Mr J.A. Blanch, President, Mt. Martha Community Association, Mt. Martha Community Centre, Mt. Martha, Victoria	14.08.85
Mr B.E. Benton, Vice-President, Mt. Martha Community Association, Mt. Martha Community Centre, Mt. Martha, Victoria	14.08.85
Councillor J.M. Turner, JP, Shire President, Shire of Flinders, Boneo Road, Rosebud, Victoria	14.08.85
Mr G.E. Weideman, State Member for Frankston South, Peninsula Centre, Nepean Highway, Frankston, Victoria	15.08.85
Mr V.A. Atkins, 3 Donn Close, Frankston, Victoria	15.08.85
Mr M.K. Građ, Village Manager, Frankston Baptist Centre, 8 Robinsons Road, Baxter, Victoria	15.08.85
Mr W.A. Street, Managing Director, Street Ryan and Associates Pty Ltd, Development Consultants, 814 Glenferrie Road, Hawthorn, Victoria	15.08.85
Mrs E.F. Haxton, Resident, Frankston Baptist Centre, Manning Village, Robinsons Road, Baxter, Victoria	15.08.85
Mr W.J. Hunting, Vice-Chairman of Residents Committee, Frankston Baptist Centre, Manning Village, Robinsons Road, Baxter, Victoria	15.08.85
Mrs M.E. Jardine, Member of Residents Committee, Frankston Baptist Centre, Manning Village, Robinsons Road, Baxter, Victoria	15.08.85

WITNESS	DATE OF APPEARANCE BEFORE SUB-COMMITTEE AT PUBLIC HEARINGS
Mr K. Kedding, Resident, Frankston Baptist Centre, Manning Village, Robinsons Road, Baxter, Victoria	15.08.85
Dr I.A. Wilson, Member, Clarke Village Club Committee, 8 Robinsons Road, Baxter, Victoria	15.08.85
Mr E.T. Davey, Secretary, Clarke Village Club Committee, 8 Robinsons Road, Baxter, Victoria	15.08.85
Mr E.L.J. Bright, Vice-President, Clarke Village Club Committee, 8 Robinsons Road, Baxter, Victoria	15.08.85
Mr C.E. Nelson, Resident, Frankston Baptist Centre, 8 Robinsons Road, Baxter, Victoria	15.08.85
Mr R.L. Chynoweth, Member for Dunkley, Parliament House, Canberra, Australian Capital Territory	15.08.85
Mr R. Conachan, Representative, Woorabinda Subscribers, Central Creek, Duaringa, Queensland	01.10.85
Mr G.J. Wyland, Monal Vale, Yaamba, Queensland	01.10.85
Mr A. Rea, Chairman, Marlborough Branch, National Party of Australia, Marlborough, Queensland	01.10.85
Mrs S. Greenup, Secretary, Marlborough Branch, National Party of Australia, Marlborough, Queensland	01.10.85
Mrs M.E. Barrett, Treasurer, Marlborough Branch, National Party of Australia, Marlborough, Queensland	01.10.85
Mr L.J. Doherty, Lachlan, Dingo, Queensland	01.10.85
Mr B. Goodman, Representative, Baralaba Subscribers, PO, Baralaba, Queensland	01.10.85
Mrs S.M. Cooper, Secretary, Ogmore Town and District Progress Association, Ogmore, Queensland	01.10.85
Mr B.K. Kempe, 9 Sapphire Avenue, Emerald, Queensland	01.10.85
Mrs E. Elias, Vice-President, Bauhinia Branch, Queensland Country Women's Association, PO Box 25, Moura, Queensland	01.10.85

WITNESS	DATE OF APPEARANCE BEFORE SUB-COMMITTEE AT PUBLIC HEARINGS
Mrs M. Moore, Press Secretary, Marlborough Branch, Queensland Country Women's Association, Marlborough, Queensland	01.10.85
Mrs P. Muller, State Vice-President, Central Region, Queensland Country Women's Association, 89-95 Gregory Terrace, Brisbane, Queensland	01.10.85
Mrs P.A. Perrett, Representative, Buckland Subscribers, Bungawarra, Rolleston, Queensland	01.10.85
Mr W.L. Elliott, Representative, Buckland Subscribers with Rolleston connection, Wangalee, Rolleston, Queensland	01.10.85
Mrs J. McNamara, Abbotsford, Stamford, via Hughenden, Queensland	02.10.85
Mr K.J. Bannah, Shire Clerk, Shire of Flinders, Shire Office, Hughenden, Queensland	02.10.85
Mr N. Stewart-Moore, Grazier, Dunluce, via Hughenden, Queensland	02.10.85
Mr G.S. Price, Member, Rural Telephone Subscribers Association, Hughenden Branch, Hughenden, Queensland	02.10.85
Mrs L.M. Anning, Chairman, Richmond Rural Telephone Subscribers Association, Valley Downs, Richmond, Queensland	02.10.85
Mrs H.B. Murray, Glenlyon, Richmond, Queensland	02.10.85
Mr J.R. Stainkey, Grazier, Belford, Maxwellton, Queensland	02.10.85
Mr F.J. Tritton, Chairman, Richmond Shire Council, Richmond, Queensland	02.10.85
Mr S.G. Coffey, Executive Director, Cattlemen's Union of Australia, 180 Quay Street, Rockhampton, Queensland	03.10.85
Mr I.W. Nicholas, Chairman, Rural Services Committee, Cattlemen's Union of Australia, 180 Quay Street, Rockhampton, Queensland	03.10.85
Mr C.W. Gall, Eastwood, Blackall, Queensland	03.10.85
Mrs J.F. Gall, Eastwood, Blackall, Queensland	03.10.85

WITNESS

DATE OF APPEARANCE
BEFORE SUB-COMMITTEE
AT PUBLIC HEARINGS

Mr H. Mims, President, Rural Telephone
Subscribers Association, Tucson, Longreach,
Queensland 03.10.85

Mrs L. MacDonald, Secretary, Rural Telephone
Subscribers Association, Coolatai, Blackall,
Queensland 03.10.85

Mrs P.A. Pownall, Executive Office, Rural
Telephone Subscribers Association, Carfax,
Nebo, Queensland 03.10.85

Mr M.A. McClymont, Vice-President, Rural
Telephone Subscribers Association, Dalkeith,
Longreach, Queensland 03.10.85

Mr E.B. Bryce, Winton Shire Council, Winton,
Queensland 03.10.85

Mr R.G. L'Estrange, 'Highfields', Tambo,
Queensland 04.10.85

Mr E.C. Powne, Deputy Chairman and
Communications Spokesman, Isolated Children's
Parents' Association, PO Box 29, Bollon,
Queensland 04.10.85

Mr J. Gardiner, Deputy Chairman, Paroo Shire
Council, Paroo, Queensland 04.10.85

Mr R.G. Akers, Deputy Chairman, Murweh Shire
Council 04.10.85

Mr J.S. Dickinson, Assistant Director,
Department of Regional Development and the
North West, Perth, Western Australia 21.10.85

Mr W. Harding, Senior Policy Officer,
Office of Communications, Department of
Computing and Information Technology, Perth,
Western Australia 21.10.85

Mr P.L.T. Davies, Acting Manager, Policy and
Administration, Small Business Development
Corporation, Perth, Western Australia 21.10.85

Mr A.A. Carter, Member, Pilbara Regional
Development Advisory Committee, Floor 14,
815 Hay Street, Perth, Western Australia 21.10.85

Mr G.C. Wedgwood, Executive Officer, Primary
Industry Association, 239 Adelaide Terrace,
Perth, Western Australia 21.10.85

WITNESS	DATE OF APPEARANCE BEFORE SUB-COMMITTEE AT PUBLIC HEARINGS
Mr R.R. Maxwell, Vice-President, Rockingham Trade Centre, Rockingham, Western Australia	21.10.85
Mr V.R. Draper, President, Rockingham Chamber of Commerce, Rockingham, Western Australia	21.10.85
Mr G.G. Holland, Shire Clerk, Shire of Rockingham, Rockingham, Western Australia	21.10.85
Mr W.D.A. Mays, Shire President, Shire of Rockingham, Rockingham, Western Australia	21.10.85
Mr R.R. Baker, Councillor, Shire of Serpentine-Jarrahdale, 6 Patterson Street, Mundijong, Western Australia	21.10.85
Mr N. Fimmano, Shire Clerk, Shire of Serpentine-Jarrahdale, 6 Patterson Street, Mundijong, Western Australia	21.10.85
Mr H. Zelowes, President, Armadale and District Chamber of Commerce, Armadale, Western Australia	21.10.85
Mr R.G. Fischer, Building Surveyor, Shire of Wanneroo, PO Box 21, Wanneroo, Western Australia	21.10.85
Mr G. Troy, Member of Mundaring, Cnr Mann Street and Great Eastern Highway, Mundaring, Western Australia	21.10.85
Mr B.T. Christie, President, Northam Chamber of Commerce, Beavis Place, Northam, Western Australia	21.10.85
Mr V.S. Ottway, Mayor, Northam Town Council, 64 Throssell Street, Northam, Western Australia	21.10.85
Mr J.F. Armstrong, Member, Isolated Childrens Parents Association and Liaison Officer for the Northern Territory, Telecom, C/- VRD, Katherine, Northern Territory	24.10.85
Mrs C.J. Armstrong, State Treasurer, Isolated Childrens Parents Association, C/- VRD, Katherine, Northern Territory	24.10.85
Mr G. Dutch, Executive Officer, Communications, Office of Technology and Communications, Department of the Chief Minister, Darwin, Northern Territory	24.10.85

WITNESS	DATE OF APPEARANCE BEFORE SUB-COMMITTEE AT PUBLIC HEARINGS
Mr R.F. Roodenrys, Acting Deputy Secretary, Department of the Chief Minister, Darwin, Northern Territory	24.10.85
Mr J.A. van der Star, Communications Engineering Consultant, Department of the Chief Minister, Darwin, Northern Territory	24.10.85
Mr J.D. Burnett, Consultant, Amos, Aked, Swift Pty Ltd, 160 Castlereagh Street, Sydney, New South Wales	13.11.85
Mr J.S. Warner, Committee Member, Federal Council, Isolated Childrens Parents Association, Burranbaa, Collarenebri, New South Wales	13.11.85
Mr R.H. Treweeke, Immediate Past President, Federal Council, Isolated Childrens Parents Association, Burranbaa, Collarenebri, New South Wales	13.11.85
Mr D.M. Pitt, Manager, Financial Planning, Telecom Australia, Melbourne, Victoria	13.11.85
Mr A.E. Gilderdale, Manager, Satellite Services Project Team, Telecom Australia, Melbourne, Victoria	13.11.85
Mr C.J. Mathieson, Supervising Engineer, Functional Network Plans, Telecom Australia, Melbourne, Victoria	13.11.85
Mr J.S. Taylor, Chief Manager, Marketing, Queensland, Telecom Australia, Melbourne, Victoria	13.11.85
Mr B.J. Feenaghty, Manager, Fixed Network Services Division, Telecom Australia, Melbourne, Victoria	13.11.85
Mr B.C. Phillis, Manager, Rural and Remote Services, Commercial Services Department, Telecom Australia, Melbourne, Victoria	13.11.85
Dr C.T. Beare, Manager, Strategic Analysis Division, Telecom Australia, Melbourne, Victoria	13.11.85
Mr J.M. Burton, Strategy Analyst, Telecom Australia, Melbourne, Victoria	20.11.85
Mr J.S. Taylor, Chief Manager, Marketing, Queensland, Telecom Australia, Melbourne, Victoria	20.11.85

WITNESS	DATE OF APPEARANCE BEFORE SUB-COMMITTEE AT PUBLIC HEARINGS
Mr B.J. Feenaghty, Manager, Fixed Network Services Division, Telecom Australia, Melbourne, Victoria	20.11.85
Mr B.C. Phillis, Manager, Rural and Remote Services, Commercial Services Department, Telecom Australia, Melbourne, Victoria	20.11.85
Mr C.J. Mathieson, Supervising Engineer, Functional Network Plans, Telecom Australia, Melbourne, Victoria	20.11.85
Dr C.T. Beare, Manager, Strategic Analysis Division, Telecom Australia, Melbourne, Victoria	20.11.85
Mr D.M. Pitt, Manager, Financial Planning, Telecom Australia, Melbourne, Victoria	20.11.85
Mr A.E. Gilderdale, Manager, Satellite Services Project Team, Telecom Australia, Melbourne, Victoria	20.11.85
Mr D.B. Husrt, Councillor, Moree Plains Shire Council, Balo Street, Moree, New South Wales	25.03.86
Mr M.J. Hadfield, Senior Administration Assistant Moree Plains Shire Council, PO Box 420, Moree, New South Wales	25.03.86
Mr J. Hann, President, Berrygill Creek Yatta Progress Association, 'Black Mountain', Bellata, New South Wales	25.03.86
Mr R.I. Reid, Chairman, Ben Lomond Telephone Users Association, 'Briar Lea', Ben Lomond, New South Wales	25.03.86
Mr G.C. Dawson, Executive Officer, Portland Development Committee, PO Box 152, Portland, Victoria	02.04.86
Mr J.S. Taylor, Chief Manager, Marketing, Queensland, Telecom Australia, Melbourne, Victoria	02.04.86
Mr R.H.C. Seymour, Councillor, Shire of Wannon, Coleraine, Victoria	02.04.86
Mr A. McLennan, Committee Member, Balmoral Progress Association, former Balmoral Councillor and President, Shire of Wannon, Balmoral, Victoria	02.04.86

WITNESS	DATE OF APPEARANCE BEFORE SUB-COMMITTEE AT PUBLIC HEARINGS
Mrs A.E. Denholm, Member, Balmoral Progress Association, Balmoral, Victoria	02.04.86
Ms C. Russell, Secretary-Treasurer, Camperdown District Community Services Network, PO Box 109, Camperdown, Victoria	02.04.86
Ms L.M. Lowndes, Past President, Camperdown District Community Services Network, PO Box 109, Camperdown, Victoria	02.04.86
Ms R. Hellier, Member, Camperdown District Community Services Network, PO Box 109, Camperdown, Victoria	02.04.86
Mr R.J. Worland, Executive Officer, Glenelg Regional Library, PO Box 107, Hamilton, Victoria	02.04.86
Mr L.W. Noske, Board Member, Green Triangle Council for Regional Development, PO Box 2458, Mount Gambier, South Australia	02.04.86
Mr A.H. Priddle, Executive Director, Green Triangle Council for Regional Development, PO Box 2458, Mount Gambier, South Australia	02.04.86
Mr R.C. Miller, Board Member, Green Triangle Council for Regional Development, PO Box 2458, Mount Gambier, South Australia	02.04.86
Mr R.D. Walter, Board Member, Green Triangle Council for Regional Development, PO Box 2458, Mount Gambier, South Australia	02.04.86
Mr S. Madex, Chairman, Glenelg Regional Consultative Council, PO Box 675, Warrnambool, Victoria	02.04.86
Ms K. Mott, Executive Officer, Glenelg Regional Consultative Council, PO Box 674, Warrnambool, Victoria	02.04.86
Mr M. Tubb, Executive Officer, Ballarat Development Committee, 315 Sturt Street, Ballarat, Victoria	03.04.86
Mr M. Currie, Councillor, Bendigo City Council Lyttleton Terrace, Bendigo, Victoria	03.04.86
Mr R.J. Burton, Town Clerk and Chief Executive Officer, Bendigo City Council, Lyttleton Terrace, Bendigo, Victoria	03.04.86

WITNESS

DATE OF APPEARANCE
BEFORE SUB-COMMITTEE
AT PUBLIC HEARINGS

Mrs L.J. Light, Voluntary Agency Representative Central Highlands Regional Consultative Council, State Government Offices, Ballarat, Victoria	03.04.86
Mr A.C. Stewart, Chairperson, Loddon-Campaspe Regional Consultative Council, PO Box 462, Bendigo, Victoria	03.04.86
Mr G.R. Krake, Officer, Loddon-Campaspe Regional Consultative Council, PO Box 462, Bendigo, Victoria	03.04.86
Mr T.M. Budge, Regional Manager, Loddon-Mallee Regional Technical and Further Education Board, 138 Mollison Street, Bendigo, Victoria	03.04.86
Mr D.G. Wauchope, Chairman, Goulburn Regional Consultative Council, c/- Department of Community Services, Shepparton, Victoria	03.04.86
Mr I.A. Prince, Director, Division of Technology and Communications, Department of Business, Technology and Communications, Darwin, Northern Territory	28.05.86
Mr G.E. Dutch, Executive Officer, Communications, Department of Business, Technology and Communications, Darwin, Northern Territory	28.05.86
Mr B.C. Phillis, Manager, Commercial Services Department, Telecom Australia, 199 William Street, Melbourne, Victoria	28.05.86
Mr B.J. Feenaghty, Manager, Fixed Network Services Division, Telecom Australia, 199 William Street, Melbourne, Victoria	28.05.86
Mr J.S. Taylor, Chief Manager, Marketing, Queensland, and Manager, Parliamentary Inquiry Project Team, Zoning and Charging, Telecom Australia, 199 William Street, Melbourne, Victoria	28.05.86
Mr C.J. Mathieson, Supervising Engineer, Functional Network Plans, Telecom Australia, 199 William Street, Melbourne, Victoria	28.05.86
Mr D.M. Pitt, Manager, Financial Studies and Development, Telecom Australia, 199 William Street, Melbourne, Victoria	28.05.86

WITNESS	DATE OF APPEARANCE BEFORE SUB-COMMITTEE AT PUBLIC HEARINGS
Mr J.M. Burton, Strategy Analyst, Telecom Australia, 199 William Street, Melbourne, Victoria	28.05.86
Mr A.E. Gilderdale, Manager, Statellite Services Project, Telecom Australia, 199 William Street, Melbourne, Victoria	28.05.86
Mr B.C. Phillis, Manager, Commercial Services Department, Telecom Australia, 199 William Street, Melbourne, Victoria	29.05.86
Mr B.J. Feenaghty, Manager, Fixed Network Services Division, Telecom Australia, 199 William Street, Melbourne, Victoria	29.05.86
Mr J.S. Taylor, Chief Manager, Marketing, Queensland, and Manager, Parliamentary Inquiry Project Team, Zoning and Charging, Telecom Australia, 199 William Street, Melbourne, Victoria	29.05.86
Mr C.J. Mathieson, Supervising Engineer, Functional Network Plans, Telecom Australia, 199 William Street, Melbourne, Victoria	29.05.86
Mr D.M. Pitt, Manager, Financial Studies and Development, Telecom Australia, 199 William Street, Melbourne, Victoria	29.05.86
Mr J.M. Burton, Strategy Analyst, Telecom Australia, 199 William Street, Melbourne, Victoria	29.05.86
Mr A.E. Gilderdale, Manager, Satellite Services Project, Telecom Australia, 199 William Street, Melbourne, Victoria	29.05.86
Mr I. Reinecke, Senior Lecturer, University of Wollongong, Wollongong, New South Wales	29.05.86

APPENDIX VII

SUMMARY OF THE ACTIONS TAKEN OR
PROPOSED BY TELECOM IN RESPONSE TO PHASE 1 RECOMMENDATIONS
ON ISSUES CONCERNING THE MORNINGTON PENINSULA

BOUNDARY ARRANGEMENTS BETWEEN THE FRANKSTON (03) AND BAXTER (059)
EXCHANGE AREAS

The charging zone to which a customer's service belongs is determined by the location of the customer's telephone exchange, not the location of the customer's premises. Hence, the 03 numbering boundary line can actually extend some distance further than the zonal boundary line (40km radially from Melbourne), depending on the radiating pattern of customers' services access cables from the outermost 03 exchanges.

The resulting actual boundary (for example, between the Frankston 03 exchange area and the Baxter 059 exchange area in the Robinsons Road area) is influenced by natural and man-made, topographical features such as water courses and roads, as well as technical criteria concerning transmission and signalling standards for telecommunications cables and exchange switching equipment. Furthermore, the profile of urban development and the rate at which it moves outward from telephone exchanges and more closely settled areas also influences the pattern of cable reticulation from those exchanges. These multiple influences typically give rise to irregular but rational boundaries.

When the Baxter exchange was established there were ten services for customers' premises located in the Baxter exchange area but which were connected to the Frankston exchange. Each of these customers was informed, in writing, that the service would be diverted to the Baxter exchange when change of occupancy of their premises took place. There are now only two services remaining in this category.

The sensitivity of the Frankston/Baxter boundary situation and its physical location is well known to Telecom's customer services staff. This knowledge is applied in discussions with customers requesting service, and staff would also be very much aware that whereas Frankston is about 39km from central Melbourne, Baxter is about 46km. In view of this, the claims that advice has been given to customers that connection to Baxter would be a temporary measure until service could be diverted to Frankston or to another 03 exchange at some time in the future are not credible, and suggest that some misunderstanding or misinterpretation has occurred.

The Frankston Baptist Centre's retirement villages (about 43km radially from the Melbourne central business district) are located within the Baxter exchange area and, appropriately, they are

provided with services from the Baxter exchange. Any interaction between Telecom and the management of the villages in regard to the potential for services being provided from Frankston exchange could have been conducted only in the context of established commercial arrangements for the provision of distant exchange line services. These commercial arrangements provide for an annual rental and are not based on a direct contribution of capital by the customer.

Services in premises on the northern side of Robinsons Road opposite the villages are connected to Baxter exchange. Calls from the retirement villages to Frankston, cited by the residents as a major community of interest, incur the unit fee local call charge as these areas are in adjoining standard zones.

INCORRECT PERCEPTION OF CALL CHARGING

It is apparent that a number of customers have a mistaken impression that calls requiring the dialling of a full length national code are charged at STD rates. Such charges are not incurred for calls between adjoining standard zones even though such zones are in different charging districts with different area codes.

For example, Baxter (059) and Frankston (03) exchanges are in adjoining zones and calls between customers connected to those exchanges are at local call rates even though they require dialling of the full length national number. Furthermore, the 14,000 customers of all eight exchanges in the Mornington (059) zone (which includes Baxter) can call the 87,000 customers of all 16 exchanges in the Dandenong (03) zone (which includes Frankston) at the unit fee local call rate, and such calls also require the dialling of full length national numbers. On such calls STD tone is correctly not received on answer.

The proposals for future changes to zone boundaries in and around capital cities, contained in Telecom's response to phase one of the Inquiry (tabled by the Minister for Communications on 15 November 1985), indicate that the 14,000 customers in the present Mornington (059) zone will have unit fee local call access to 254,000 customers in an expanded Dandenong (03) zone (ie. an increase of 167,000 customers on 18 additional exchanges).

The Frankston District Telecommunications Manager publishes an informative article ('On Line With Telecom') on a weekly basis in three local newspapers which have circulation over the Mornington Peninsula area. This medium will be used where possible in further endeavours to correct misunderstandings by some customers of call charging arrangements, particularly regarding calls between adjoining zones in proximity to the 03/059 boundary.

The Frankston District Customer Services consultancy staff will also continue to take opportunities of advising customers, particularly those managing and residing in retirement villages,

of call charging arrangements and of various Telecom products and services which may benefit them.

Telecom is examining ways by which information concerning call charges and calling arrangements can be better presented in the information pages of the telephone directories. In general, this will proceed in conjunction with Telecom's strategy aimed at the simplification of charging information; it includes the simplification of the call charging system itself so that it can be more easily understood by the public.

PERCEIVED INCREASE IN CHARGES AND IMPEDIMENT OF STD CHARGES

Over the past 10 years the increase in charges for the range of basic telecommunications services and calls has been well below the increase in the consumer price index. For example, the annual pensioner concession rental in 1975 was \$56.66 and by 1985 had only risen to \$76.68, an increase of 35% whereas the CPI increased by 151% over the same period. Simply, the gains achieved by Telecom from the application of technological advances, capital management, labour productivity and product/service management have been passed onto Telecom's customers. The fact that over the same period the percentage of homes with a telephone service has increased from just over 60% to nearly 90% is an indication the Telecom's prices are affordable.

The increase in the cost of using a telephone service has not been as great as the increase in fuel and transport costs. Hence, a customer's usage of the telephone is likely to increase because it enables a relatively cheaper form of 'personal' communication. Those customers located in the more-distant, less densely populated areas such as the Mornington Peninsula are likely to benefit more from this favourable comparison which encourages more usage.

There is, however, still a very real distance-related cost component in any terrestrial telecommunications system, particularly for relatively low-use traffic (thin) routes or less densely populated areas. The population served by the Frankston Telecommunications District, which geographically almost entirely consists of the Mornington Peninsula, is very well served as it has one of the highest telephone penetration rates (about 41 telephone services per 100 population). However, its lower population density means it also has a low density of telephone services (about 75 per sq. km) for metropolitan and outer metropolitan areas. Furthermore, a significant number of residences on the Mornington Peninsula are occupied on a part-time basis and usually are only fully occupied during the summer months. All these attributes are reflected in the results of a 1982/83 study which showed that the average billings of \$349.88 per service for the Frankston District was the lowest in Australia.

Customers in the Mornington and Rosebud zones have unit fee access to a number of sizeable towns on the Peninsula, including substantial centres offering all of the basic community services. For example Mornington zone customers are well served by Frankston, Karingal, Mt Eliza, Baxter, Mornington, Somerville, Mt Martha and Hastings; Rosebud zone customers are well served by Dromana, Rosebud, Rye, Blairgowrie and Sorrento. Under the Community Access 80 scheme (introduced in May 1980), Mornington zone customers (which include those located in Baxter) gained community call rate access (currently 16c for 3 minutes) on calls to/from Melbourne; this represented quite a significant reduction in call charges. In February 1985 the charge for calls between customers in the Rosebud and Melbourne zones was reduced.

However, the proposal for future changes contained in Telecom's response to Phase One of the Inquiry (tabled by the Minister for Communications on 15 November 1985) indicates that customers located in the Mornington Peninsula will gain further by improved call charging arrangements. For instance, customers in the Mornington zone will gain by having 245,000 (approximately double the present number of) customers to call at the unit fee local call rate (many of whom are located closer to the city). Also, customers in the Rosebud zone will gain by having the community call rate charge on calls to/from very large outer metropolitan centres such as Frankston and Dandenong, and to/from many more suburbs such as Beaumaris, Cheltenham, Clayton, Heatherton, Springvale and Mordialloc which are closer to Melbourne (ie. many calls which previously cost 29c or 58c for 3 minutes to cost only 16c for 3 minutes).

For those organisations and businesses which consider that their inclusion in the 059 telephone area acts as an impediment to their activities, a range of services and facilities are available. These include the 008 service, call diversion facilities, distant exchange line services and tie lines and outdoor extensions associated with PBXs and PABXs.

Telecom promotes such facilities during its normal operations and also provides a consultancy service to help customers determine the most effective and economic arrangement for their needs. These consultancy services are available through Telecom's Business Offices and District Offices.

It is perhaps worthwhile noting that in the case of the Frankston Baptist Centre retirement villages in Baxter, Telecom carried out extensive discussions and negotiation with the Centre management in regard to telecommunications facilities and in particular the provision of a PABX. These discussions extended over an 18 month period (commencing in August 1980) but in the final analysis the Centre decided not to proceed.

CONCESSIONS FOR TELEPHONE CHARGES INCURRED BY PENSIONERS, ETC.

The administrative arrangements for pensioner telephone concessions, as applying to rental, are presently being examined by Telecom and the relevant Commonwealth Government bodies. The current concessions are applied by Telecom and financed by the Departments of Social Security and Veterans' Affairs. The matter of extending the concession to also apply to a specified amount of call charges is not under consideration at this stage.

TELEPHONE DIRECTORY LISTING AND DIRECTORY ASSISTANCE SERVICE

A number of localities on the fringes of Telecom's metropolitan networks throughout Australia present the type of directory boundary problem represented in the Frankston/Baxter case.

Telecom has commenced an examination of several areas to ascertain the influences and options for directory listing/information and the implications for costs and revenue. An initial estimate of the cost to provide a free directory entry in the relevant metropolitan directory (in addition to the present regional directory), for all affected metropolitan fringe customers, is in excess of \$7 million per year. The main elements are the additional annual costs of directories' compilation, production and distribution, and revenue lost from the directories' market.

However, in the broader context and in conjunction with the implementation of the zoning changes proposed in Telecom's response to phase one of the Inquiry (tabled by the Minister for Communications on 15 November 1985), Telecom aims to achieve where possible a closer relationship between numbering areas, charging district boundaries and telephone directories.

Telephone directories for adjacent areas are available free of charge and customers in metropolitan fringe areas may readily obtain copies of directories for both the metropolitan and adjacent areas. Any customer may, for a fee, have a ('foreign') entry inserted in a directory other than the directory covering their area; while this is normally of interest to business customers, it is equally available to non-business customers.

The Directory Assistance service is being improved by the progressive introduction of Telecom's computerised Directory Assistance Service (number codes 013 and 0175). Until recently there have been some constraints for Directory Assistance operators in locating listings for wanted numbers in a locality spanning a metropolitan/country network boundary. As enquiries regarding, say, a "Frankston" customer, may come from anywhere in Australia, reliance on local knowledge on the part of the operator is not practicable.

These constraints are being overcome by the development of and further improvements to Telecom's Computerised Directory Assistance facility, which are planned to be operating nationally by mid 1986. With these improvements, the fringe boundary localities are specially flagged by the international-standard software, and operating procedures guide the operator through a sequence designed to ensure that an enquiry regarding an existing telephone number can be satisfied. However, under peak load conditions, the demands on operators and the supporting computers which are imposed by these extra procedures are such that it may not be feasible to achieve a 100% success rate.

NETWORK CONGESTION

A feature of coastal holiday resort areas in southern States is that their peak occupancy tends to be concentrated in the relatively short period over the Christmas/New Year holiday break. In the case of the Mornington Peninsula, this effect is apparent by reason of the considerable number of residences which are fully occupied only over the summer and early-autumn months. A large number of transient holiday-makers also visit the area over that time.

Hence, the telephone traffic profile is dramatically higher than normal over a few months of the year. Furthermore, network congestion during the 'economy' period after 9pm is usually greater than during the day and evening, particularly where non-business traffic predominates. The social patterns of holiday resort areas therefore exacerbate 'off-peak' network congestion.

In most areas Telecom's normal design and dimensioning of its networks ensures a minimum level of network congestion during peak traffic periods. Furthermore, Telecom pays special attention to network capacity serving particular holiday resort areas such as the Mornington Peninsula to minimise network congestion. However, Telecom must do this without spending amounts of capital which would prejudice network availability and performance in other areas.

The network circuit provisioning for the Mornington Peninsula is above the level indicated by the usual dimensioning criteria and was in fact further increased by more than 10% prior to Christmas 1985. This increase is well in excess of that necessary for annual traffic growth.

SERVICE DIFFICULTIES IN MOUNT MARTHA AREA

The fault incidence for some Mount Martha customers' services has, in the past, been higher than normal. However, Telecom has undertaken a special, \$100,000 maintenance programme in the Mount Martha exchange area, which involves upgrading the quality of exchange switching equipment and external cable distribution plant. This programme has now been largely completed, and some local community groups have since acknowledged an improvement in service quality.

The above programme, along with regular maintenance attention, will generally ensure that the Mount Martha exchange will perform well until the early 1990's, when it is planned to be replaced by new-generation computer-controlled switching equipment.

APPENDIX VIII

REVENUE REDUCTIONS AND NETWORK COSTS ASSOCIATED WITH
HYPOTHETICAL CHANGES TO THE COMMUNITY ACCESS (CA80) AND
COUNTRYWIDE CALLING SCHEMES IN RURAL AND REMOTE AREAS
(copy of Exhibit No. 85)

STUDY

Telecom has assessed the annual loss in call revenue which would be incurred and the additional capital expenditure necessary if certain changes are made to the Community Access (CA80) and Countrywide Calling schemes in country areas.

The study was conducted on the basis of the projected country telephone network configuration which would exist in 1990, when the Rural and Remote Areas Programme would be completed. It is applicable to the country network outside the recently-specified capital city greater charging districts (ie beyond about 80km radially from each capital city).

The objectives of the study were to evaluate the potential annual revenue loss and the capital costs of networking attributable to:

- Change A: reducing the call charge from the Community Call rate (C-rate) to the local call fee for calls between communities and their relevant Service Towns which exist under the current Community Access (CA80) scheme; Attachment A refers;
- Change B: overlaying a 'Regional Community Access' scheme over the existing Community Access (CA80) scheme, whereby charges only for calls between communities and their relevant region's larger city would be reduced from STD rates to (i) C-rate or (ii) the local call fee; Attachment B refers. (Note that such a scheme does not alter charges for calls between communities within a region for between regions);
- Change C: reducing the call charge from C-rate to the local call fee for calls within Extended Zones of the Countrywide Calling Scheme (such a charge is applicable on calls to customers located beyond 32km of the automatic exchange); Attachment C refers.

An outline of the methodology employed in the study is contained in Attachment D.

RESULTS

The reductions in annual call revenue and the additional direct capital expenditure necessary are appropriate to current 1985/86 call charges and prices.

- A. Reducing the charge of C-rate to the local call fee for calls to/from 182 country Service Towns would directly result in a loss in call revenue of about \$1.8 million per year and necessitate additional capital expenditure in the network of about \$1.5 million. There would also be major indirect effects.

Firstly, there would be the flow-on effect to areas around the capital cities and secondly, other changes would be necessary on a national basis to reduce the resulting disparity between call charges. Preliminary calculations based on 1984/85 data indicate a further revenue loss of about \$126 million per year and additional capital expenditure of about \$60 million would arise from these flow-on effects. Thirdly such arrangements would tend to exacerbate the problems associated with the 'democratic' selection of service towns.

Further comments relating to the Change A proposals are outlined on Attachment A.

- B. Overlaying a 'Regional Community Access' scheme involving 81 country 'Regional Service Centres' would directly result in a loss of call revenue of about \$45.5 million per year if access was provided at C-rate or \$52.2 million per year if provided at the local call fee, and the additional capital expenditure necessary would be about \$4.4 million and \$8.4 million respectively. Major indirect effects would also be experienced.

The flow-on of such an arrangement to those country areas close to the capital cities and other changes necessary nationally to reduce the resulting disparity between call charges would further reduce revenue and incur capital costs. Preliminary calculations based on 1984/85 data indicate a further revenue loss in excess of \$185 million per year in the case of C-rate access or \$195 million per year in the case of local access, and additional capital expenditure of about \$65 million to \$75 million. All told, a revenue loss in the order of \$231 to \$247 million per year and additional capital expenditure of around \$69 to \$83 million would be incurred.

Of interest is that there are other alternatives such as Telecom's 008 Service which would be adopted by Government and Semi-Government authorities to provide rural users with low cost calls to the services provided by those authorities. Such alternatives are seen by Telecom as preferable to dislocation and distortion of current price levels and relativities.

Further comments relating to the Change B proposals are outlined on Attachment A.

- C. Reducing the charge of C-rate (where relevant) to the local call fee within Extended Zones would directly result in a loss of call revenue of about \$0.5 million per year. At this stage it is considered that the additional capital expenditure necessary would be quite low due to the reserves of network capacity being provided under the Rural and Remote Areas Programme to cater for future growth. It could mean, however, that ultimately earlier expansion/replacement of many remote networks would be necessary. Again, major indirect effects would be experienced.

The flow-on effect from this change is seen as the enlargement of local call areas generally. The enlargement of local call areas around the capital cities and other country areas even in a much more limited way (say, to include only the adjoining zones of the present standard zone local call zones), and the changes necessary nationally to reduce the disparity between call charges, would further reduce revenue and incur capital costs. Preliminary calculations based on 1984/85 data indicate a further revenue loss in excess of \$215 million per year and additional capital expenditure of about \$100 million.

In considering the question of local call access within Extended Zones it is necessary to take into account the total package prepared for Countrywide Calling. That package was designed to facilitate the provision of standard, exclusive automatic telephone services in such areas with relatively cheap rates to a reasonable number of customers. It enables the replacement of privately owned and maintained lines by costly Telecom provided and maintained services and overall, represented a significant benefit to Extended Zone customers.

Further comments relating to the Change C proposals are outlined in Attachment C.

Note:

Telecom's practical experience has been that it is impossible to "quarantine" call charge concessions. In essence, there are three effects of introducing a call charge concession:

- the direct financial implications of the particular change for a particular area or segment of customers;
- the financial implications of the flow-on to other areas arising from requests from other customers for a similar concession on the grounds of equity; and

- the financial implications of other national changes that are necessary arising from customers' criticism of the wide disparity between prices for calls from either side of a boundary.

An increase in the general level of call fees would be necessary to compensate for the loss of revenue resulting from the changes suggested. The increases required can be judged from the fact that, based on 1984/85 data, an increase of one cent in the local call fee would yield additional revenue of approximately \$65 million.

ATTACHMENT A

STUDY A

COSTS OF REDUCING C&O COMMUNITY CALL RATE (C-RATE)
TO THE LOCAL CALL FEE, FOR CALLS TO/FROM COUNTRY SERVICE TOWNS

	Reduction in Call Revenue Per Year	Additional Direct Capital Expenditure in Network
For Rural Standard Zone Areas Only	\$1.3M pa	\$1.2M
For Remote Extended Zone Areas Only	\$0.5M pa	\$0.3M
For Total Country Areas	\$1.8M pa	\$1.5M
Flow-on to Zones Around Capital Cities (estimate)	\$11M pa	\$10M
Other Changes to Reduce Disparity Between Call Prices (estimate)	\$115M pa	\$50M
APPROXIMATE NATIONAL TOTAL	\$128M pa	\$62M

Notes:

- The implications of the flow-on to other areas and of other necessary changes, and other pertinent matters, are addressed briefly in the comments which follow these notes.
- The country area zones studied are those outside the recently - specified capital city greater charging districts (ie approximately 80km beyond the capital cities).
- There are 182 country Service Towns to which the Community Call rate concession applies on calls to/from many hundreds of smaller rural/remote communities in 397 zones.
- The reduction in annual call revenue and additional capital expenditure necessary are appropriate to current 1985/86 call charges and prices.

Comment:

- Based on Telecom's practical experience, it is impossible to quarantine such concessions. Such a charge reduction for country areas would therefore lead, on equity grounds, to requests for it to apply to those zones around the capital cities which have C-rate to their central city zone. It is estimated that, based on 1984/85 data, such a reduction in those areas would result in an additional revenue loss of \$11 million per year and necessitate additional capital expenditure in the order of \$10 million.

Also, customers on the 'wrong' side of what would amount to a new local call boundary and customers around provincial cities and towns would object to the wide disparity between the charge for their calls to their inner city/provincial city zone as compared to those from customers who are on the other side of the boundary (for example, 16 cents untimed compared to 57 cents per three minutes). Changes to overcome this disparity would have national financial implications. Preliminary calculations indicate an additional revenue loss of about \$115 million per year and additional capital costs in the order of \$50 million.

All told, the changes would result in a revenue loss of about \$128 million per year and incur capital costs in the order of \$62 million.

The loss in call revenue due to the changes would need to be offset by appropriate increases in the overall level of call fees. Based on 1984/85 data, an increase of one cent in the local call fee would yield additional revenue of approximately \$65 million.

The suggested change would also exacerbate the problem of the 'democratic' selection of service towns, where different elements of the same country community would prefer to have different service towns. The disparity between the advantages of local call access secured by the majority and the standard trunk rates payable by the minority to their preferred towns, would certainly result in an increased sense of grievances in those areas.

ATTACHMENT B

STUDY B

COSTS OF OVERLAYING A COUNTRY 'REGIONAL COMMUNITY ACCESS' SCHEME

	Reduction in Call Revenue Per Year		Additional Direct Capital Expenditure in Network	
	If C-Rate Access \$ Million	If Local Call Access \$ Million	If C-Rate Access \$ Million	If Local Call Access \$ Million
For Country 'Regions' only	45.5 pa	52.2 pa	4.4	8.4
Flow-on to Country Zones within Capital Cities	70 pa	80 pa	15	25
Greater Districts (estimate)				
Other Changes to Reduce Disparity Between Call Prices (assumed)	115 pa	115 pa	50	50
APPROXIMATE NATIONAL TOTAL	<u>231 pa</u>	<u>247 pa</u>	<u>69</u>	<u>83</u>

Notes:

- . The implications of the flow-on to other areas and of other necessary changes, and other pertinent matters, are addressed briefly in the Comments which follow these notes.
- . The country area zones studied are those outside the recently-specified capital city great charging districts (ie about 80km beyond the capital cities).
- . 81 'Regional Service Centres' were selected after considering the following recommendations of the Western Australian Government's submission to the Parliamentary Inquiry into Telecom's zoning and charging policies in rural and remote areas:

"... Telecom reconfigure the zones of its zonal call charging system such that they conform to the Australian Bureau of Statistics Statistical Sub-divisions.

If this highly desirable option cannot be fulfilled then it should be ensured that all Australians have local call access to a greater range of services, many of which have become increasingly necessary in a modern and complex social and business environment.

Accordingly, it is recommended that, if the above recommendation is not acceptable, Telecom Australia's call charging zones be redrawn so that individual subscribers have local call access to the following services:

- . Branches of all major banks
- . A regional hospital (situated in Albany, Bunbury, Carnarvon, Derby, Geraldton, Kalgoorlie, Narrogin, Northam and Port Hedland, these hospitals provide a larger range of paramedical, medical, maintenance and administrative services than other smaller hospitals)
- . A high school to matriculation level
- . A Commonwealth Employment Service Office
- . A Department of Social Security Office
- . A solicitor
- . A police station (with Detective status)
- . An accountant, and
- . An official Post Office."
- . The existing CA80 Community Access scheme is assumed to be maintained (see Attachment A).
- . The 'Regional Community Access' scheme would apply only to calls between a 'Regional Service Centre' and its relevant outlying cities/towns/communities, and the current STD rates would continue to apply to calls between the outlying places, etc (ie it is a 'point to/from central point' overlay).
- . The reduction in annual call revenue and additional capital expenditure necessary are appropriate to current 1985/86 call charges and prices.

Comment

- . The vast majority of Telecom's country customers already have local or Community Call access to a sizeable town or city which offers a reasonable range of business and social services. There are certainly many more than 81 urban centres which offer virtually all the services listed in the Western Australian Government's submission. The services missing mostly are those provided by Federal Government Departments (eg Employment, Social Security) and State Government Departments (eg sophisticated hospital services, matriculation-level school, detective-status police station).

- Business and service organisations which lease Telecom's 008 service are able to offer their customers/users local call access to their business/service. Telecom is also investigating the practicability of introducing a 'Regional' 008 service (which in most cases is likely to have lower usage charge rates to the lessee than the current 'Statewide' 008 service); in the meantime Telecom could offer an interim solution to Government and Semi-Government organisations requiring such a service.
- A lower charge rate on all calls to a large city or regional centre is likely to have an adverse economic impact on the businesses of bypassed smaller towns (in terms of potential loss of patronage from their catchment/market area and the cheaper entry for larger business competitors from the larger city).
- Based on Telecom's practical experience, it is impossible to quarantine such concessions. Introduction of such a scheme for country areas would therefore lead, on equity grounds, to requests for it to apply to those areas around the capital cities. The potential impact of this has not been studied in detail. However, it is estimated that based on 1984/85 data, such a scheme around the capitals would result in an additional annual revenue loss of between \$70 million and \$80 million and necessitate additional capital expenditure of between \$15 million and \$25 million.

In addition, customers everywhere would object to the inequity of lower charges over longer distances to the respective cities as compared to the higher charges for calls to neighbouring towns. Changes to overcome this disparity would have national financial implications. Detailed estimates of these changes have not been made. However, because of the wider areas involved it could be assumed that they would be in excess of the additional \$115 million annual revenue loss and \$50 million additional capital expenditure mentioned in the latter part of the comment in Attachment A.

All told, the changes would result in a revenue loss of more than \$231 million each year for access at C-rate or more than \$247 million for access at the local call fee; additional capital expenditure would be in the order of \$69 million and \$83 million respectively.

The loss in call revenue due to the changes would need to be offset by appropriate increases in the overall level of call fees. Based on 1984/85 data, an increase of one cent in the local call fee would yield additional revenue of approximately \$65 million.

STUDY CCOSTS OF REDUCING THE COUNTRYWIDE CALLING CALL CHARGE WITHIN EXTENDED ZONES FROM C-RATE TO THE LOCAL CALL FEE

	Reduction in Call Revenue Per Year	Additional Direct Capital Expenditure in Network
	\$ Million	\$ Million
Within Extended Zones only	0.5pa	Low but hastening future capital expenditure
Limited Flow-on to Other Areas (estimate)	100 pa	50
Other Changes to Reduce Disparity Between Call Prices (assumed)	115 pa	50
APPROXIMATE NATIONAL TOTAL (with limited flow-on)	<u>216 pa</u>	<u>50</u>

Notes:

- The implications of the flow-on to other areas and of other necessary changes, and other pertinent matters, are addressed briefly in the comments which follow these notes.
 - The C-rate charge within Extended Zones applies to calls between customers located more than 32km from their automatic exchange and to calls between those customers and customers located within 32km of the exchange. Calls between customers located within 32km of their exchange (the majority) are charged at the local call fee.
- At this stage it is considered that the capital expenditure necessary to cater for this single change would be quite low as the network dimensioning under RRAP in such areas is expected to cater for the increased traffic level (mainly increased call holding times). However, additional capital expenditure would be necessary if any other call charge concession was made (refer to Attachments A and B) because of the combined increase in traffic. Furthermore, it should be recognised that, even for such a single change internal to the Extended Zone, it is the future capacity of the remote networks which is being used up. Hence, in many cases they will require costly earlier expansion/replacement. The Financial impact of this, and the impact on servicing remote areas in the future, has not been assessed.

- The reduction in annual call revenue and additional capital expenditure necessary are appropriate to current 1985/86 call charges and prices.

Comment:

- In considering the question of local call access within Extended Zones it is necessary to take into account the total package prepared for Countrywide Calling. That package was designed to facilitate the provision of standard, exclusive automatic telephone services in such areas with relatively cheap rates to a reasonable number of customers. It enables the replacement of privately owned and maintained lines by costly Telecom provided and maintained services and overall, represented a significant benefit to Extended Zone customers.

- Based on Telecom's practical experience, it is impossible to quarantine such concessions. Such a charge reduction, (which is in effect an increase in the local call area), for the remoter country areas would therefore lead, on equity grounds, to requests for wider local call areas in other country areas and metropolitan areas. The potential impact of this has not been studied in detail. However, it is estimated that, based on 1984/85 data, a much more limited extension of local call distances by incorporating just the zones adjacent to the current local call zones (standard zone areas) would result in an additional revenue loss in the order of \$100 million per year plus additional capital costs in the order of \$50 million.

Furthermore, the disparity in the charges between local calls and trunk calls (for example, 16 cents untimed to 57 or 96 cents per three minutes) would lead to heavy criticism from customers. Changes to overcome this disparity would have national financial implications as mentioned in the latter part of the comment in Attachments A and B, ie in excess of \$115 million annual revenue loss and additional capital costs of about \$50 million.

The loss in call revenue due to the changes would need to be offset by appropriate increases in the overall level of call fees. Based on 1984/85 data, an increase of one cent in the local call fee would yield additional revenue of approximately \$65 million.

ATTACHMENT D

OUTLINE OF STUDY METHODOLOGY

The following is an outline of the methodology employed in assessing the impact of changes in call charges on the customer access and inter-exchange networks in the country areas (outside the proposed capital city greater districts) which would be affected:

- . determination of the number of services in operation which would be affected in 1989/90 and the assessment of the network capacity and annual telephone traffic levels (for each traffic stream, bothways) based on current data and forecasts;
- . application of traffic stimulus factors (increase in number of calls and call holding time) appropriate to the particular hypothetical change in the call charge rate and the determination of the increase in the traffic levels;
- . selection of the type of network relief needed to carry the new traffic level (each stream) and the estimation of the direct capital costs of the relief measures;
- . estimation of the change in annual call revenue due to change in traffic levels and call charges.

The direct capital expenditure which would be necessary and the annual revenue loss are appropriate to current 1985/86 prices and call charges.

In the case of Change B, the country cities to be 'Regional Service Centres' were selected on the basis that they:

- . offer a range of services in accordance with a recommendation of the Western Australian Government's submission to the House of Representatives Standing Committee of Expenditure Inquiry into Telecom's Zoning and Charging Policies in Rural and Remote Areas (see Attachment B for relevant extract from the submission); and
- . are a main centre serving an area approximating the statistical sub-division(s) or division as described by the Australian Bureau of Statistics.

Telecom's Western Australian State Administration carried out the study for all affected areas in that State and other States carried out the study for sample areas, and the results were aggregated to provide a national result.

APPENDIX IX

SOME HYPOTHETICAL EXAMPLES OF CALLS AFFECTED BY THE ELIMINATION OF 'A' RATE (BY REDUCING TO 'C' RATE) IF SUCH A CONCESSION EXTENDED AUSTRALIA-WIDE

A. BATHURST AREA (NSW)

Roughly about 100 cases, a few examples possibly being:

Bathurst	to/from	Lithgow
Bathurst	" "	Millthorpe
Bathurst	" "	Neville
Orange	" "	Neville
Orange	" "	Mandurana
Mudgee	" "	Hill End
Mudgee	" "	Birriwa
Cowra	" "	Millthorpe
Lithgow	" "	Oberon

B. DUBBO, PARKES, BOURKE AREAS (NSW)

Roughly about 100 cases, a few examples possibly being:

Dubbo	to/from	Gollan
Dubbo	" "	Wellington
Parkes	" "	Bengerebong
Parkes	" "	Bruie Plains
Forbes	" "	Caragabal
Forbes	" "	Gooloogong

C. NEWCASTLE AREA (NSW)

Roughly about 20 cases, some examples possibly being:

Cardiff	to/from	Dungog
Singleton	" "	Kuri Kuri
Maitland	" "	Wangi Wangi
Gosford	" "	Morisset
Wyong	" "	Mulbring

D. TAREE, KEMPSEY AREA (NSW)

Roughly about 100 cases, a few examples possibly being:

Taree	to/from	Gloucester
Taree	" "	Byabarra
Forster	" "	Bulahdela
Gloucester	" "	Bandon Grove
Dungog	" "	Nelson Bay
Maitland	" "	Nelson Bay

E. HAMILTON AREA (VIC)

Roughly about 200 cases, a few examples being:

Hamilton	to/from	Merino
Portland	" "	Merino
Portland	" "	Bessiebelle
Casterton	" "	Balmoral
Casterton	" "	Harrow
Edenhope	" "	Coojar
Mortlake	" "	Glen Thompson
Camperdown	" "	Mortlake
Warrnambool	" "	Cobden
Warrnambool	" "	Mortlake
Port Fairy	" "	Pershurst
Dunkeld	" "	Lake Bolac
Dunkeld	" "	MacArther
Cavendish	" "	Harrow
Grooke	" "	Harrow

F. NAMBOUR, TOOWOOMBA, KINGAROY AREAS (QLD)

Roughly about 100 cases, a few examples possibly being:

Nambour	to/from	Imbil
Nambour	" "	Pomona
Gympie	" "	Cooroy
Kingaroy	" "	Yarraman
Kingaroy	" "	Murgon
Toowoomba	" "	Crows Nest
Toowoomba	" "	Pittsworth

G. GERALDTON, NORTHAM, MERREDIN, ALBANY, BUNBURY AREAS (WA)

Roughly about 500 cases, a few examples possible being:

Geraldton	to/from	Northampton
Northampton	" "	Northern Gully
Merredin	" "	Bruce Rock
Merredin	" "	Yelbeni
Katanning	" "	Beaufort River
Katanning	" "	Cranbrook
Kojunup	" "	Cranbrook
Kondinia	" "	Carrigin West
Kondinia	" "	Naremben East
Wongan Hills	" "	New Norcia
Albany	" "	Denbarker
Albany	" "	Mt Barker
Denmark	" "	Mt Barker

APPENDIX X

SUMMARY OF THE PLANNED PROGRESS OF THE RURAL AND REMOTE AREAS PROGRAMME (RRAP)
PROGRESS TO 1990⁽¹⁾

CUSTOMERS TO HAVE	1984/85	1985/86	1986/87	1987/88	1988/89	1989/90	TOTAL
. Services Converted							
NSW	4161	3174	2778	3792	1537	96	15538
QLD	3231	1611	1190	390	180	120	6722
SA/NT	588	649	1151	494	245	5	3132
WA	169	33	9	0	0	0	211
NATIONAL	8149	5467	5128	4676	1962	221	25603
. Plant Replaced							
NSW	616	1068	1053	856	673	418	4684
QLD	406	943	980	1070	980	550	4929
SA/NT	21	141	173	134	133	0	602
WA	316	14	0	2	7	5	344
NATIONAL	1359	2166	2206	2062	1793	973	10559
. New Services Connected							
NSW	222	411	315	282	67	22	1319
QLD	408	486	600	900	910	800	4104
SA/NT	380	150	245	258	205	143	1381
WA	43	102	89	184	52	75	545
NATIONAL	1053	1149	1249	1624	1234	1040	7349
TOTAL Customers to have modernised and new services							
NSW	4999	4653	4146	4930	2277	536	21541
QLD	4045	3040	2770	2360	2070	1470	15755
SA/NT	989	940	1569	886	583	148	5115
WA	528	149	98	186	59	80	1100
NATIONAL	10561	8782	8583	8362	4989	2234	43511
CAPITAL FUNDS BY STATE							
	\$M	\$M	\$M	\$M	\$M	\$M	\$M
NSW	27.5	26.9	29.0	27.2	12.2	7.1	129.9
QLD	21.2	33.2	48.4	41.3	40.5	24.4	209.0
SA/NT	6.0	13.0	10.8	12.4	13.7	10.0	65.9
WA	7.7	4.7	5.8	7.5	3.8	1.7	31.2
CAPITAL FUNDS (1985/86\$)	62.4	77.8	94.0	88.4	70.2	43.2	436.0*

* Note: not including trunk/junction systems and higher order switching centres.

Footnote: 1. Exhibit No. 93.

TELECOM AUSTRALIA

NATIONAL, STATE AND DISTRICT

PROFITABILITY STUDY

1984/85

This Study examines the profitability of each Telecom District, taking into consideration the revenues raised in each District and the expenses incurred in providing and maintaining services. It should be noted that Telegraph and Data details are treated separately, because Telecom's information base does not allow the necessary breakdown. Consequently, Telegraph and Data are treated as a separate "District". It has been possible to allocate the Telegraph and Data "loss" to country and outer metropolitan areas generally.

The Profitability Study has required considerable pro-rata allocation in relation to items such as interest, depreciation and indirect costs. This is an unavoidable consequence of financial analysis in a telecommunications environment.

The results of the Study are regarded as reasonably representative of the commercial position of Telecom's operations in metropolitan and non metropolitan districts.

TELECOM AUSTRALIA

NATIONAL, STATE & DISTRICT

PROFITABILITY STUDY

1984/85

C O N T E N T S

APPENDIX 1 : NATIONAL SUMMARY : TELEPHONE, TELEGRAPH & DATA SERVICES

APPENDIX 2 : NATIONAL SUMMARY : TELEGRAPH AND DATA SERVICES

APPENDIX 3 : NATIONAL SUMMARY : TELEPHONE SERVICES

APPENDIX 4 : DISTRICT PROFITABILITY STUDY : NEW SOUTH WALES

APPENDIX 5 : DISTRICT PROFITABILITY STUDY : VICTORIA

APPENDIX 6 : DISTRICT PROFITABILITY STUDY : QUEENSLAND

APPENDIX 7 : DISTRICT PROFITABILITY STUDY : WESTERN AUSTRALIA

APPENDIX 8 : DISTRICT PROFITABILITY STUDY : SOUTH AUSTRALIA/N.T.

APPENDIX 9 : DISTRICT PROFITABILITY STUDY : TASMANIA

NATIONAL PROFITABILITY STUDY 1984/85

NATIONAL SUMMARY : TELEPHONE, TELEGRAPH & DATA SERVICES

Segment	Annual Revenue \$'000	Annual Expenses (Note 4)			Annual Profit/Loss \$'000
		Direct \$'000	Indirect \$'000	Total \$'000	
Metro (Note 1)	2,844,334	1,284,630	709,790	1,994,420	849,914
Country (Note 2)	1,257,665	1,045,973	671,226	1,717,199	-(459,534)
Outer Metro plus Canberra & Newcastle (Note 3)	598,590	376,429	228,008	604,437	-(5,847)
AUSTRALIA	4,700,589	2,707,032	1,609,024	4,316,056	384,533

Note 1 : Districts located in metropolitan areas.

Note 2 : Districts located in country areas excluding Note 3 Districts.

Note 3 : Districts located in urbanised areas adjoining capital cities and/or based on very large provincial cities which have a population in excess of 200 000.

Note 4 : Direct expenses in general terms include operating expenses such as, for example, maintenance and installation of customer services, network services, telegraph and data services and District Administrative and Customer Services staff. Depreciation is regarded as a direct expense even though allocative in nature, in recognition of the embedded investment in each district.

Indirect expenses include, for example, the majority of general and administrative costs associated with State and National Headquarters establishments and such things as Accommodation Charges, Agency Fees and Workers Compensation. In general terms indirect expenses come from the areas which support Telecom's operations. The interest bill at \$899M in 1984/85 is the largest single indirect expense.

NATIONAL PROFITABILITY STUDY 1984/85

NATIONAL SUMMARY : TELEGRAPH & DATA SERVICES

Segment	Annual Revenue \$'000	Annual Expenses			Annual Profit/Loss \$'000
		Direct \$'000	Indirect \$'000	Total \$'000	
Metro (Note 1)	193,450	89,682	75,404	165,086	28,364
Country (Note 2)	85,694	77,259	64,959	142,218	-(56,524)
Outer Metro plus Canberra & Newcastle (Note 3)	40,609	27,176	22,850	50,026	-(9,417)
AUSTRALIA	319,753	194,117	163,213	357,330	-(37,577)

Note 1 : Districts located in metropolitan areas.

Note 2 : Districts located in country areas excluding Note 3 Districts.

Note 3 : Districts located in urbanised areas adjoining capital cities and/or based on very large provincial cities which have a population in excess of 200 000.

Special Note

It has not yet been practicable to carry out the detailed investigations necessary to determine a sound basis for the allocation of Telegraph and Data revenue and expenses across individual districts. However, to enable some general conclusions to be drawn from the overall profitability studies it has been assumed that T&D revenue and expenses can reasonably be allocated across the broad geographical segments shown above by using the same relative ratios as applied to telephone revenue and expenses without undue distortion of the results.

DISTRICT PROFITABILITY STUDY : 1984/85
NATIONAL SUPPLY : TELEPHONE SERVICES

APPENDIX 3

	Annual Revenue \$'000	Annual Expenses			Annual Profit/Loss \$'000	Average No. of Telephone Services '000	Annual Revenue Per Service \$	Annual Expenses Per Service \$	Annual Profit/Loss Per Service \$
		Direct \$'000	Indirect \$'000	Total \$'000					
<u>CATEGORY 'A' DISTRICTS (Metro - Note 1)</u>									
New South Wales	976,920	443,315	239,336	682,651	294,269	1,279	764	534	230
Victoria	721,824	328,182	171,956	500,138	221,686	988	731	506	225
Queensland	335,559	141,364	73,064	214,428	121,131	419	801	512	289
Western Australia	294,042	123,455	63,625	187,080	106,962	405	726	462	264
South Australia/N.T.	269,900	133,249	61,364	194,613	75,287	418	646	466	180
Tasmania	52,639	25,383	25,041	50,424	2,215	77	684	655	29
Australia (Category 'A')	2,650,884	1,194,948	634,386	1,829,334	821,550	3,386	739	510	229
<u>CATEGORY 'B' DISTRICTS (Country - Note 1)</u>									
New South Wales	316,340	282,190	178,966	461,156	-(144,816)	435	727	1,060	-(333)
Victoria	267,316	193,638	125,582	319,220	-(51,904)	413	647	773	-(126)
Queensland	287,673	233,947	140,652	374,599	-(86,926)	353	815	1,061	-(246)
Western Australia	113,695	103,715	57,176	160,891	-(47,196)	118	964	1,363	-(399)
South Australia/N.T.	133,269	127,340	76,388	203,728	-(70,459)	157	849	1,298	-(449)
Tasmania	53,678	27,884	27,503	55,387	-(1,709)	79	679	701	-(22)
Australia (Category 'B')	1,171,971	968,714	606,267	1,574,981	-(403,010)	1,555	754	1,013	-(259)
<u>CATEGORY 'C' DISTRICTS (Outer Metro and Very Large Provincial Cities - Notes 1 & 2)</u>									
New South Wales	354,167	216,420	126,233	342,653	11,514	530	668	647	21
Victoria	120,290	78,587	44,567	123,154	-(2,864)	229	525	538	-(13)
Queensland	83,524	54,246	34,358	88,604	-(5,080)	118	708	751	-(43)
Western Australia	-	-	-	-	-	Nil	-	-	-
South Australia/N.T.	-	-	-	-	-	Nil	-	-	-
Tasmania	-	-	-	-	-	Nil	-	-	-
Australia (Category 'C')	557,981	349,253	205,158	554,411	3,570	877	636	632	4
AUSTRALIA (ALL CATEGORIES)	4,380,836	2,512,915	1,445,811	3,958,726	422,110	6,018	728	658	70

Note 1: Category A - represents those telecommunications districts in metropolitan areas
Category B - represents those telecommunications districts in country areas excluding Category C districts
Category C - represents those telecommunications districts in urbanised areas adjoining capital cities and/or based on very large provincial cities which have a population in excess of 200,000

Note 2: Canberra and Newcastle are the only cities which meet the 200,000 population criteria and are located beyond the outer metropolitan urbanised areas.

NEW SOUTH WALES
DISTRICT PROFITABILITY STUDY 1984/85

APPENDIX 4
Page 1

District	Category (Note 1)	Annual Revenue \$'000	Annual Expenses			Annual Profit/Loss \$'000	Average No. of Telephone Services '000	Annual Revenue Per Service \$	Annual Expenses Per Service \$	Annual Profit/Loss Per Service \$
			Direct \$'000	Indirect \$'000	Total \$'000					
SYDNEY METROPOLITAN DISTRICTS (10)	A	976,920	443,315	239,336	682,651	294,269	1,278	764	534	230
ARMIDALE	B	20,750	22,650	12,462	35,112	-(14,362)	27	769	1,300	-(531)
BATHURST	B	31,424	29,883	18,660	48,543	-(17,119)	45	698	1,079	-(381)
CANBERRA	C	115,527	45,888	25,603	71,491	44,036	112	1,032	638	394
CENTRAL COAST	C	36,863	29,731	16,587	46,318	-(9,455)	75	492	618	-(126)
DUBBO	B	35,521	36,898	23,019	59,917	-(24,396)	48	740	1,248	-(508)
GOULBURN	B	20,287	16,664	10,255	26,919	-(6,632)	27	751	997	-(246)
ORAPTON	B	24,675	22,785	16,598	39,383	-(14,705)	35	705	1,125	-(428)
KEMPSEY	B	29,808	26,893	18,789	45,682	-(15,874)	43	693	1,062	-(369)
LISMORE	B	30,408	25,609	18,099	43,708	-(13,304)	44	691	993	-(302)
HATTLAND	B	30,455	25,466	17,309	42,775	-(12,320)	45	677	951	-(274)

NEW SOUTH WALES
DISTRICT PROFITABILITY STUDY 1984/85

APPENDIX 4

Page 2

District	Category (Note 1)	Annual Revenue \$'000	Annual Expenses			Annual Profit/Loss \$'000	Average No. of Telephone Services '000	Annual Revenue Per Service \$	Annual Expenses Per Service \$	Annual Profit/Loss Per Service \$
			Direct \$'000	Indirect \$'000	Total \$'000					
NARRANDERA	B	17,927	15,933	9,089	25,022	-(7,095)	24	747	1,043	-(296)
NEWCASTLE	C	73,498	45,731	27,772	73,503	5	122	602	602	-(0)
PENRITH	C	36,273	33,145	20,321	53,466	-(17,193)	65	558	823	-(265)
TAMWORTH	B	24,968	23,584	14,361	37,945	-(12,977)	30	832	1,265	-(433)
WAGGA	B	50,121	35,825	20,325	56,150	-(6,029)	67	748	838	-(90)
WOOLLOONOOBONG	C	92,005	61,925	35,950	97,875	-(5,869)	156	590	627	-(37)
REGIONAL AND STATE SUMMARY										
Metropolitan	A	976,920	443,315	239,336	682,651	294,269	1,278	764	534	230
Country	B	316,340	282,190	178,966	461,156	-(144,816)	435	727	1,060	-(333)
Outer Metro & Very Large Prov. Cities	C	354,167	216,420	126,233	342,653	11,514	530	668	647	21
STATE	-	1,647,427	941,925	544,535	1,486,460	160,967	2,243	734	663	71

Note 1: The symbols shown represent the following types of districts:
 A - Metropolitan Telecommunications Districts
 B - Country Telecommunications Districts excluding Category C districts
 C - Districts based in "urbanized areas" adjoining capital cities and/or based on very large provincial cities which have a population in excess of 200,000

DISTRICT PROFITABILITY STUDY 1984/85

Page 1

District	Category (Note 1)	Annual Revenue \$'000	Annual Expenses			Annual Profit/Loss \$'000	Average No. of Telephone Services '000	Annual Revenue Per Service \$	Annual Expenses Per Service \$	Ann. Profit/Loss Per Service \$
			Direct \$'000	Indirect \$'000	Total \$'000					
MELBOURNE METROPOLITAN DISTRICTS (8)	A	721,824	328,182	171,956	500,138	221,686	989	730	506	224
ARARAT	B	14,712	12,027	8,139	20,166	-(5,454)	21	701	960	-(259)
BALLARAT	B	22,942	17,923	12,486	30,409	-(7,467)	37	620	822	-(202)
BENTALLA	B	25,989	20,596	13,449	34,045	-(8,056)	37	702	920	-(218)
BENDIGO	B	39,774	29,392	18,662	48,054	-(8,280)	65	612	739	-(127)
CROYDON	C	31,633	20,614	11,971	32,585	-(952)	61	519	534	-(15)
DANDENONG	C	48,614	29,459	16,291	45,750	2,864	85	572	538	34
FRANKSTON	C	40,843	28,514	16,305	44,819	-(4,776)	83	482	540	-(58)
GEELENG	B	44,545	31,194	19,447	50,641	-(6,096)	77	579	658	-(79)
HAMILTON	B	24,084	18,626	11,356	29,982	-(5,898)	35	688	857	-(169)
MILDURA	B	19,880	11,617	7,242	18,859	221	26	734	725	9

DISTRICT PROFITABILITY STUDY 1984/85

District	Category (Note 1)	Annual Revenue \$'000	Annual Expenses			Annual Profit/Loss \$'000	Average No. of Telephone Services '000	Annual Revenue Per Service \$	Annual Expenses Per Service \$	Avg Profit/Loss Per Service \$
			Direct \$'000	Indirect \$'000	Total \$'000					
SALE	B	38,156	25,818	18,464	44,282	-(6,126)	53	720	836	-(115)
SHEPPARTON	B	19,135	11,335	7,245	18,580	555	29	660	641	19
WAERAGUL	B	18,899	15,110	9,092	24,202	-(5,303)	33	573	733	-(160)

REGIONAL AND STATE SUMMARY

Metropolitan	A	721,824	328,182	171,956	500,138	221,686	989	730	506	224
Country	B	267,316	193,638	125,582	319,220	-(51,904)	413	647	773	-(126)
Outer Metro & Very Large Prov. Cities	C	120,290	78,587	44,567	123,154	-(2,864)	229	525	538	-(13)
STATE	-	1,109,430	600,407	342,105	942,512	166,918	1,631	680	578	102

Note 1: The symbols shown represent the following types of districts:

- A - Metropolitan Telecommunications Districts
- B - Country Telecommunications Districts excluding Category C districts
- C - Districts based in "urbanised areas" adjoining capital cities and/or based on very large provincial cities which have a population in excess of 200,000

DISTRICT PERFORMANCE FROM 1984/85

District	Category (Note 1)	Annual Expenses			Annual Profit/Loss \$'000	Average % of Telephone Services '000	Annual Revenue Per Service \$	Annual Expenses Per Service \$	Annual Profit/Loss Per Service \$
		Direct \$'000	Indirect \$'000	Total \$'000					
BRISBANE METROPOLITAN DISTRICTS (3)									
	A	335,559	141,364	73,064	214,428	121,131	801	512	289
	B	39,603	31,253	16,744	47,997	-(8,594)	916	1,116	-(200)
	C	57,908	32,278	20,020	52,298	5,610	793	716	77
GOLD COAST									
	C	25,616	21,968	14,336	36,306	-(10,690)	569	807	-(238)
IPSWICH									
	B	28,924	18,610	10,723	29,333	-(409)	997	1,011	-(14)
MAREEBOROUGH									
	B	29,118	27,191	20,447	47,638	-(18,520)	677	1,108	-(431)
MAREEBOUR									
	B	39,543	33,175	22,764	55,939	-(16,396)	670	948	-(278)
ROCHAMPTON									
	B	41,854	34,967	25,113	58,080	-(16,226)	854	1,185	-(331)
ROSA									
	B	15,415	25,174	11,915	37,089	-(21,674)	771	1,854	-(1,083)
TOONGOORA									
	B	35,836	24,566	15,582	40,148	-(4,312)	717	803	-(86)
TOWNSVILLE									
	B	57,580	39,611	19,364	58,375	-(795)	960	973	-(13)

METROPOLITAN AND STATE SURVEY

Metropolitan	A	335,559	141,364	73,064	214,428	121,131	801	512	289
Country	B	287,673	233,947	140,652	374,599	-(86,926)	815	1,061	-(246)
Outer Metro & Very Large Prov. Cities	C	83,524	54,246	34,358	88,504	-(5,080)	708	751	-(43)
STATE	-	706,756	429,557	248,074	677,631	29,125	794	761	33

Note 1: The symbols shown represent the following types of districts:

- A - Metropolitan Telecommunications Districts
- B - Country Telecommunications Districts including Category C districts
- C - Districts based in "urbanised areas" adjoining capital cities and/or based on very large provincial cities which have a population in excess of 260,000

WESTERN AUSTRALIA

APPENDIX 7

D ICT PROFITABILITY STUDY 1984/85

District	Category (Note 1)	Annual Revenue \$'000	Annual Expenses			Annual Profit/Loss \$'000	Average No. of Telephone Services '000	Annual Revenue Per Service \$	Annual Expenses Per Service \$	Annual Profit/ Per Service \$
			Direct \$'000	Indirect \$'000	Total \$'000					
PERTH METROPOLITAN DISTRICTS (3)	A	294,042	123,455	63,625	187,080	106,962	405	726	462	264
BUNBURY-ALBANY	B	44,678	38,659	20,801	59,460	-(14,782)	60	745	991	-(246)
CENTRAL - COUNTRY	B	24,348	23,763	13,182	36,945	-(12,597)	24	1,015	1,539	-(524)
NORTH-WEST (GERALDTON)	B	44,669	41,293	23,193	64,486	-(19,818)	34	1,314	1,897	-(583)

REGIONAL AND STATE SUMMARY

Metropolitan	A	294,042	123,455	63,625	187,080	106,962	405	726	462	264
Country	B	113,695	103,715	57,176	160,891	-(47,196)	118	964	1,363	-(399)
Outer Metro & Very Large Prov. Cities	C	-	-	-	-	-	Nil	-	-	-
STATE	-	407,737	227,170	120,801	347,971	59,766	523	780	665	115

Note 1: The symbols shown represent the following types of districts:

- A - Metropolitan Telecommunications Districts
- B - Country Telecommunications Districts excluding Category C districts
- C - Districts based in "urbanised areas" adjoining capital cities and/or based on very large provincial cities which have a population in excess of 200,000

SOUTH AUSTRALIA/NORTHERN TERRITORY
DISTRICT PROFITABILITY STUDY 1984/85

APPENDIX 2

District	Category (Note 1)	Annual Revenue	Annual Expenses			Annual Profit/Loss	Average No. of Telephone Services	Annual Revenue Per Service	Annual Expenses Per Service	Annual Profit/Loss Per Service
			Direct	Indirect	Total					
		\$'000	\$'000	\$'000	\$'000	\$'000	'000	\$	\$	\$
ADELAIDE METROPOLITAN DISTRICTS (3)	A	269,900	133,249	61,364	194,613	75,287	418	646	466	180
DARWIN	B	51,686	46,295	26,541	72,836	-(21,150)	36	1,436	2,023	-(587)
KADINA	B	22,860	26,338	16,296	42,634	-(19,774)	40	571	1,066	-(495)
MOUNT GAMBIER (SOUTH EAST)	B	16,870	11,783	6,871	18,654	-(1,784)	22	767	848	-(81)
MURRAY BRIDGE	B	18,643	18,841	12,034	30,875	-(12,232)	31	601	996	(395)
WHYALLA (BYRE)	B	23,210	24,083	14,646	38,729	-(15,519)	28	829	1,383	(554)

REGIONAL AND STATE SUMMARY

Metropolitan	A	269,900	133,249	61,364	194,613	75,287	418	646	466	180
Country	B	133,269	127,340	76,388	203,728	-(70,459)	157	849	1,298	(449)
Outer Metro & Very Large Prov. Cities	C	-	-	-	-	-	Nil	-	-	-
STATE	-	403,169	260,589	137,752	398,341	4,828	575	701	693	8

Note 1: The symbols shown represent the following types of districts:
 A - Metropolitan Telecommunications Districts
 B - Country Telecommunications Districts excluding Category C districts
 C - Districts based in "urbanised areas" adjoining capital cities and/or based on very large provincial cities which have a population in excess of 200,000

TASSELIA

APPENDIX 2

DISTRICT PROFITABILITY STUDY 1984/85

District	Category (Note 1)	Annual Expenses		Annual Revenue \$'000	Annual Profit/Loss \$'000	Average No. of Telephones '000	Annual Revenue Per Service \$	Annual Expenses Per Service \$	Annual Profit/Loss Per Service \$
		Direct \$'000	Indirect \$'000						
ROBERT METROPOLITAN DISTRICTS (1)									
	A	52,639	25,041	50,424	2,215	77	684	655	29
BURNIE									
	B	24,746	12,895	25,989	-(1,243)	35	707	743	-(36)
LAUNCESTON									
	B	28,932	14,608	29,398	-(466)	44	658	668	-(10)

REGIONAL AND STATE SUMMARY

Metropolitan	A	52,639	25,383	50,424	2,215	77	684	655	29
Country	B	53,678	27,884	55,387	-(1,709)	79	679	701	-(22)
Outer Metro & Very Large Prov. Cities	C	-	-	-	-	Nil	-	-	-
STATE	-	106,317	53,267	105,811	506	156	682	678	3

Note 1: The symbols shown represent the following types of districts:
 A - Metropolitan Telecommunications Districts
 B - Country Telecommunications Districts excluding Category C districts
 C - Districts based in "urbanised areas" adjoining capital cities and/or based on very large provincial cities which have a population in excess of 200,000