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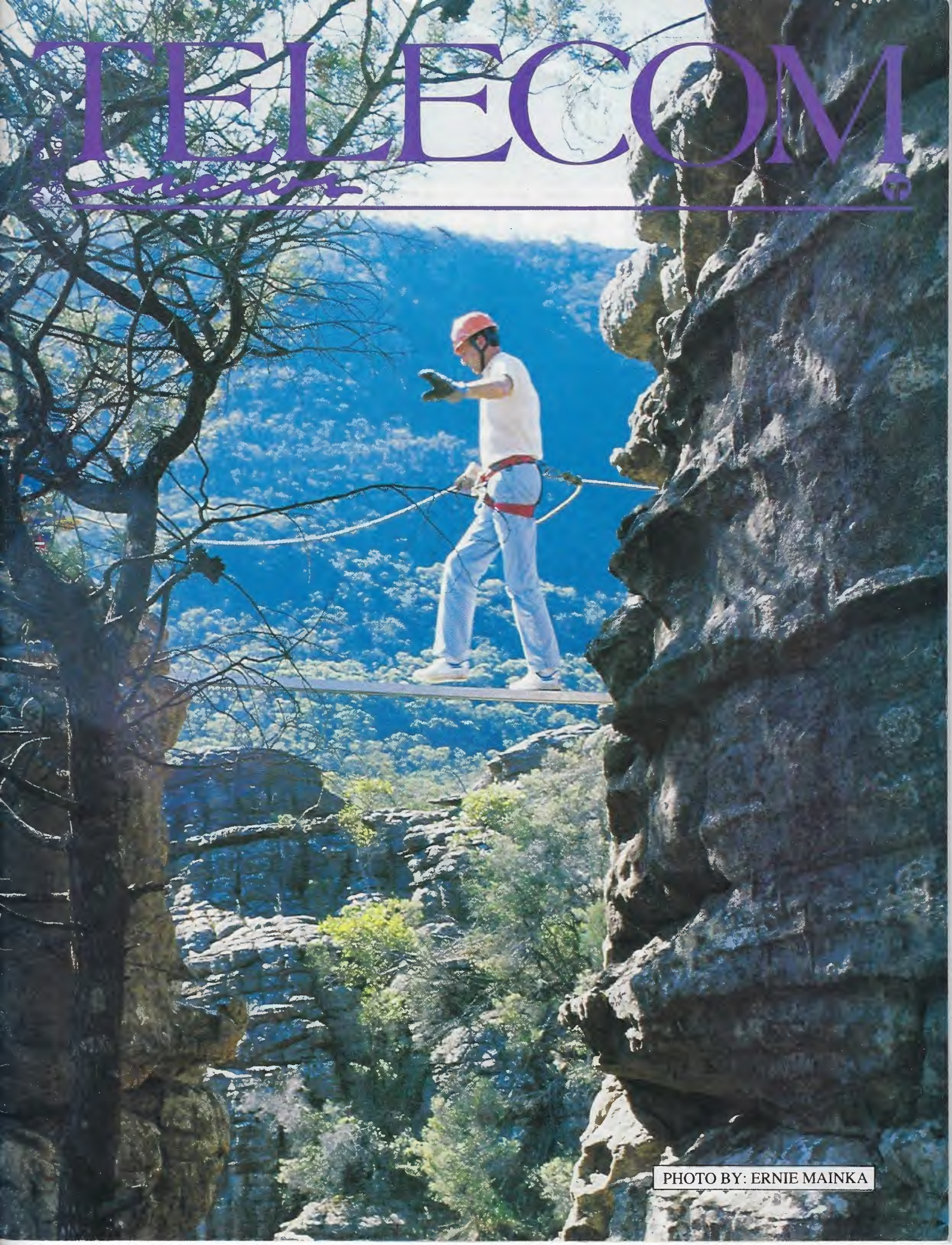
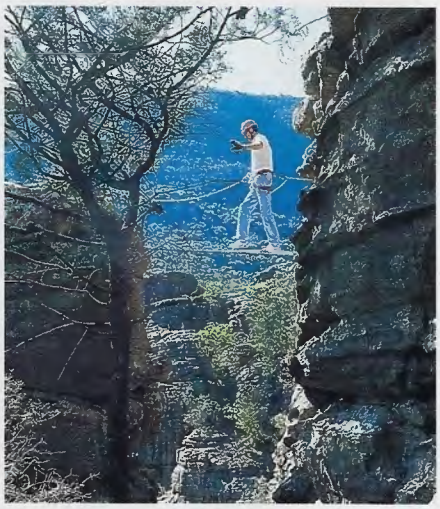


PHOTO BY: ERNIE MAINKA

MAY 1988
ISSUE No. 140

TELECOM news



COVER: Taking his leadership role outdoors, Managing Director Mel Ward advances across a narrow plank spanning a 20-metre deep ravine at Halls Gap. This was all part of a team building exercise, so, though Mel may appear alone and isolated, he had a lot of support from the rest of senior management who were there. Story and more pictures on Pages 4 and 5.

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Telecom Australia

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Telex 30146, Facsimile 642 1741
Articles and letters should be addressed to the editor.

Telecom committed to fostering Australia's technology

Telecom has often said that it is committed to providing the best solutions to customers' communications needs.

On 4 March, 1988, these commitments were demonstrated when Ray Liggett; Executive General Manager of Corporate Customer Division, and John Farrell, Chief Executive of QPSX Communications, signed a contract for about $5 million.

The contract is for the provision to Telecom of hardware, software and support for the conduct of pilot networks based on the QPSX (Queued Packet and Synchronous Switching) technology developed by QPSX.

The pilot networks are necessary to make sure that installation, maintenance and operation procedures are correct before releasing QPSX-derived customer services to the market. This is planned to occur in early 1990.

Ray Liggett said, "This is a highly tangible demonstration of how Telecom ensures that it has the best technology for the needs of its customers. What's more, it's home grown!"

Services derived from QPSX technology will allow Telecom to meet the needs of customers who have to transfer data at very high speeds (up to 150 Mbit/s) who want very high degrees of reliability and security, and who want the network to be smart enough to be compatible with their own equipment. And that's only the beginning.

"QPSX is firmly on the evolutionary path to the networks of the future," said John Farrell. "Because of Telecom's investment now, it is not only ensuring its own investments are future-proofs, it is also allowing customers to capitalise on their current investment in mainframes and local area networks. And, most importantly, it lets them look at new ways of doing business."

QPSX is a joint venture company based in Perth, set up by Telecom (60%) and the University of Western Australia (40%). The company has taken the postgraduate work of a group of brilliant students, together with their mentors at the university, and has transformed it into a technology that is exciting interest worldwide.

Not only is Telecom very interested, but telecommunication companies in North America are also very interested in developments. This results from two things; the quality and utility of the technology itself, and the fact that it will be adopted as the Metropolitan Area Network standard (802.6) by IEEE, the body which sets standards for many of the world's data networks.

Early applications to which this technology will provide efficient and cost-effective solutions include:

- **Local Area Networks (LAN) Interconnection.** QPSX will allow one LAN to communicate with another LAN at the internal speed of the LANs and not be limited by network speeds.

- **Mainframe Interconnections.** In a world where customers are investing in disaster plans and multiple computer sites, QPSX will allow mainframe computers to be linked at very high speeds, maintain concurrent data basis, yet operate independently if a disaster occurs.

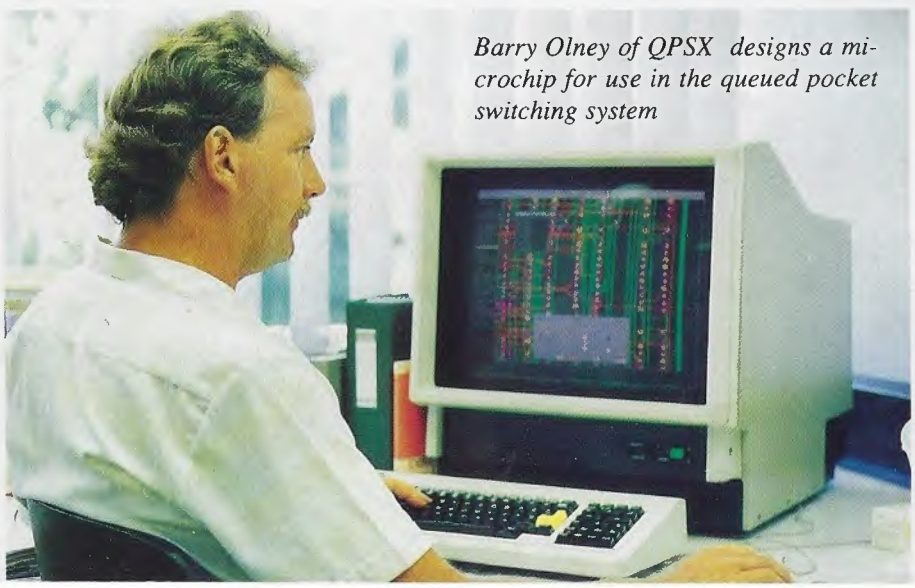
- **Customer Access Service (CAS).** While Telecom is now developing a highly flexible CAS for almost immediate introduction, QPSX will take the inherent benefits of CAS and further enhance them from about 1990.

- **Imaging Services. Consider a major public hospital with a highly expensive CATSCAN machine.** Allow this machine to be accessed by a much larger number of specialists who may be geographically distant, and you spread the social benefit as well as the cost benefit.

Of considerable credit to the people behind QPSX is the rapidity with which university research work has been transformed into a commercial reality. This has taken about six years, which compares very favourably with the 18 or more years for optic fibre.

As pointed out by the Manager of Telecom's QPSX Project Team, Graeme Kidd, Telecom also deserves credit for believing in an idea with sufficient conviction to set up the joint company and then for committing a further $5 million for the pilot network.

You will be hearing more about this new and highly innovative technology as the pilot networks progress. In the meantime, you can get further information by ringing Graeme Kidd on (03) 696 3911.



Barry Olney of QPSX designs a microchip for use in the queued pocket switching system

CORPORATE LEADERS FACE THE CHALLENGE

Vision 2000 took a dramatic step forward in March when 17 top executives went "bush" in the rugged Grampians in western Victoria.

For four days they were subjected to unaccustomed dreads and problems - and came through it with a heightened commitment to Vision 2000. Its key philosophy of managed change had moved closer to practical reality.

"Vision 2000 is alive and well," said Jeanette Enright, who heads the project. "But for 1988 the program is different, setting new directions in leadership and teamwork."

And that's what took the Managing Director Mel Ward, the Chief General Manager Bob McKinnon, the managers of the new Corporate Centre and the Corporate Support Service managers to the Grampians.

The aim was to weld a team through trust in each other, through commitment and loyalty," Jeanette added.

"The commitment of top management to the concept of Vision 2000 is now very obvious."

Activities were indoors and out. But why should senior executives suddenly find themselves having to walk the plank (above a 10-metre drop), free-fall from the top of a table, cross a 100-metre canyon on a rope, and abseil a cliff face?

A matter of team work. As seen by participants: "Physical danger isn't part of the training technique - physical challenge is". "Experimental learning means to learn by doing. Taking the risk heightens the learning experience". "True physical risk taking is not the goal; emotional and mental risk taking is."

Jeanette adds: What happens in one of these programs is the development of a bonding in three or four days that could take three or four years in the workplace."

The Grampians adventure was a step in the development program based on integrating the Vision 2000 process into the day-to-day operating environment, with the key objectives of managing change effectively, operationalising the Telecom Test and transferring the responsibility and skills for implementing the Vision 2000 ethos to line management.

The three points of that ethos are: Customers come first, "business success builds our future," we make it possible.

It's happening already, with the Corporate Customer Division going through the courses now, and ultimately spreading in a "cascade" process to OIC and work groups. And at the end, a shared vision: Vision 2000.

PHOTO CAPTIONS:

1. An eagle emblazoned on his chest, Commission Secretary Stan Moon confidently "takes off" from the top of a cliff face.

2. It was a new challenge for the Executive Director of Corporate Strategy, Roger Banks, who looks towards the cliff face he must soon abseil down.

3. Barry O'Sullivan, Executive Director, Corporate Human Resources Directorate, has full confidence in the rest of the team.

4. Richard Baillie, Director Planning and Policy, Corporate Human Resources, probably wishes he was in New York as he steps his way across the narrow plank.

5. Consultant Rod Anderson reinforcing the external leadership roles with some "blackboard" theory at one of the internal development sessions.

6. Some of the participants and two of the consultants just before a session abseilling down a cliff-face.

7. On the ascent to "walk the plank" there are some anxious upward glances. In the foreground Stan Moon adjusts some gear for Ted Benjamin.

8. With full support from the rest of the team, Ted Benjamin found abseilling down the cliff "a piece of cake."

9. It's a long way down when crossing a ravine via a rope.

10. David Mattiske, Assistant Director of Corporate Strategy, in one of the "warm up" sessions when the plank was only a metre or so off the ground. All the teams were there to catch him if he faltered.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1. In Western Australia celebrating the launch in style are L-R Barry Moore, Manager Business Services and Salesforce members and friends.

2.Tessa demonstrates some of the S824's winning qualities to Graeme Burkett, National Business Manager of the Corporate Customer Division based in Brisbane.

3. Discussing the New Commander S poster at the Victoria launch are Max Oates, State Business Sales Manager, John Harrison, Business Services Victoria and Barry Blandon, Account Service Director DDB Needham.

"SBS winning for Telecom" was the theme used by the Small Business Systems Division when the newest addition to the Commander range, the S824 was launched to Sales and Marketing representatives in all States.

The S824 is "another winner" offering the following additional features at an affordable price:

A call details recorder (CDR); a direct station selection console (DSS); and a facility for different levels of zone paging.

Sales support items included a new brochure for the S Series of Commander products, incorporating the three models S206, S408 and S824, a staff communicator with details of the new keystation, the "Comset On-Hook", and a media campaign communicator with information about the new TV and press campaign communicator with information about the new TV and press campaign, which commenced at the end of February. The television commercial, which was shown during the launch presentation, is targetted at smaller

WINNER

The Telecom Commander™ S Series.
Telephone systems for up to
8 lines and 24 extensions.

4. Members of the South Australian Sales Force enjoying the view from the "Mathew Flinders" during a cruise, after the formal presentation.

5. L-R Kathy Graham, Product Marketing Officer, Dennis Andrews, Manager Sales and Marketing and Christine Sasse, Manager Business Services using the Commander S824 at the Sydney launch.

6. Lucky Victorian winners from L-R, Kurt Maybus, BSR, South region, Noel Turner< BSR, North Region, Joe Silipo, BSR, North Region.

blue collar businesses who need an efficient, easy to use telephone system.

The supporting press ads were used as display items at the launch venues and reinforced these reasons to buy a Commander - Professionalism, Time/Cost saving, Affordability.

The presentation ended on a high note with a raffle providing surprise prizes for some lucky participants.

In Queensland, the Commander S824 was launched in style at the famous Kooralbyn Resort, in mountainous country south of Brisbane.

A team from SBS division in Headquarters, including Tessa Hall, Paul O'Neill, Les McLean and Joe Raimondo, flew north to discuss the new product with sales staff.

TELECOM SURVIVES CYCLONE CHARLIE

BY CLAIRE HEATH

The shed roof at Jack Wells's home started to blow away during Cyclone Charlie. A tree crashed on to the roof of his newly renovated house and 100 millimetres of water flooded the lower level.

But Jack had a lifeline: throughout the ordeal, his telephone kept working.

He was able to keep in touch with the SES and, through them, with cyclone developments.

Jack, a Telecom technician at Ayr, was trapped in his house for more than two days while Cyclone Charlie loitered over nearby Bowling Green Bay.

His wife, Yvette, and daughter Kim were with him. Jack was sure the house was going to be blown apart, so he connected a rope to his mango tree in preparation for tying his family into the tree for the duration of the storm. (The mango tree, in local tradition, takes a lot more uprooting than do most trees.)

"I've been through an earthquake in New Guinea and a bushfire in Victoria, but nothing so bad as this", Jack said.

"It was my first cyclone and I hope it's my bloody last".

After the cyclone abated, Jack couldn't get back to work for another day. Fittings in the lower section of the house were warped and stained by the floodwaters.

"It's destroyed everything outside, too", he said.

The worst part of sitting out such a storm, according to Jack, was not knowing what would happen next."

The big tree that crashed on to the roof was just screwed out of the ground and bits of the shed were flying past", he said.

One of the 25 homes flooded when "Charlie" dumped 1800mm of rain in 30 hours.

"The cyclone was stationary for so long, it really wore you down. The wind was not that strong - about 140 km/hr - but constant".

"It was a comfort being able to get the SES on the end of the phone".

Although Jack and other home owners, business people and farmers faced huge clean-up operations and damage bills - Mackay city and 10 central Queensland shires were declared disaster areas following the cyclone - Telecom escaped relatively unscathed.

In the Townsville district, the most serious fault has been the loss of the Giru exchange, which services 300 customers. Nearly all other faults were with personal lines, according to the Townsville DTM, Mr Eon Wheeler.

A week after Cyclone Charlie, everything was "back to normal" in the district, Eon said.

Indeed, so prompt had been Telecom employees' response to calls for repairs that Eon sent them a congratulatory telex.

"There was no other major equipment, junction or radio system failure, no dishes blown off alignment", he said.

"This is because, keeping in mind it's a cyclone area, we have a very high standard of supervision and maintenance on the coastal strip.

"Sites are selected out of flood-prone areas, buildings are elevated".

In Mackay, too, life soon got back to normal after the cyclone although there was more damage there, according to the DTM, Mr Trevor Rogers.

"The Sarina lines district was the most affected," Trevor said.

"There were some small cables washed out of the creeks and a couple of aerial lines and we only have 10 or 11 lines staff".

About 550 line faults were recorded in Mackay from the beginning of the rains until the flooding subsided.

"In the early 80s, a similar cyclone would have resulted in thousands of faults," Trevor said.

"Since then, lead cables have been replaced with plastic cables which were plugged with a jelly that stopped moisture penetration," he said.

Elon believed the relatively small number of faults also had something to do with modifying standard construction and maintenance techniques to accommodate the vagaries of the tropical climate.

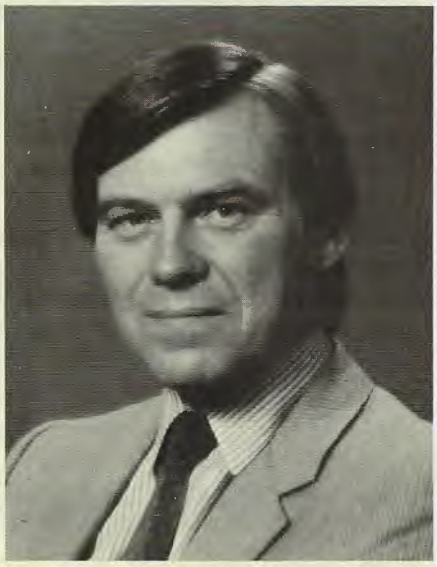
"For example, we have no aerial construction. Cables are on poles as a temporary measure or if it is impossible to put them underground", he said.

"And it's paid off, because we're not getting the numbers of problems we used to."

Burdekin Shire Council workmen clear away fallen trees on the streets of Ayr in northern Queensland in the aftermath of Cyclone Charlie.

FIELD TRIAL FOR NEW TECHNOLOGY

John Farrell, Chief Executive QPSX Communications Pty. Ltd.



Ray Liggett, Executive General Manager, Corporate Customer Division , Telecom Australia

Telecom has signed a $5 million contract with QPSX Communications P/I to install a pilot network of the company's multi-megabit packet-switching technology.

The commitment to the future of telecommunications was made by Telecom's Executive General Manager, Corporate Customer Division, Ray Liggett, and John Farrell, QPSX's Chief Executive when they signed the contract.

The network, which will provide high speed packet switching (up to 150 M/bits) and synchronous links, will be a world first.

The pilot scheme will run for two years after which Telecom will introduce QPSX-derived services for customer applications. The technology will allow customers to both future-proof their communication equipment, and develop a range of new applications.

The combined trends of digitisation of telecommunications, and increasing use of packet-based rather than circuit-based networks, place QPSX firmly on the evolutionary path to future technologies.

QPSX has been given "project approval" by the US Institute of Electrical and Electronic Engineers as a precursor to full standardisation.

This means that an Australian developed technology will have achieved a world first and will open up a lucrative market in North America, if not the whole world. Already other telecommunications companies are taking a very close interest in developments both in Australia and at IEEE.

This man has 87,000 people behind him.

Despite the millions of dollars invested in technology, Telecom's most valuable resource is its people.

People like Kevin Mansell.

Kevin has overcome personal battles and long struggles with injuries to establish himself as an ultra marathon runner.

He is a fine example of determination and achievement against the odds.

Telecom is proud of Kevin and the others on our staff around Australia who approach their work with the same dedication they apply to their personal goals.

It's that dedication which makes Telecom one of the best telecommunications companies in the world.

So, when Kevin runs alone he also knows he's part of a big team doing their best for Australia.

Telecom Australia

A SENSE OF DEDICATION

By Norman Jensen and
Terry O'Halloran

A sense of dedication is a wonderful attribute, and it paid off for Kevin Mansell, a technician with Telecom who finished seventh in the Westfield Ultra-Marathon, the 1000km stamina-sapping Sydney to Melbourne run.

In lopping 38 hours off his 1987 result, he finished seventh in a field of 36 this year, in a time of seven days four hours and 55 minutes. This was a tremendous achievement for a man who eleven years ago was a self-destructive alcoholic.

Another magnificent effort was that of Kevin's Victorian Telecom counterpart, Brian Smith. This was the first Australian to cross the finishing line to gain fourth place. This was no mean feat, and has earned Brian Telecom's unstinting praise for a superb performance.

Yet the insertion by Telecom of a full page advertisement featuring Kevin Mansell which appeared in a recent issue of Australian Runner (and is reproduced on page 10) is the culmination of Kevin's lifelong struggle in battling against the odds and ultimately turning adversity into a major success.

"My family had a history of alcoholsim. When I was young we got moved around here and there because of my father's addiction and my family was split up.

"My younger sister was adopted by one of my aunties in South Australia and we moved away to New South Wales. My mother died in 1964 and my brother and I were put in an orphanage.

"After three years I left the orphanage and ended up hitting the grog myself. I was about 17. My brother was adopted by one of my cousins and landed back in South Australia.

"In 1977 I had two attempts at suicide and ended up at Alcoholics Anonymous. I haven't had a drink since 20 September, 1977.

"About four years later, I finally got in touch with my brother and sister at the end of 1982.

"Christmas 1983 was the first time the three of us had been in the same town together, and by then I was 33. My sister is now 32 and my brother is 28. For 23 years we had never been in the same town together," he said.

At the time Kevin was smoking 80 cigarettes a day, but he gave up when he became involved with gym work and weights. At this stage Kevin was advised to start jogging as he was putting on weight.

In October 1983 an Olympic Fun Run was held at the Opera House to raise money for the team going to Los Angeles. "My mate asked me 'How much running are you doing?' and I said 'About three kilometres a week.' He said 'Well, I've entered you in a 12km fun run.' 'I ran the distance in 58 minutes. It was immediate addiction.

"In 1984 I ran the Wang Australian Marathon in June with Mark Gladwell. Mark made it and I didn't. They pulled me out at the 30 kilometre mark with torn tendons in the foot," said Kevin.

Then Kevin was introduced to Bill Carlson, an excellent athlete who drew up a training program for him and Mark Gladwell.

In early 1985 Kevin took part in the Canberra Nike Marathon, which he completed in 3:23. In early 1986 he ran his first 100 miler at Manly. He came fourth in a time of 20:30. Twelve months later Kevin Mansell and Mark Gladwell lined up for their first Sydney to Melbourne run.

In between ultras the two buddies run numerous marathons, completing the race and then running home, covering up to 100 km.

For most people the challenge of controlling the alcoholism and the smoking would have been enough. Instead of complaining about the vicissitudes of life and his susceptibility to bad habits, Kevin has chosen to take the bit in his teeth and do something positive to replace the negatives in his life.

Pictured above is a relieved Kevin Mansell as he crosses the finishing line, followed by his support team. The Westfield Ultra-Marathon was billed as the "World's Greatest Race", and with a record field of 43 runners, the gruelling 1000km run was just that. Greek runner Yiannis Kouros, who began 12 hours after the rest of the field, still, managed to finish first.

EQUAL OPPORTUNITY HELPS WITH CHANGE

By CLAIRE HEATH

Enacting equal employment opportunity policy is the means for Telecom to successfully manage internal changes which include the retrenchment and redeployment of employees and job redesign, according to national EEO co-ordinator Michelle Moynihan.

Ms Moynihan, who has been the Queensland EEO officer for nearly two years, has been seconded to headquarters and become national EEO co-ordinator in March.

Now that Telecom was being reorganised to make better use of its resources, the federal Government's EEO policy would come into its own, Ms Moynihan said.

"It's not a matter of meeting a corporate social obligation; EEO makes good business sense," she said.

"Up until now, we have not fully utilised all our human resources. As we will not be getting any additional resources, it is critical that we maximise the potential of those staff we already have."

A successful EEO program will mean that people's skills and talents will be more fully utilised and there will be more career options available. A more balanced workforce will lead to greater job satisfaction and higher staff morale. This will result in improved productivity and efficiency.

"The nature of the telecommunications industry is technical and engineering and, traditionally, these fields attract few women," Ms Moynihan said.

"Part of the challenge of this job is to break down that perception, that some jobs are seen as women's work, and others as men's work. The process of job redesign has the potential for rectifying this within the clerical administrative area," Ms Moynihan said.

EEO was often seen as being concerned only with women's issues but there was also an EEO obligation towards Aborigines and Torres Strait Islanders, migrants and people with disabilities. There had been a focus on women because we knew how many women we had, and where they were, but Telecom had no accurate figures on the numbers of staff in the other categories.

"Until all the States complete their EEO surveys, we are unable to report the real situation with these groups," Ms Moynihan said.

"It is really important to get an accurate picture because otherwise it will be difficult to set realistic objectives and monitor our progress. Recent legislation has given us a legal responsibility to survey our staff and implement an Affirmative Action program," Ms Moynihan said.

While EEO policy may not have changed attitudes, it had forced behavioural changes in the way we applied personnel practices.

"Any improvement in the way we manage our staff doesn't just benefit the identified groups. It benefits everyone," she said.

Certainly, it seems that EEO legislation and similar reforms are here to stay - successive Australian governments have endorsed them.

"We're at a point where the public has expectations of Telecom as a major employer and think it should reasonably reflect the community it serves.

"It is also the Government's view that Telecom has a corporate responsibility to the national labour force to reflect the national population and to observe the spirit of EEO which is enshrined in legislation," Ms Moynihan said.

"Overseas, EEO is a common business discipline and, in future, Australian managers will increasingly recognise its relationship to other areas such as industrial relations, public relations and unit performances.

"People think EEO is about treating people the same," she said. "But my understanding of it is in realising that people have different needs and strengths and talents. We need to take account of people's differences and appreciate that there is a distinct and positive value in having a diverse workforce. EEO has everything to do with improving our business performance and is entirely consistent with Vision 2000 and other organisational goals."

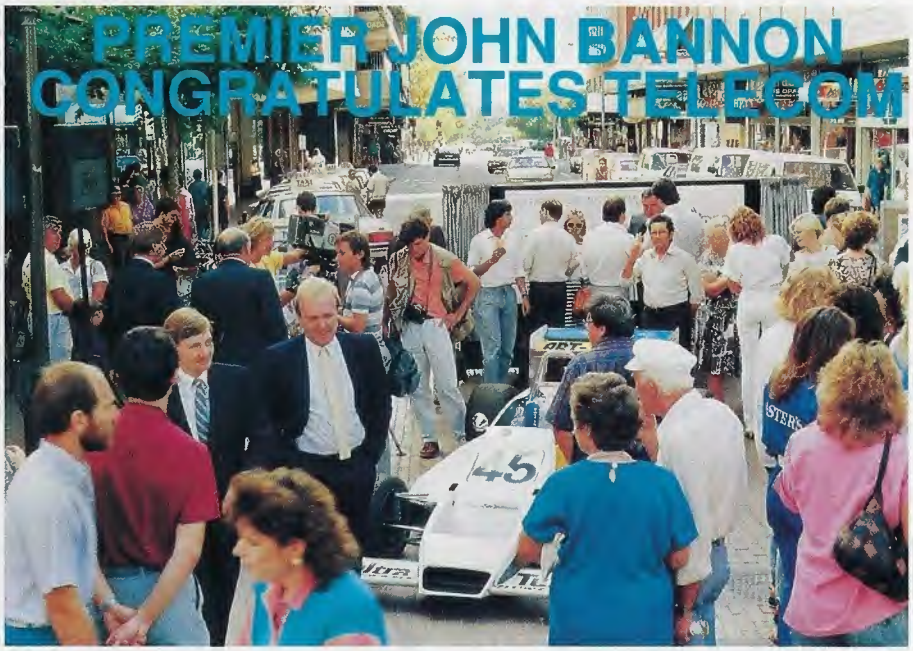
Ms Moynihan became aware of the growing demand for equal opportunity in the workplace when she was a careers counsellor with the Department of Employment, Education and Training. Her skills developed during her time in the EEO branch of the Public Service Board, where she worked before joining Telecom.

She is looking forward to being involved in policy and program development for the Telecom workforce and will be responsible for preparing a report to the Minister in a few months time.

See picture on back page

PREMIER JOHN BANNON CONGRATULATES TELECOM

Premier Bannon opens proceedings with pictures from Media Award in background.



Formula Two Mondial engulfed by the large media contingent and huge crowds attending the opening.

South Australian Premier John Bannon opened ticket sales for the 1988 Australian Formula One Grand Prix in Rundle Mall earlier this year with a special display of entries for the 1987 Telecom Grand Prix Photographic Competition and Media Awards.

Distinguished guests Alan Jones, former Formula One Grand Prix Champion, Dr Mal Hammerling, Executive Director of the Grand Prix Office, and Mike Drewer, Publicity Manager of the Grand Prix Office, attended the opening.

Large crowds were at the opening to view the Media Awards display and the Formula Two Mondial racing car.

Premier John Bannon lavished kudos on Telecom for its part in 'producing' the 1987 Australian Formula One Grand Prix by providing sophisticated telecommunications and organising the very successful Media Awards and Photographic competition.

"South Australia is fortunate to have Telecom giving amateur and professional photographers and journalists an opportunity to show-off their best work from the race and win valuable prizes.

"The 1987 Media Awards were an outstanding success and the calibre of entries Telecom received is evidence of the high standard of our media and amateur photographers and the strong commitment the media and community have to the Grand Prix.

"The relationship between Telecom and the Grand Prix has never been better and we are again pleased to hear that Telecom is committed to the Photographic Competition and Media Awards for 1988."

Alan Jones, former Formula One Grand Prix champion, offers his comments.

Viewing the winning shots of the Media Awards are from left Brian Taylor, Telecom's PR Manager, Premier John Bannon, Dr Mal Hemmerling, Executive Director and Mike Drewer, Publicity Manager, both of the Grand Prix Office.

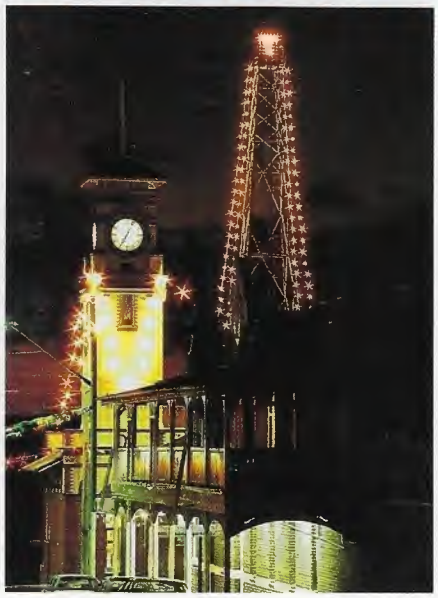
TELECOM GIVES STRANTHORPE AN 'EIFFEL TOWER'

Stanthorpe is an attractive town surrounded by wooded hills adjacent to the QLD-NSW border just south of Warwick.

Throughout Qld it is famous for consistently recording the lowest temperature in the state and consequently the name Stanthorpe is on the TV weather map almost every night.

Among other things, the district is also famous for the production of vegetables, deciduous fruits and wine. Stanthorpe is the commercial centre for the Granite Belt as this area is known. The town has a population of about 4000.

Even though the town boasts a fine tall clock tower on the post office in the main street, the people of Stanthorpe were not quite prepared for what modern communication was to bring.



Stanthorpe post office and Telecom tower decorated for the Apple and Grape Harvest Festival.

Last September a cold grey 50 metre Telecom radio tower seemed to appear overnight.

The townspeople eventually found words for this edifice and some were not at all flattering.

The tower did not blend with the majestic poplar trees in this well manicured town and something had to be done.

Every two years, Stanthorpe holds a spectacularly successfully Apple and Grape Harvest Festival. This occasion

Stanthorpe telephone exchange with background of decorated radiocom tower. Telecom's contribution to the 1988 Apple and Grape Festival.

High Street Stanthorpe. Telecom tower can be seen on the far right.

STORY: ERROL WALKER PHOTOS: ERROL WALKER AND ROBIN McCOSKER

usually prompts Telecom staff to come up with an equally spectacular display.

In past years (PMG days) it was the decorating of the post office tower or the entering of a float in the festival procession.

This year they couldn't resist making a feature of the grey steel backyard monster. The decorated tower was to be Telecom's contribution to the 1988 Apple and Grape festival.

Once this was decided it was only a matter of getting Toowoomba DTM Arthur Wood and the Radiocom people on side.

Support was there when requested and after quite a few working bees with the ingenuity of Stanthorpe maintenance technicians Robin McCosken and Don Harvey the monster was transformed.

Stanthorpe's "Eiffel Tower" was born.

Each leg was festooned with lighting. The tower was then capped with a computer controlled light pattern display. The pattern finished with, of course, a big flashing "T".

During daylight hours the Australian flag joined the bicentennial flag.

The impact on the townspeople and the 40,000 visitors was most rewarding with comments like "Telecom did a good job on the tower" and "its teriffic".

The Telecom staff are proud of their achievement but they only reflect the pride Stanthorpe people have in their own district.

Local business people were behind the Telecom effort from the start and were pleased to participate in the project.

Stanthorpe Senior Technical Officer Gr 2 Errol Walker, co-ordinator of the project, is grateful for the co-operation received from all members of the lines and technical staff as well as other sections within Telecom.

ELECTRONIC MESSAGING

AT a meeting held recently in Brussels, Belgium, Telecom's John Hart (Commercial Services, Customlink Division), was nominated as the inaugural Chairman of the Telemail International Licensees Association.

This association comprises the telecommunication authorities of various countries who have purchased and are actively selling "Telemail" electronic messaging systems. Telemail is the proprietary name of the software marketed by Telenet, a US Spring Company in the United States.

The electronic messaging service was introduced by Telecom in early 1985 on a trial basis and established in October that year as a public service. The service is known within Telecom as TEXTFILE and to the public as KEYLINK - T.

Electronic messaging is one of the new technologies arising from the confluence of computers and telecommunications. The next step for this service is to interconnect the various messaging systems on a global basis using the X.400 standards recently set by the International Telegraph and Telephone Consultative Committee (CCITT). This standard leads to the interconnection of these systems to other existing communications services such as Telex, Teletex, Videotex - known in Telecom as "Viatel" - and Facsimile, as well as new services such as Voicemail, PC Mail and Electronic Document Interchange (EDI).

Countries represented at the meeting included Australia, Belgium, Chile, Italy, Japan, Mexico, Sweden, the United Kingdom and the United States.

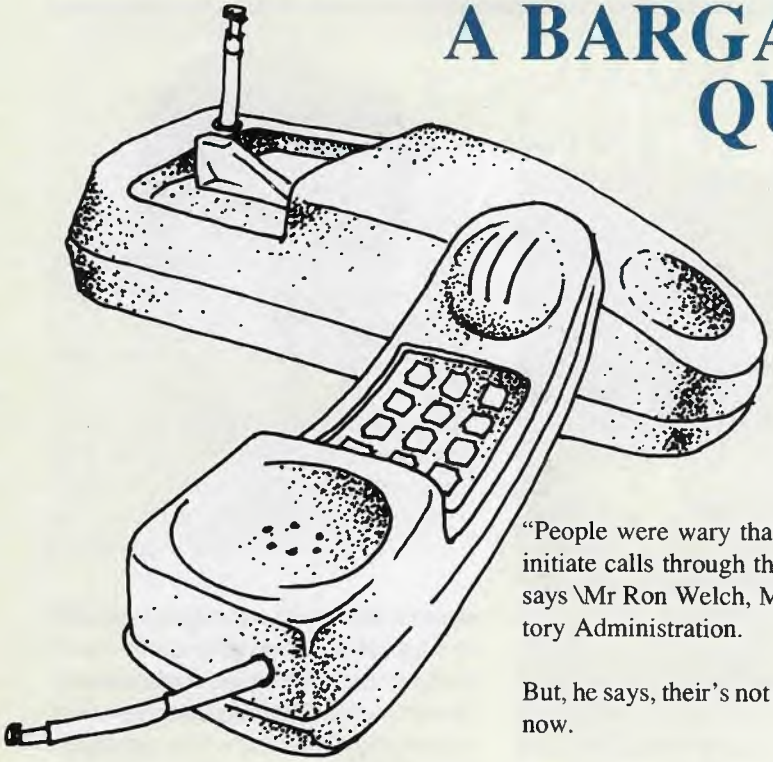
TRAVEL COSTS FOR TELECOM

Telecom Australia expects to save up to $1 million on an estimated $15 million air travel bill for 1988 through a contract with Jetset Tours.

The two-year contract provides centralised booking for all Telecom's domestic air travel. Telecom benefits through cost savings and its staff through access to travel benefits, including discounts on designated tours, package holidays and overseas travel.

Telecom's air-travel bill is mostly related to servicing remote and rural areas of the bigger States.

A BARGAIN THAT IS NOT QUITE A BARGAIN



An Australian tourist let loose among the bargains in places like Hong Kong comes up against a lot of temptations. Such as "cheap" cordless telephones. But that bargain can work out to be costly.

There are still many travellers returning to Australia with newly-acquired cordless telephones among their souvenirs.

Some people bought their phones in ignorance; others deliberately tried to beat the law. Both groups are losers - even if some of them manage to get the phones through Customs - because their phones aren't suitable for Australia.

Cordless telephones are a prohibited import because those used in Australia operate on frequencies which are different from those in other countries.

This means that imported cordless telephones are generally tailored to meet Australian requirements.

The use of unapproved cordless telephones could result in unacceptable levels of interference to television and radio and other radio communication services such as navigation aids.

That's the main objection to them. Another reason for the prohibiting of unapproved cordless phones is to protect privacy.

"People were wary that someone could initiate calls through their frequencies," says \Mr Ron Welch, Manager, Regulatory Administration.

But, he says, their's not much risk of that now.

"Since September, 1984, all authorised cordless telephones have been required to incorporate a call security coding facility having at least 10,000 combinations. This security arrangement reduces the probability of a call being initiated from a 'foreign' portable handset from one in five to at least one in 50,000," he explained.

Also from that date no cordless telephones can be imported unless security coding is incorporated.

So what can be brought in?

When you are buying a cordless telephone, how can you tell if its approved?

Up to four cordless telephones of the same type may be imported for type testing purposes. However before this can be done a Customs importation clearance must be obtained. This has to be arranged through the Equipment Standards Officer, Department of Transport and Communications.

The units with all relevant documentation must then be submitted to Telecom Australia and the Department of Transport and Communications for type testing, and in the case of mains power cordless telephones, an Australian Electrical Athority compliance certificate is also required.

All of that rules out your impulse shopper.

When you are buying a cordless telephone, how can you tell if it is approved?

It will have both a Department of Transport and Communication-type approval number and a Telecom permit-to-connect number.

The numbers will look something like this example:No: C85/35/24
DOTC No: 302 0999

Customs officers will automatically confiscate cordless telephones for which prior written permission has not been obtained.

People wanting to import only one unit for their own use are subject to the same Custom clearance and type testing procedures as suppliers of cordless telephones. At a cost of about $2000 for type testing there isn't likely to be many takers.

With cordless telephones it's definitely a case: Buy locally.

Buy locally

TELECOM STAFF HIT THE DECK

Unfortunately we didn't win, but everyone certainly had a great day on the Lady Telecom during this year's Ferrython.

Six ferries competed in the race across the water from the Sydney Harbour Bridge to Watsons Bay and back again, held on the last Sunday in February.

The race is usually run on the Australia Day weekend in January as part of the Festival of Sydney, but this year the Tall Ships and First Fleet Re-enactment took pride of place.

The Lady Telecom, carrying over 400 Telecom staff and their families, started well with hundreds of green and gold helium balloons being released from the ferry as matching smoke billowed from the stern.

Most people aboard wore Telecom T-shirts with matching bright yellow caps, and the ferry was covered in Telecom banners and coloured streamers.

Some of the hard-working NSW PR team about to board the Lady Telecom with their favourite friend, BeepA 0 (Clockwise from top) Paul Faulds, Kerry Bolsover, Maureen Clark, Jenny Gordon and Zoe Miltiadou.

Enjoying the day with their grandchildren are State Manager, Ken Douglas and his wife Vera.

We battled fiercely, gaining the lead several times, as the many spectators cheered and waved from their own boats or from the shore.

Sydney radio station 2KY broadcast live from the Telecom ferry as the race progressed, using a cellular mobile telephone that we provided.

Unfortunately the Lady Telecom (usually known as the Lady McKell) was only coming fourth when the winner crossed the finish line under the Harbour Bridge, but it was a very close ending to an exciting race.

The rest of the afternoon was spent cruising the Sydney waterways to the sound of an excellent band, the Original Freshie Jazz Band, performing on the lower deck.

The bright sunshine provided perfect weather for the day on the harbour, although a few people did look rather red when they stepped back onto firm ground.

An excellent job of catering was done by the Food Services staff and a few extras on the day. They looked great in green and white, with the ladies dressed as serving wenches (and not shy to flash their legs occasionally) and the men dressed as keen buccaneers.

The food and drinks they provided were plentiful, and the group worked hard from 4am to have everything ready before the ferry set sail.

The Graphics and Design staff were also busy decorating the Lady Telecom before the crowds arrived, with valuable assistance from some of the PR staff.

Next year, if the Lady Telecom races in the Ferrython, we plan to bribe the other ferry captains so that Telecom can win the race for once.

SIT IN THE SUN AND COOL OFF

NO more stepping into a stiflingly hot car for drivers of the future - their vehicles will be automatically cooled by the sun.

An anachronism you say. Not so say Telecom researchers who are delving into new materials for harnessing solar energy.

They see the latest development, amorphous cells, being "skinned" on to the roof of cars to provide a power source for cooling and security while the car is stationary.

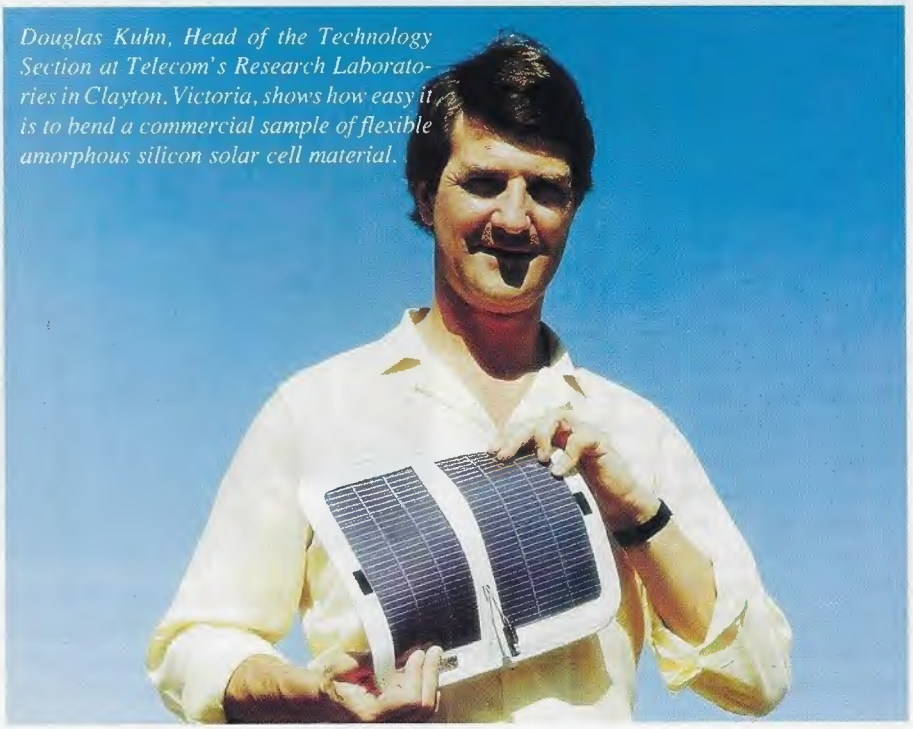
The cells could also be on top of caravans, collecting energy while on the move and storing it in batteries ready to power all the electrical equipment used in the van at night.

Another idea is a roll-up lightweight mat of the flexible solar cells which could be spread out almost anywhere to provide instant energy for a vast array of uses, such as pumping water, boiling the billy, and for military field communications. A roll-up solar power for a telephone may also be something of the future.

Douglas Kuhn, head of the Energy Technology Section of Telecom's Research Laboratories in Melbourne, says the applications for flexible solar cells are limitless, once the fundamental technical problems have been overcome - the cells have a limited lifespan.

The laboratories did not invent amorphous cells, but they are confident of a "breakthrough" in understanding and believe they are close to solving the "lifespan" problem.

Australia is a world pioneer in the application of solar energy and Telecom is in the forefront of this work. It is the only laboratory so far in Australia to have manufactured an amorphous silicon solar cell.



Douglas Kuhn, Head of the Technology Section at Telecom's Research Laboratories in Clayton, Victoria, shows how easy it is to bend a commercial sample of flexible amorphous silicon solar cell material.

However, it could be several years before this advanced solar technology is introduced into Australia's telecommunications network. Telecom must first test commercial models in the environment and in the laboratory.

Kuhn was invited recently to go to Japan to tell of Australia's experiences in the use of solar cells.

"When Telecom started using solar power in 1974, it was costing $100 a watt of electricity produced and now it is down to $7 a watt, and we are still using the same types of materials," Douglas Kuhn said. "Production techniques have improved, but we are about at the minimum cost for these materials.

"The technology we are experimenting with at the moment is likely to bring the cost down to $1 a watt, which would mean solar energy costs would be comparable with the energy costs of the State Electricity Commission of Victoria."

Amorphous silicon does not have the same rigid structure of previous solar cells - it has an almost random atomic structure. As well as being flexible, the cells can be so very much thinner and much cheaper to produce than existing solar cells.

"The advantages of amorphous silicon is that the cells can be made in very large areas and in any shape to suit particular applications," Kuhn said.

"Within Telecom, we see the ability to greatly expand the use of solar energy in outback telecommunications where most of it is now used.

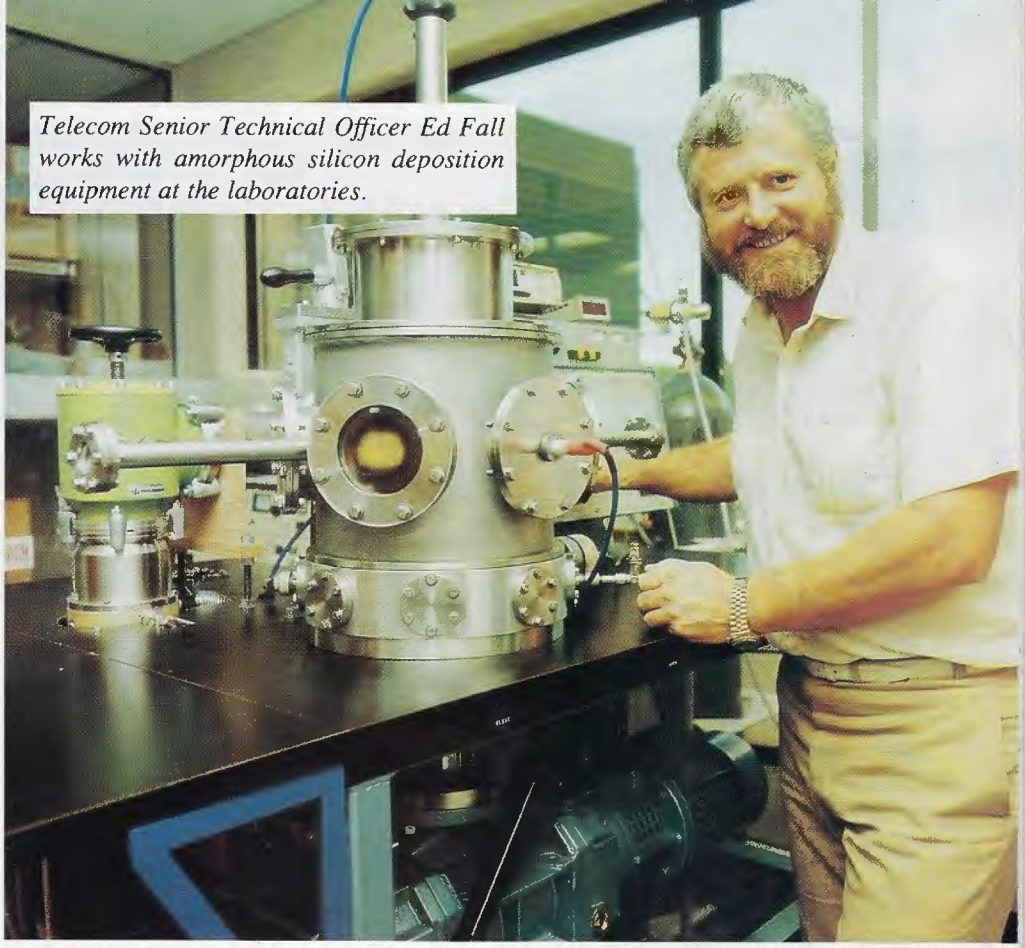
"It may be possible that Telecom could set up joint ventures with local councils to provide all the electricity needs of small towns using solar energy.
"All Telecom's repeater routes could be solar powered, though advances in optical fibre technology will reduce the need for repeaters."

Kuhn sees the use of solar cells playing a part in the future development of mobile telephones and paging devices.

On a larger scale, he sees the possibility of the windows on some sides of large buildings being made of solar cells, allowing about 85% light transmission while generating electricity.

And there is the likely development of solar-powered short-run commuter vehicles. The Telecom Research Laboratories see the application being attractive to Telecom with its vast fleet of vans and trucks which are mostly used during the day and on short hauls.

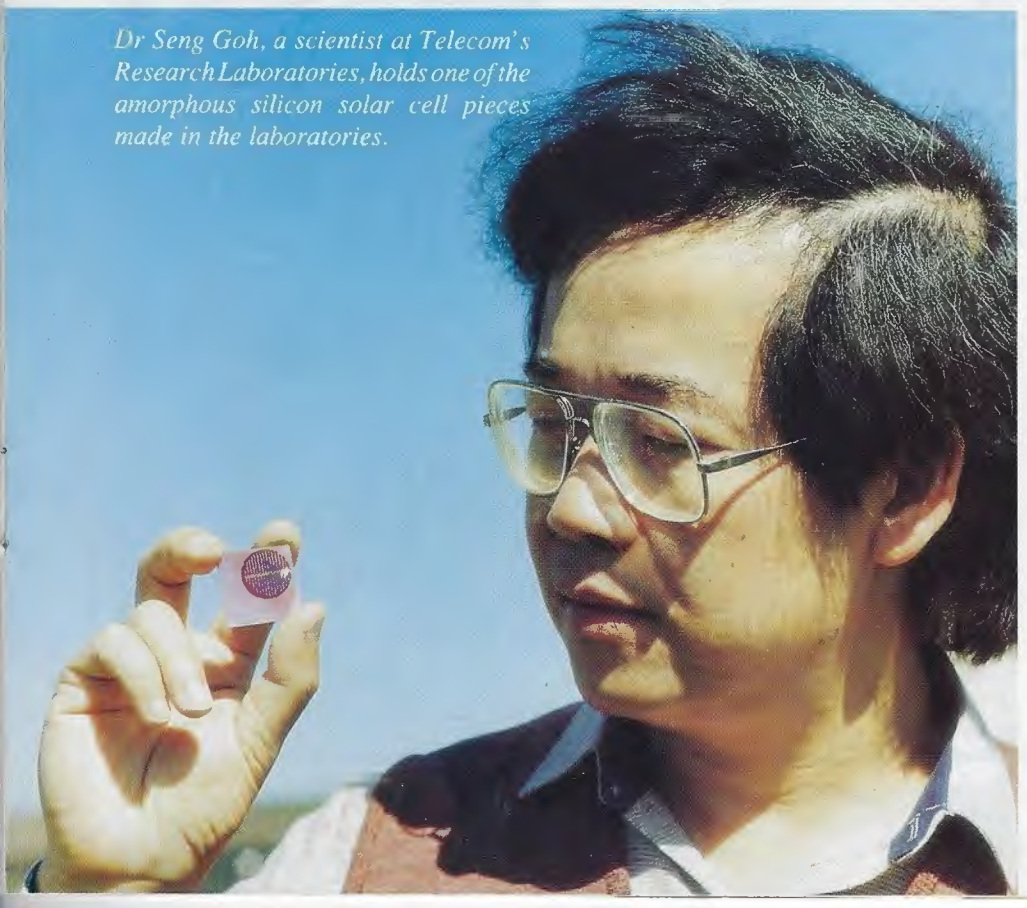
However, Kuhn says battery storage is the weak link in the chain for solar power systems and mobile communication equipment.



Telecom Senior Technical Officer Ed Fall works with amorphous silicon deposition equipment at the laboratories.

Battery technology is advancing and there are all sorts of new materials being tested for batteries. The most radical one to date is a spin-off from super conductors with the energy being stored in a large magnetic field.

As the cost of producing solar energy gets cheaper its application in the community will become more attractive, particularly anywhere remote from the main electricity grids, such as for holiday homes and farms.



Dr Seng Goh, a scientist at Telecom's Research Laboratories, holds one of the amorphous silicon solar cell pieces made in the laboratories.

Telecom has been approached by developing South-East Asian countries to give courses in the application of solar energy. Telecom has provided lecturers for courses in China, Vietnam, Pakistan and Laos about using solar energy for house lighting, water pumping, electric fences, and telecommunications.

Indonesia is interested in our expertise in solar energy, applying it to water pumping, because it has a resettlement program moving millions of people to the less populated islands with no water reserves unless pumped.

Kuhn says that as solar power gets cheaper it will take on bigger and bigger loads. Telecom is lucky in this respect because as telecommunications technology develops it uses less and less electric power which makes it easier to use solar power.

A MEDIA APOLOGY??!!...
BELIEVE IT OR NOT

Are you feeling a little paranoid? Does it seem to you like Telecom is under some sort of media siege?

Certainly, there are many of our people who have a view that Telecom is being victimised by the media. It's easy for us to think that way given the constant headlines, radio and television stories.

But let's put it in perspective...Telecom is one of Australia's largest companies...we do make a large profit which seems (on the face of it) a little incongruous for a so-called monopoly...we affect the lives of every single Australian...and we have seven million customers.

Australians love to clip the heads off "tall poppies" and so while we may feel victimised, some of us are a little more sensitive than we really ought to be.

This doesn't mean that we need to "turn the cheek" on every occasion, especially when we suffer a clear-cut media injustice.

In recent weeks we have lodged a formal complaint with the Australian Broadcasting Tribunal over the handling of Telecom-related issues by the Channel 9 program "A Current Affair", and have received a response from the tribunal to say that a full investigation is underway.

There was an article that appeared in Melbourne's "The Age" of February 18, with a headline suggesting that Telecom was pushing ahead with Timed Local Calls....yet we'd declared the issue dead. With a prompt phone call from Telecom PR, "The Age" was quick to apologise and the very next day, the following article appeared:

"WE WERE WRONG"

"A report on page 6 of 'The Age' yesterday said Telecom had decided to go ahead with talks to promote a plan for time-charged local telephone calls. This is incorrect".

"The report should have said Telecom had decided to go ahead with talks - at first planned to promote its plan for time-charged local calls - to discuss problems facing the telecommunications network. The error was made by a sub-editor".

And then there was the article that appeared in "The Australian" of February 8 concerning the arrival of the First Fleet at Sydney's Farm Cove on Australia Day.

Journalist and Ad-man, Bryce Courtenay, wrote:

"I stood on the roof of a block of flats in Kings Cross looking down the harbour, my binoculars trained on the biggest small-fleet escort possibly in history.

"In the far distance I could see the First Fleet re-enactment coming towards me. I picked out a brilliant red topsail, a bright pinpoint among the white canvas sails.

"Then I saw it.

"Oh no! Tell me I'm wrong, it simply can't be? That topsail can't possibly have the words, Coca-Cola, emblazoned on it? But it had.

"It was quickly followed by another majestic ship wearing the Telecom logo.

"Somewhere, among the two million people watching, were a couple of advertising agency managing directors inwardly congratulating themselves for having conceived the idea while at the same time pumping the hand of their respective marketing managers from the Coca-Cola company and Telecom who were, no doubt, busy taking the credit and basking in the glory".

Mr Courtenay then went on to give Telecom and Coca-Cola a bath for their poor manners for gate crashing Australia's Bicentenary Celebrations.

The odd thing was, that in reality, Telecom was nowhere to be seen...

Telecom's PR Chief Ian Teasdale was incensed and pointed out the error in blunt terms to Bryce Courtenay.

A red-faced Bryce Courtenay then responded in "The Australian" on Monday February 15 with a full apology.

TELECOM TALKS COMMUNICATION AT TIMBERTOWN

IN this age of state-of-the-art telecommunications, it's very easy to forget the"tyranny of distance"that confronted our early pioneers. The simple task of communicating with neighbours or the nearest town was a daunting prospect. The advent of Morse code, early mail services and radio communication all made communication infinitely easier and instead of waiting perhaps months for news, information was instantaneous.

As a back- to- basics exercise and as part of their Bicentennial Festival, the Australiana village of Timbertown, on the New South Wales North Coast, set aside the entire month of February as "The Australian Connection, 200 Years of Communication and Local History".

Telecom's vital role in the presentation included the setting up of a Morse code link from Timbertown, via the Wauchope telephone exchange, to Canberra for a message from the Mayor of Hastings Municipality, Alderman Bob Woodlands, to be sent by members of the Morse Codians Fraternity to the Minister for Transport and Communication, Senator Gareth Evans.

The message read in part, "much has been written about drovers, shearers and stockmen (stop) The telegraph men are the unsung heroes who pioneered communications throughout the nation(stop)

"In our Bicentennial year Timbertown and Telecom are proud to recognise the role so capably undertaken by the telegraph operators of our past (stop)" The Minister's reply said "totally agree that pole sinkers and wire stringers who pioneered Australian Telecommunications worthy of greater recognition in beginning (stop) Telegraphic goodwill to all at Timbertown"

Port Macquarie Sea Scout. Robert Thrift receives the semaphored message at the headland above Oxley Beach. Port Macquarie. Members of the Wauchope Endurance Riders wait to "pony express" the message to Timbertown. (Other scouts are, Daniel Mackay (centre) and Steven Witty.)

The message to the Minister originated in Port Macquarie, where members of the 1st Port Macquarie Sea Scouts, with the assistance of the Police launch, semaphored the message to other scouts on shore.

A team of horse riders from the Wauchope Endurance Riders then undertook to relay the message the 22 kilometres to Timbertown.

President of the Morse Codians Fraternity, Gordon Hill, (seated) prepares to send the Morse message of greetings to the Minister for Transport and Communications, Senator Gareth Evans, watched by (left to right) Wauchope SLO, Ian McAndrew, Kempsey CSM, George Mackey and Mayor of Hastings Municipality, Alderman Bob Woodlands.

Wauchope SLO, Ian McAndrew and Kempsey CSM, George Mackey were also instrumental in supplying old style switchboards and a display of phones from early "candlestick" models to the latest styles.

As well as the static displays, Telecom sponsored a Morse code competition, with competitors being judged on their speed and accuracy at sending and receiving Morse messages.

Timbertown is a living museum, an entire working village, recreated to demonstrate the living conditions and activities of an 1800s style timber-cutters' village.

The village is open to the public each day and visitors can see demonstrations of everyday life, including saw milling, bullock teams and wood turning. A steam train also takes visitors on a circuit of the entire village.

The communication theme was one of twelve month-long events to be staged at Timbertown throughout the Bicentennial year. Each month will pay tribute to the skills and tenacity of our early pioneers.

YOUR CUSTOMERS' QUESTIONS ANSWERED

IN last month's issue of Telecom News we asked you to send us those customer's questions which you have difficulty answering. Here are some of the questions we have received.

QUESTION: ABOUT TWICE A DAY THE PHONE RINGS AND WHEN I PICK IT UP AND ASK WHO IS CALLING I HEAR GIGGLING. THIS IS NOW GETTING ANNOYING AS I AM NOW RECEIVING THESE CALLS IN THE LATE EVENING; IS THERE ANYTHING I CAN DO?
ANSWER: Next time you receive one of these calls HANG UP IMMEDIATELY. Often we find that this type of caller is playing the game of "How long can I keep you on the line." These callers normally get bored and stop ringing if you refuse to play the game and hang up as soon as you realise that the call isn't genuine.

Should these calls persist report it to your local Telephone Business Office, (the telephone number will be in your local Telephone Directory). Each Telephone Business Office has a person who is experienced in handling this type of situation. They will be able to advise you and take appropriate action should nuisance calls continue.

Remember, you don't have to put up with this situation. In fact the caller is breaking the law by using the telephone in this way and runs the risk of being prosecuted. However nuisance calls need to be reported to Telecom before action can be taken.

QUESTION: WHY DOES TELECOM HAVE TO MAKE A PROFIT?
ANSWER: Many of us, when we hear the word "profit", visualise shareholders splitting up the "kitty" and pocketing their share.

This isn't how it happens in Telecom. For starters, Telecom's charter states that we have to make a profit. Our Act directs that we have to cover all our operating costs and at least half of our capital expenditure from our charges. So legally we are in a position where we have to make a substantial profit.

And, in the end result, all of our profit is reinvested back into Australia's telecommunications network. So you could say that all Australians are shareholders and that we all benefit from Telecom's healthy profit through a more efficient and sophisticated telecommunications system.

This money is used to maintain, expand and update the telecommunications business; it allows us to purchase new exchanges, buildings, equipment and develop new technology. For example in 1986/87 we made $443m profit which helped us:

- maintain the telecommunications network, consisting of the telephone exchanges and transmission links
- provide a variety of up-to-date services and products (eg mobile phones and Electronic Funds Transfer)
- connect new telephone services, (estimated 575,000 new services in 87/88), and also connect new data services and small business systems
- provide optical fibres and digital radio relay systems for the inter-capital trunk network
- continue to provide modern telecommunications to our customers in rural and remote areas.

So, although it may appear that Telecom has a large profit, every cent of it goes back into developing and maintaining one of the most efficient and reasonably priced phone systems in the world.

QUESTION: WHY SHOULD I HAVE A TELECOM PHONE WHEN I CAN BUY A CHEAPER PHONE ELSEWHERE?
ANSWER: Telecom provides the first telephone on every installation as part of the service. This also includes after sales service for repairs and replacement.

If you do buy a phone elsewhere always check that it is a permitted attachment. Permitted attachments are electrically safe to connect to our lines.

You should also take the following into account if you are considering a permitted attachment:

- often doesn't have a warranty or any after sales service
- quality of transmission and reception can be poor
- you, not Telecom, are responsible for the maintenance and repair of the phone
- if a fault occurs it may be difficult for you to identify whether the problem is located in the phone or in the exchange. Should the problem be in the permitted attachment you will be required to pay for any investigation required to locate the fault.

QUESTION: OCCASIONALLY THE MEDIA MAKES REFERENCE TO TELECOM AUSTRALIA (INTERNATIONAL). IS THIS A SECTION OF TELECOM? IF SO, "WHAT DOES IT DO?"
ANSWER: No, Telecom Australia

(International) is not a section in Telecom. It is however, Telecom Australia's

first wholly owned, arms-length subsidiary company. The full name of the Company is Telecom Australia (International) Ltd.

This Company has been set up to promote management services and international consulting, offering Australia's world-class telecommunications expertise and experience.

It operates with a small nucleus of full time staff and draws on Telecom Australia's resources as required for particular assignments.

Telecom Australia (International) has now been fully operational for some 18 months and in that time has developed a very close working relationship with many countries, particularly in the Asia/Pacific Region. Contracts have been negotiated or completed in countries such as:

New Zealand, Saudi Arabia, Thailand, India, Malaysia, PNG, Hong Kong, Singapore, Denmark, China, Indonesia, West Germany, Fiji, Tonga

Telecom Australia possesses many strengths and together with its experience and expertise has much to offer internationally through Telecom Australia (International) Ltd.

Are you receiving questions from our customers which you can't answer? If so, why not send them in? We will research the answer and include them in future editions of Telecom News.

Questions can be sent to YCQA, National Manager Staff Communications, Human Resources, HQ, 27/570 Bourke Street, Melbourne.

TELECOMMUNICATIONS AWARD AND PRAISE FOR KEN

Recipient of the Telecommunications of Australia Award, Ken Nugent (centre), with Acting Chief State Engineer, Alan Johnson (left), and Chairman of the Telecommunications Society, John Solly.

The 1988 recipient of the Telecommunications Society of Australia Award is Ken Nugent.

Ken, a TO Grade 1 with the State Broadcasting Branch, received his award on Wednesday 2nd March at a function at Telecom House. It was presented to him by Acting Chief State Engineer Alan Johnson.

The award of $150 and the Society's medallion is presented to the outstanding candidate who completes his or her first course of studies of at least two years duration that leads to a qualification. They must also show a dedication to the telecommunications industry, and demonstrate a potential for leadership and an involvement in interests outside work in the telecommunications industry.

Ken began his service with the PMG Department in 1973 as a Linesman in Training and was employed for 12 years in External Plant duties. In 1986 he completed Stages Three and Four of the Electronics Certificate Course, graduating with Honours, and receiving the Medal of the North Sydney Technical College for the highest pass in Stage Four.

His interests outside his work include his family and an involvement in amateur astronomy and stamp collecting.

Ken was one of five nominated for the award, but stood out with his outstanding academic achievements and questioning mind.

SCHOOLS LINKED BY COMPUTERPHONE

Telecom Bicentennial Co-ordinator, David Denton looks on as Daniel Pask, a student at Hawker College, sends a message on the Computerphone to Richland NE High School, USA.

STORY: FIONA PAOURIS PHOTO: CLEM LEHRKE

Using equipment and phone lines supplied free by Telecom, nine Australian schools recently began communicating with nine American schools by electronic mail under a Bicentennial project called "Schoolmates."

Telecom has loaned each Australian school a Computerphone, including a small printer, and a rent-free dedicated telephone line.

The Computerphone is a computer terminal and telephone combined, allowing data to be transmitted from one terminal to another via a telephone line.

Using the Computerphone, students can write and edit messages on-screen then dial another terminal's telephone number to transfer the information. When messages are received on the Computerphone, a hard copy can be made on the printer.

From NSW, Turramurra High School in Sydney is linked with Harbor Elementary School in Connecticut and Newcastle High School is linked with Walkabout School in New York.

Hawker College in Canberra is linked with Richland NE High School in South Carolina.

There is one school participating from each other Australian state, including Alice Springs High in the Northern Territory which is linked with the International Studies Academy in California.

Students at each school have spent several months working on special interest projects, such as "tourist" brochures and surveys of minority groups in their community, which they will now be able to discuss with their 'sister' school by electronic mail.

The international link was scheduled to begin at the end of last year, but the large number of telephone companies in the United States made it difficult to set up compatible electronic mailing systems for the American schools.

The Australian schools were ready on time and have been communicating with each other since last September.

The Schoolmates link with America was officially launched at Hawker College by Senator Gareth Evans, Minister for Transport and Communications, with all the other Australian schools listening.

At the end of the launch a message was received on the Computerphone from the Principal of Richland Northeast High School, USA. He praised the Schoolmates Project, adding "I believe that individual teacher and student relationships will flourish during the coming year, and that is very gratifying to me."

NEW GLASS FIBRES PROMISE BIG IMPROVEMENT IN LONG DISTANCE COMMUNICATIONS

A Telecom Research Laboratories team is now looking at new materials and new techniques for optical fibre transmission, which hold the promise of transcontinental and transoceanic communications systems without intermediate repeaters.

Even on land, Australia, with its long distances and shortage of cheap power, has a special need for communications systems which do not require repeaters to amplify or "rejuvenate" the signal.

To date all optical fibres used in telecommunications have been made from silica-based glass, and while remarkable progress has been made in refining the material to reduce transmission losses dramatically, the theoretical limits of the material in this respect have almost been reached.

Optical Fibre Drawing Tower at Research Laboratories

In Australia, the Telecom Research Laboratories scientists are at the leading edge of the worldwide search for glasses based on other materials which can set new standards for minimum transmission loss over long distances.

Currently, the focus of attention in this field is on materials based on fluoride - notably zirconium tetrafluoride. Preliminary work with fibres drawn from this material have shown a remarkable drop in transmission losses.

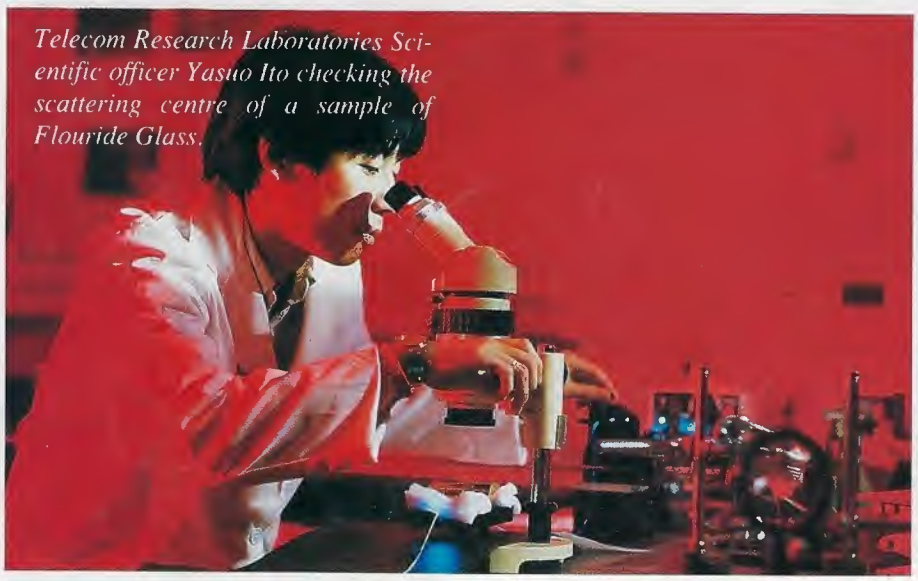
Overseas studies have shown that while silica fibres can transmit wide-band signals over 200k without the need for signal boosting, it is likely that with the new glass materials, distances of up to 200km could be achieved.

The Optical Technology Section of the Telecom Laboratories began preparatory work on fluoride glasses five years ago, and has since developed equipment and techniques for the difficult task of producing the experimental dibres.

The introduction of fluoride glass fibres to the Telecom network, however, is still very much a long-term prospect.

The head of the section, Dr Geoff Stone, said the final stages in the work of producing an ultra-low loss fibre could be unlikely to arrive in time for the long-distance telecommunications routes already being planned for the next five to seven years.

Nevertheless, they show such promise that local industry is gearing up to purify Australian raw materials for use in our research and for possible export.



Telecom Research Laboratories Scientific officer Yasuo Ito checking the scattering centre of a sample of Flouride Glass.

CLUBPRECEDE

Last issue we profiled the winner of the MD's Trophy, the outstanding sales performer for 1987, Terry Paroz, who is a business sales rep in Parramatta.

We interviewed Terry on his return from Airlie Beach, North Queensland, where a special skills training course had been held (Feb. 28 to March 3) for the 40 first members of the MD's Club. And we also continue our series on new members of the Club - this month, Jacqi Reston of Melbourne(see p. 35).

Making the most of Cyclone Charlie

Terry Paroz had not gone completely unprepared for Telecom's skills training course at Airlie Beach because he had encountered some of the elements in it during a two-year preparation for an Advanced Management Certificate.

What he was unprepared for, in common with the other 39 members, was the impact of Cyclone Charlie: "Rain poured from the moment we arrived, and we were confined to the classroom situation for three days, while nearly 40 cyclone warnings were issued.

"Unknown to us at the time, this caused the course leader, Rod Anderson, to reorganise his entire approach. His intention had been to create an antagonistic type of atmosphere, and then let us release the frustrations that this had built up in us through tough physical activity, which is an integral part of the course.

"But Charlie intervened, and this wasn't possible. Not until the last day were we able to go sailing, abseiling and bush walking. It's an experience I won't forget - 40 people hanging on to the deck of a yacht, 35 kph winds, up to a six-foot swell, the boat on its side 80% of its time. But by the end, we knew each other so well that we could call for help from anyone else who was on the course - the team spirit was great."

And in the classroom? "We concentrated on creative learning, how to use the logistic, the kinaesthetic and the creative parts of the brain. A lot of this, as it applies to inter-personal skills, I suppose I had been using without quite knowing what I was doing. The course also covered everything from productive and memorable methods of note-taking to handling different types of people, getting on their wave-length, gauging their reactions. What we have to do now is to absorb all this, and the insights we were given into lateral thinking, in such a way that we can use everything spontaneously and subconsciously.

"As far as I am concerned, it's certain that the course will help me to sell, and it has strengthened my resolve to reach my personal five-year goal."

Asked to talk about his goals, Terry didn't hedge: "By January 1989 I want to have done the job of Regional Manager at some stage - in an acting capacity, obviously."

It's the sort of ambition that Telecom's Managing Director Mel Ward might have had in mind as he addressed Terry and the othe Members of the Club, on the last day of the course:

"Each one of you should make a personal commitment to achieve more and to grow more this year than you did last year.

"Each of you should make the time in your busy lives to make best possible use of techniques you've taken hold of in the last week.

"Each of you should aspire to attend a celebration like this next year, when the competition from your peers will be together still.

"There's a growing realisation that excellence, while it depends on team work for follow-through, most often comes as the direct result of individual driving, striving, and determination. We must encourage the willingess in our people, in our managers, to let everybody contribute his and her best. We can't always ask everyone to wait for the team. There's much to be done, and we need to develop leaders."

The special skills course participants gather for their class portrait

TELECOMMUNICATIONS LEADER NOW ALCATEL-STC

After almost a century of operation as Standard Telephones and Cables Pty Limited, Australia's largest telecommunications company is now to be known as Alcatel-STC.

STC became a member-company of Alcatel in January of 1987, when the international publicly-owned corporation was formed as the result of a joint venture between Compagnie Generale d'Electricite (CGE) of France and America's ITT. Employing 150,000 people in 110 countries, and with an annual turnover of $A20 billion, Alcatel immediately became the second largest telecommunications company in the world.

In announcing the altered name, Alcatel-STC Chairman and Managing Director Bill Page-Hanify noted that, under the Alcatel banner, subsidiaries in each country retain their own identity and autonomy. "Even though the name is different, there will be no changes in management, company structure or in the way the company conducts its business," he said.

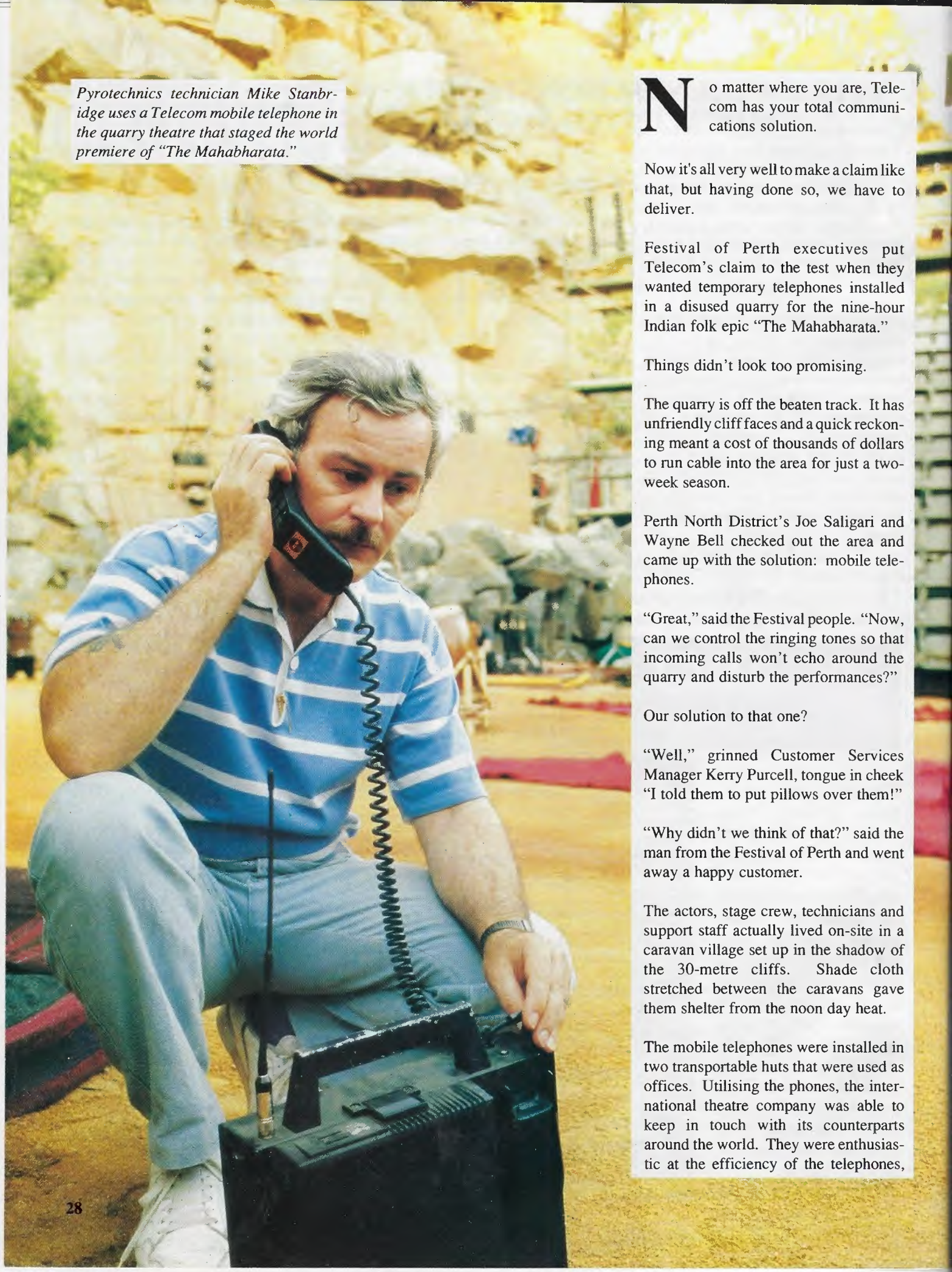
"There is no need for any internal change. The company is solid and profitable, and we have excellent relations with our customers. They know we will keep on doing the things we do well, even better. "Mr Page-Hanify is also Alcatel's Group Managing Director for the South Pacific Region.

The advantages of the new affiliation were recently illustrated when, in co-operation with fellow Alcatel company, Submarcom of France, STC won the $A160 million -2 optical fibre manufacturing contract for the submarine link between Australia and New Zealand. "This was a concrete demonstration of how being part of the second largest telecommunications company in the world will benefit Australia," Mr Page-Hanify said. "We now have unprecedented access to vast technological resources and skills for local manufacturing as well as for the development of new export markets."

Alcatel launched its distinctive orange triangle logo at the recent Telecom '87 exhibition in Geneva. There, under the Alcatel banner and displaying the new logo, member-corporations from some 13 nations exhibited their products as one united, global telecommunications force. And during this year, a $A10.5 million advertising campaign is being undertaken internationally to enhance and heighten awareness of the new Alcatel presence.

THE CAESIUM ATOMIC CLOCK

Principal Technical Officer, Russell Yates checks his wristwatch against the caesium atomic clock. As mentioned in a previous issue, before 1955 the best clocks available were not accurate enough to determine whether the length of the day was variable. This time scale is generated by the caesium clocks, such as those installed at Telecom Australia Research Labs, with errors 1000 times less than those of previous clocks.



Pyrotechnics technician Mike Stanbridge uses a Telecom mobile telephone in the quarry theatre that staged the world premiere of "The Mahabharata."

No matter where you are, Telecom has your total communications solution.

Now it's all very well to make a claim like that, but having done so, we have to deliver.

Festival of Perth executives put Telecom's claim to the test when they wanted temporary telephones installed in a disused quarry for the nine-hour Indian folk epic "The Mahabharata."

Things didn't look too promising.

The quarry is off the beaten track. It has unfriendly cliff faces and a quick reckoning meant a cost of thousands of dollars to run cable into the area for just a two-week season.

Perth North District's Joe Saligari and Wayne Bell checked out the area and came up with the solution: mobile telephones.

"Great," said the Festival people. "Now, can we control the ringing tones so that incoming calls won't echo around the quarry and disturb the performances?"

Our solution to that one?

"Well," grinned Customer Services Manager Kerry Purcell, tongue in cheek "I told them to put pillows over them!"

"Why didn't we think of that?" said the man from the Festival of Perth and went away a happy customer.

The actors, stage crew, technicians and support staff actually lived on-site in a caravan village set up in the shadow of the 30-metre cliffs. Shade cloth stretched between the caravans gave them shelter from the noon day heat.

The mobile telephones were installed in two transportable huts that were used as offices. Utilising the phones, the international theatre company was able to keep in touch with its counterparts around the world. They were enthusiastic at the efficiency of the telephones,

PHONES IN A QUARRY

BY ROGER BUDDRIGE

marvelling that they were able to keep in touch from such an isolated area.

"The Mahabharata" is the noble, passionate and violent adventure of a great family whose final combat endangers the future of the entire universe.

Believed to have been written about 2,500 years ago, the epic is the very basis of India's ancient mythology, religion and history, and the principal source of scholarly information on ancient Indian civilisation and Hindu philosophy.

It had its world premiere in English at the Festival of Perth. The entire work ran over nine hours and was performed in marathon dusk to dawn sessions, as well as over three consecutive evenings.

The setting was the primitive environment of the magnificent Boya Quarry in outer-metropolitan Perth.

The forty-strong company of actors, musicians and technicians wove a magic spell as they displayed incredible skills of martial arts in battles fought by torchlight and magnesium flare, the rock face of the quarry being transformed by lighting into distant mountains and snow-clad peaks.

"The Mahabharata" is an exultation of life itself, a superb, stunning piece of theatre, rich in imagery set in the most theatrical of venues.

Seating for the audience was erected from scaffolding facing the quarry wall.

Coarse river sand raked right up to the feet of people in the front row formed the stage area which stretched right back to the quarry wall. Pools and a stream were cleverly constructed to promote the rural atmosphere and huge granite boulders alongside the seating formed the "wings" of the open theatre.

The drama was distilled from a Sanskirt epic poem 15 times as long as the Bible. Although the original drama is a web of minor tales, the presentation concentrated onthe central story of the war between two branches of India's ruling family and their mutual destruction.

The majestic setting and still, summer nights gave Perth audiences one of the most breathtaking spectacles ever staged.

Hundreds of people were able to view the spectacular event from specially constructed seating in the hillside quarry.

SECURITY IS FOR PEOPLE TOO

Access control measures encompassing security guards, photographic passes, records of entry and exit have for a long time been a feature of large telephone exchanges and important support facilities such as computer centres.

However, until only a month or so ago it was possible for anyone to walk unchallenged into Telecom National Headquarters in William Street, Melbourne, and call unannounced on virtually anybody.

These days you won't get past the ground floor without either showing your employee's pass or, as a visitor, signing a record of your visit, getting a clearance from the person you're visiting, receiving a temporary visitor's pass, and being escorted while you are on the premises.

The same sort of system is being introduced progressively in State offices and "key administrative buildings" throughout Australia.

It is all part of the implementation of Telecom's recently established Security and Investigation Policy Guidelines, aimed at getting the most appropriate standard of protection for Telecom's physical assets and business information.

Newly established controlled access system at National Headquarters. Visitors must sign a record of entry and exit, receive a temporary pass, and be escorted while on the premises.

But also implicit in every step taken to protect Telecom assets of whatever kind, is the protection of the people involved.

Uncontrolled access to buildings, allowing anyone to come in off the street, just can't be regarded as an option in these days of industrial espionage and crimes against property.

We live in changing times and some of the changes represent risks for our people and our other assets. While the chance of becoming involved in a violent situation is fairly small, Telecom's security people have put together a range of protective measures and responses to deal with the sort of problems Telecom staff could face, and to minimise the dangers to their personal safety.

Controlled access significantly reduces the odds in favour of the potential wrongdoer, and gives a greater measure of protection to people legitimately going about their business within the building, whether as staff members or visitors.

Deterrent

Says Jack Nystrom, Security and Investigation Branch's Manager, Policies and Planning:

"Quite obviously, there are some contingencies no one can reasonably guard against. A maniac armed with a gun is not going to be stopped by a security check, for instance. I would stress, however, that the probability of such an attack, or of any sort of violence against Telecom buildings and their occupants, is very low.

"But access control to buildings does provide a deterrent. Even the most determined criminal will surely think twice when he's confronted by a security officer asking him to identify himself.

"More importantly, such checks can prevent potentially violent situations arising once the person is inside the building. Having already been identified, he's not likely to use threats or violence if he is later prevented from doing the wrong thing."

But access control to key administrative buildings and other critical areas such as telephone exchanges, is only part of the people protection story.

The Security and Investigation Policy Guidelines also cover protective measures and procedures for dealing with incidents such as bomb threats, hostile demonstrations and illegal occupations such as "sit-ins."

Dealing with bomb threats, for instance, the Guidelines set out ways of assessing the threat and responding to it (whether or not to evacuate the building); how to try to identify the person making the threat; how to get more information out of them (there's even a printed form available with a list of useful questions to ask) and how to conduct searches (this is purely voluntary).

Mail bombs are also dealt with in the guidelines, with particular emphasis on how to identify them and what action to take until help arrives.

When it comes to demonstrations and sit-ins, the guidelines offer very detailed advice on immediate action. (These include calling for police assistance, getting descriptions of intruders, locking away records, files and cash, co-operating with police, and actually dealing with people unlawfully entering Telecom premises in this way.)

The guidelines specifically say you shouldn't risk injury or attack in protecting Telecom property.

Armed hold-up

Some areas of Telecom premises where large amounts of cash might be held, could be vulnerable to armed hold-up. Pay offices and cashiers' offices are cases in point.

The guidelines first set out arrangements to minimise the risk of armed hold-up in such areas, and outline procedures for reacting to threatened or actual hold-ups.

The main thing to remember is: Don't be a hero, because no amount of money is worth a human life.

The guidelines also set out what to do after the hold-up, set off the bandit alarm if there is one and if it is safe to do so, notify police immediately, write down what you can remember about the bandit, using a Bandit Description Form, which should be available in your office.

While all the measures set out in the Security and Investigation Policy Guidelines automatically embody the protection of Telecom people, there's a special set of recommendations and instructions on security for people in special circumstances.

Clearly, for instance, Telecom people travelling overseas can be considered to be at some degree of risk, by the very nature of modern international travel and the remote, but ever-present possibility of terrorist attack, aircraft hijack, kidnap and extortion, industrial or political espionage etc.

For such people, Telecom Protective Services will give a personal security brief which covers a wide range of situations and includes information on how best to deal with them.

Telecom Protective Services also gives talks to groups of staff on the protection of Telecom assets and information and what each of us should do to protect not only Telecom's interests in the workplace but also ourselves.

Jack Nystrom summed it up this way:

"All these guidelines are aimed at the protection of Telecom's assets, and behind them is the realisation that the most important assets we possess are people."

Highly organised access control has always been exercised at major telephone exchanges such as the Exhibition Street Exchange in Melbourne. Access is controlled from the security desk, which is screened off from the reception area. Passes must be shown

ENGINEER RACONTEUR RETIRES

Gordon Oliver is a rare person - he completed 50 years' service with PMG/Telecom.

This milestone came up for Gordon on 22 February last year, but he elected to carry on working until the end of July, a month before his 65th birthday.
As one of his former colleagues said, Gordon Oliver was not only an expert on what he did, but he enjoyed doing it.

Gordon (his parents christened him Joseph Gordon when he was born on 29 August 1922) grew up in north-east Victoria.

He began his working life as a telegraph messenger in 1937 on an annual pay of 51 pounds ($102) and didn't look back.

After army service as a sergeant in signals during World War 2 Gordon was a technical instructor in the Victorian PMG Technicians School in 1951-53, and lectured in automatic telephony. For part of the time in the school Gordon was involved in field supervision, and also in lecturing cadet engineers.

He qualified as an engineer in 1957 and became a group engineer in Metro service, in the division located at Grong-Grong in Toorak.

In the early '60s Gordon went to central office to Long Line Equipment - and thereby started an era.

For many years Gordon Oliver was involved in long line service problems. One job entailed a detailed examination of the carrier equipment installed between Port Augusta and Perth. Gordon still regards this job as a special highlight, travelling on the milk run train stopping at all stations across the Nullarbor. After a few years on maintenance Gordon took on Measuring Instruments and became the Australian authority on transmission measuring instruments. In this job Gordon was well known overseas, as most of the PMG instruments were purchased from overseas companies like W & G Siemens, Marconi, etc.

Gordon Oliver, a man described by his collegues as a confidante and friend, is handed a gift on behalf of the staff by Steve Riley (right) at a farewell function.

When Telecom was created in 1975 Gordon headed up the newly created SADAP (System Application, Design and Provisioning Section) and was involved with a period of significant expansion in the trunk network, such as 12 and 18 MHz coaxial cable equipment, and 12 and 120 channel pair cable systems.

From the late '70s Gordon was active in the change to digital equipment and following the introduction of PCM was responsible for purchases of nearly $100m of PCM equipment for Telecom. In the process he became recognised as a hard bargainer for Telecom rights on contracts and supplies.

His expertise on transmission was recognised not only in Telecom but also throughout the Australian transmission industry. He has always been keen to support the local industry and contributed to its growth from a small base to its present size.

He was also eager to encourage young staff - as one of his colleagues put it, he was a developer of engineers to good engineers.

And in his retirement his old friends expect him to be far from idle, for he's a man who enjoys life, good food and wine (he's a talented chef and gardener).

Another reason his old colleagues miss him - he was a walking storehouse of good stories.

Backtracking 80 years later rally!

SA/NT State Manager John Huston with the 1908 Tallot.

Back in 1908 this car became the first motor vehicle to cross Australia from south to north.

And it's just repeated the trip.

This time it made the journey — from north to south — as one of more than 1500 veteran and vintage cars which left different cities around Australia to rendezvous in Canberra on March 15.

And this time it sported the Telecom logo, one of two cars which made the Bicentenary excursion from Darwin to Canberra to do so.

When this 1908 Talbot first made the journey it was high drama and adventure, for roads were non-existent for much of the way, and no car from Adelaide had got further north than Hawker, only about 300 km away.

Although the journey 80 years later in the Bicentennial Castrol World Rally was made on sealed highways, the route from Darwin via Adelaide was probably the most dramatic.

And even though cars and competitors came from many parts of the world to make this the biggest collection of vintage and veteran cars ever to assemble, the Talbot carrying the Telecom logo stood out because of its part in our motoring history.

The 1908 Talbot which South Australians Harry Dutton and Murray Aunger made motoring history in was the second one they tried.

The year before they had got part way in a 1907 20/24 hp Talbot.

In that first attempt, after months of preparation Dutton and his mechanic left the Adelaide GPO on November 25 for the journey to Darwin. Petrol had to be sent by train and camel and dumped at suitable locations along the proposed path.

The Talbot first struck difficulties at Coward Springs where petrol drums had split in the intense desert heat. Without fuel, Dutton had no choice but to load his Talbot on the train to Oodnadatta.

Refuelled, they continued northwards, eventually reaching Tennant Creek. The wet season had begun when Dutton began the last dash to Darwin, but the boggy ground and a broken universal joint brought the expedition to a halt.

Dutton threw a piece of wire over the telegraph line to alert telegraph station operators that he was in trouble, and waited for rescue. Back in Adelaide, in 1908 Dutton had another more powerful Talbot 25 hp shipped out from England for another attempt at the crossing.

This time he and Aunger left in June to beat the Territory's wet.

In addition to the gear they carried for the trip, they had with them spares to repair the 1907 Talbot they had abandoned a year earlier.

The pair located the broken down 1907 Talbot, repaired it and continued towards Darwin.

On August 20 they drove into Port Darwin and the history books, 42 days after leaving Adelaide.

Appropriately the old Talbot, refurbished to something like its early glory, lead the Bicentennial Rally cars into Adelaide last month (March).

It had averaged 60 km/h on its run from Darwin to Adelaide.

The only hazard encountered on the way had been very enthusiastic NT hospitality, said Jon Chittleborough, who shared the driving with Colin Newton and John Cashen.

The Talbot has been a worthy carrier of the Telecom logo, as indeed has the second car Telecom supported in the rally, a 1925 Fiat Silvani sports car owned and driven by Darwin's Ralph Richardson.

A RECORD CATCH NOT TO BE REPEATED

Trouble on the line is something Klevin Martin takes in his stride in everyday life - but trouble on another sort of line almost cost him his life recently.

For this particular trouble was a rampaging mako shark Kelvin and his fishing mates had hooked.

Kelvin, a Line Serviceman at Bunbury, WA, his brother Brendan and friend Steven Piggott were 18 kilometres off-shore fishing for dhufish when they noticed a large shadow swim by their small boat.

They weren't able to identify it, so didn't take much notice and continued fishing.

After landing a small hammerhead shark they reset the 100lb lines with mullet.

The shadow returned a few times but it wasn't until it picked up the piece of mullet, dived further down into the sea and then straight out of the water and into their boat that they realised what it was, a three-metre mako shark.

The force of the 200kg mako landing in the boat knocked Steven into the water.

Kelvin was struck by the tail and flipped overboard.

They quickly scrambled on to the bow of the boat with Brendan, from where they were able to radio for help while the shark thrashed about on the deck.

Within an hour a boat which had been fishing further out to sea arrived on the scene, closely followed by the Sea, Surf and Rescue boat which towed the Martin's boat plus shark back to Bunbury.

The shark had managed to almost completely destroy the inside of the boat and had died after repeatedly bashing its head in its frenzied attempts to escape.

Kelvin says there were many times when they thought the shark would completely capsize the boat.

"It was pretty close," he said, "but once the shark was stuck with its tail under the dash and its head between the side of the boat and the engine, it couldn't go too far."

After their terrifying ordeal, brothers Kelvin and Brendan Martin caught in a nonchalant pose with their 200kg shark.

Kelvin and friends now also have a record for their angling club for the largest mako ever caught by a club member.

In fact, they have beaten the old record by a whopping 177kg!

The most important lesson learned by the trio during their ordeal, however, was the importance of having a radio on board.

"We all belong to the Bunbury and Districts Power Boat Club," said Kelvin, "and part of the membership rules is that all boats are equipped with a radio."

"If we hadn't had one on board who knows what may have happened."

Kelvin also says that next time they see a large shadow cruising near their boat they will cut the fishing lines and be off - very quickly.

"We wouldn't go through that again for quids," he said.

GIRL OF THE GOLDEN PHONE

AT 21, Jacqui Ruston has been with Telecom for 25 years - first as a Clerical Assistant, Supply Branch, and then as Business Sales Officer. She is a small person, pleasant, straightforward - the prototype, you would think, of the girl next door. But there is at least one thing quite exceptional about Jacqui: she sells pagers, car phones, small Commander systems, EasyCall, the 008 service Gold and Premium phones, and she sells them remarkably well. In fact, last year she sold $3.3 million worth, against a target of $1 million. Not surprisingly, she was chosen as one of the ten people from the Victorian sales force to become members of the MD's Club membership.

What lies behind her extraordinary success, after less than 18 months in her present job? "You have to be well organised", she says, "and know exactly what you are going to do each day. You must have a lot of patience, and be prepared to accept two bad calls for every five good ones you handle. I suppose I must sound persuasive - but good training helped, and we have excellent back-up from our management team!"

Working in a group of 24 Sales Officers, supported by three Sales Managers at Telecom's Telesales Centre in Collins Street, Melbourne, Jacqui takes about 30 incoming calls a day, and on average places 20 outgoing calls. The calls are generally allocated by the Managers, who co-ordinate planned campaigns - for example, to sell small Commander systems to solicitors. But the sales force are also encouraged to show initiative with products like Telecom's new Fax system. Selling products worth between $100 and $8,000, Jacqui deals day after day with office managers. If she is asked about products which lie outside her field, she refers them to sales reps and receives points accordingly towards her quarterly target of 3,000 points. If she exceeds target by 20%, she qualifies for a salary increment. It's very hard work, and Jacqui admits she welcomes the occasional interruption when customers come in for a face-to-face discussion.

Her impressive achievement last year was based partly on her knowledge of data transmission, and she has a rewarding relationship with one major corporation, and a leading college. She came to grips with data by accident: "Last year, I was asked to try to handle data enquiries - I was thrown in the deep end for a few months. Then I did a data course, and came back and taught others here".

What did Jacqui get out of the special sales course in Queensland which is an integral part of the MD's Club scheme? "More patience and understanding of the job, help with the overcoming of challenges in private life. The physical side of the course I couldn't help thinking about: people seem to spend a lot of time dangling on ropes over cliff edges!

"The award will be a good reference point, helping me to demonstrate that I can work in a dedicated fashion to achieve what I want. But when I heard that I had been nominated, I had just come back to the office with a dose of the holiday blues, and it took me half a day to understand what the award meant: I saw the Club brochure briefly last year, and then laid it aside and forgot about it".

About her career before joining Telecom, Jacqui comments: "For years at school I was involved in the production of dramas, pantomimes and comedies, and I nearly decided that the stage was to be my career. However, after school I worked for a bank - but only for three months. Then I tried my hand as a technician with NEC on their PABXs, but after a few attempts at electrocuting myself I decided it was time to join Telecom. My first year was spent at Supply Branch in the suppliers accounts department. Then I found out about this job called Business Sales Officer, and thought it might well be the career for me....."

Over the edge on The end of a rope goes Jacqui Ruston during a "Special Sales Course in Queensland.

What does the future hold for someone who has been responsible for well over $3 million worth of sales, after only a brief time at Telecom? "I might want to go into the administration side", says Jacqui, "or become a business sales rep, doing person-to-person selling, and building up a list of premium customers".

Whatever she does, that pleasing personality - and membership among the first recruits to the MD's Club - will do her no harm at all.

Letters

Sir,

Yesterday marked my retirement after almost 16 years as the local Federal representative.

Over the years my staff and myself have on numerous occasions had to call on the help of yourself and others associated with Telecom in Toowoomba. On all occasions courtesy and thoughtfulness was extended to us and matters attended to as a matter of urgency.

It is only on occasions such as this that one acknowledges such co-operation and on behalf of my staff and myself I do want to express sincere gratitude.

Tom McVeigh
'Health' controversy

The Editor

I don't believe you when you say "Photographer Ben Chandler took this shot from a fixed wing aircraft flying 30 metres above the waves." (Telecom News Special Bicentennial Issue.)

According to the official Bicentennial Authority publication "Tall Ships Australia 1988" the Dar Mlodziezy has masts 50 metres high.

Now look at the photograph. The tops of the masts are below the horizon and even allowing for the dip of the horizon due to the curvature of the earth, this must mean that the camera was at least 50 metres above the sea level when the photograph was taken.

Patrick Dunne
Lines Engineering Section
Hobart

Editor

Telecom news, you had me guessing.

I read the special Bicentennial issue from cover to cover, thinking maybe I could send it to a friend as it is 1988. If it wasn't for the fact that I work for this organisation, Telecom could be a paper clip manufacturer. What happened to the telephone cables, telephone exchanges, the network and the business we are in. The first article starts, O.A.S. Victoria wins major telemarketing contract. I read the article I'm none the wiser. What contract, with who, against who, I found that there was no substance to the article.

Then on to economic forecasts and the bet between two blokes in a tram and then the "ROCKY" crowd that sell, sell, sell. In some cases sell the image of Telecom down the drain, by selling the customer a product that he would be better off without and leaving the bunny for someone else to carry.

Then some more articles on Melbourne based office staff, a story on poles that were not wasted, another bungle averted. One would hope that PIRATES will fix the poor sales in extra phones, but I am sure it will keep track of the failures. By the way if you hold the back cover of the issue up to the light, you will find that even tallships can leave pirates behind.

This letter may sound negative but honestly the articles in Telecom news are loaded with back slapping at the top and items of little interest. It would be appreciated if this letter is printed and followed by editorial comment.

Chris Pitman
WOOMBYE QLD

We do our best. Taken over a number of editions you will find that a wide range of activities are covered. We invite informative articles on all aspects of telecommunications from any staff member and look forward to receiving your contribution.

Sir

The article on Ben Chandlers photographic achievements was excellent. The quality of the photographs clearly shows why he won the award.

I was wondering if it possible for Telecom or Ben Chandler to provide poster size - or enlargements for sale to Telecom employees. Especially of the First Fleet - Tall Ships and the Fireworks Display on Sydney Harbour.

I am sure I speak for many Telecom people who would be proud to have photos of this quality in their homes and offices.

Yours faithfully

Andrew Green
Haymarket NSW

Contact Helen Preston at (02) 230 6420 for enquiries and/or orders.

Ms Janet Abberton
Customer Training Division
Telecom Australia
Telecom Centre
146 Herries Street
TOOWOOMBA QLD 4350

Sir/ Madam

I just wish to express my thanks to you for conducting the telephone courtesy seminar here this week.

I have had some good feedback from the girls so they obviously felt it was a worthwhile activity.

Lorelle Frazer
TOOWOOMBA
SCHOOL OF BUSINESS STUDIES

Editor

Sir

On receipt of my copy of the Telecom News, Special Bicentennial Issue March 1988, I was immediately impressed with the cover shots of the sailing ship Dar Mlodziezy by Ben Chandler.

I would appreciate it if you could advise me where I could obtain a small copy to add to my collection of Bicentennial material.

P. Murphy

Sir,

Going on the indisputable, printed, facts; Mr Sean Selleck's (February Letters) comments about the July '87 "Health" supplement are wrong. The references to meat, fish and breast feeding were made in subsequent "Health" supplements were not made in the July issue about which I expressed concern.

Mr Selleck's comments projecting my concern to other issues and implying that these go to ridiculous extremes amount to a debating trick which your readers may judge for themselves. Similarly, they may judge the validity of the attempt to divert critique from the dangers of social engineering by suggesting that I had not read the supplement properly.

I must confess to wondering at Mr Selleck's motivation to write in this manner. Apart from a reasonable questioning of one aspect of Telecom's external consultants, I have not attacked the promotion of good health in our staff. Health promotion benefits me as much as any one. I have not even attacked vegetarians, I merely indicated that I do not wish to join them.

Hans Witteveen, R.D.I. Co-Ordination, Melbourne
Lines Engineering Section, 6th Floor, 47 Liverpool Street, Hobart

RE: TELECOM INSTALLATIONS, BLOOMFIELD RIVER
Sir

Members of the Bloomfield River District Residents Association have asked me to pass on to you their appreciation for the work done by your employees in recent months. Under difficult conditions, your staff have carried out extensive survey and installation work with minimal disruption to the community or long term damage to the environment.

In particular it was appreciated that the officer in charge of operations went out of his way to inform local people about the project, and to consult them about access and best routes to follow etc.

At our last Association meeting, however, the issue of damage to mangroves in the vicinity of Telecom signs marking each end of the underwater cable which crosses the Bloomfield River was discussed. It is not visible from the water. We understand, however, that Telecom intended to extend the mangrove clearings to give a greater angle of visibility to the signs.

Members expressed their concern that further clearing would be aesthetically damaging to a very beautiful river, and may also result in erosion to the river banks. The matter of disruption to fish breeding habitats was also raised.

The Association therefore requests that you re-examine the need for further clearing in front of the signs and that you explore alternative ways of informing mariners of the presence of the underwater cable.

And we look forward to the luxury of being able to discuss such issues by telephone in the near future.

Yours faithfully
D.M. Smth
Secretary
Bloomfield River District Residents Association

Where the cable had to be laid across the Bloomfield River (which is known to be infested with crocodiles), the mangroves on either bank had to be cut down to clear a path for cable laying operations and also to provide an unobstructed view of some warning signs, erected to prevent mariners from anchoring in the vicinity of the cable (specially manafactured length of heavy wire armoured grease filled poly cable).

The Harbour Master was satisfied with the installation and no further Mangroves had to be cut.

SEVEN MILLIONTH CUSTOMER

"It's got to be a joke"... that was the reaction of 31 year old Gary Condie on learning that his family had just become Telecom's seven millionth customer.

Gary, a Shell tanker driver, his wife Lauren, and four year old daughter Candice, recently moved to a new home in the Brisbane suburb of Everton Hills.

Their run-of-the-mill application for a new service with a standard white wall-fone triggered off celebrations for Telecom's seven-million benchmark.

Gary still didn't believe it when Brisbane Metro North DTM, Bryce Plummer, told him he had won a top of the range Versatel telephone, free installation and 12 months free rental.

He really wasn't convinced until Telecom's Chief General Manager, Bob McKinnon, and Queensland State Manager, Neil Watson visited the Condie's home to make the presentation.

"It feels like winning the lottery," Gary finally admitted to his father as he made the first call on his new Versatel.

During the ceremony, Mr McKinnon pointed out that the number of telephone services in Australia had doubled since Telecom was established in 1975.

"In view of the low population density in our vast continent, this achievement confirms Australia's ranking among the top ten countries in terms of efficiency, pricing and penetration," Mr McKinnon explained.

Mr McKinnon said Telecom's rate of growth demonstrated:

• the importance of a telephone to the business and day to day life of the community,

• that with telephones in virtually all businesses and 92 per cent of residences, Telecom was meeting its charter to provide affordable communications to the Australian public, and

• the real cost of having a telephone had been reduced, while quality and reliability had been greatly improved through the wise application of new technologies.

(Graham Lever, Telecom Public Relations 07 835 7234)

JOHN HIGGINBOTTOM RETIRES

After many years of negotiating contracts for Telecom, John Higginbottom, Chief Manager Supply, retired on his 65th birthday - April 4, 1988.

John has been with Telecom since in inception in 1975 and has been involved with tendering since 1968. "You get a feel for these tenders. You can smell the bad proposals."

Des Pentony, Manager, Supply Policy and Operations regards John as a true negotiator at all levels (office, local, national and international). It is estimated that between 1968 and 1986 John was responsible for contracts worth over $30 billion.

While with the Tender Board, John travelled extensively to Europe, Japan and the US as a financial representative. Now he plans to travel with his wife, Barbara, and show her all the places he visited on business.

After signing his last contract, John would like to return to Adelaide and settle down in the town of his birth - Bridie Mann.

John Higginbottom signs his last contract.

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