



PARLIAMENT OF AUSTRALIA  
HOUSE OF REPRESENTATIVES

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## **MEDIA RELEASE**

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### **Windsor hands over Survey to Telstra Countrywide for follow up**

Independent Member for New England, Tony Windsor handed over copies of the Telstra survey forms returned by members of the New England Electorate to representatives of the Telstra Countrywide Armidale Regional Office today.

The handover took place after an approach by Telstra Countrywide Regional Office, Loraine Glock to Mr Windsor's office indicating that they wanted to bring up two customer service staff to provide follow up to those who indicated specific problems on their survey forms.

The response from the local Telstra Countrywide team has pleased Mr Windsor.

"I am very pleased with the prompt action taken by the local Telstra Countrywide team to address the service problems identified in the survey.

There are a lot of them with more coming in every day but it just goes to show that the squeaky wheel gets oiled and if we can get a better service as a result of the survey then that's what it's all about," Mr Windsor said.

"I congratulate the local Telstra Countrywide team for their initiative in accessing extra funding to do this follow up.

I will look forward to the action to follow in the fixing of the problems," Mr Windsor said.

The prompt action however will not change Mr Windsor's attitude towards the full sale of Telstra.

"Regardless of any service improvement and fixing faults, I won't be changing my attitude to the full sale of Telstra.

It is only through political imperative that we can guarantee service improvement and access to new technologies into the future at affordable pricing.

Therefore we must fight to keep Telstra in majority Government ownership as 98.9% of the New England Telstra survey respondees have told me loud and clear," Mr Windsor said.