

# Businesses hit by Telstra web failure

By Lorrae Kemp

MORE than 300 Telstra ADSL customers have spent the past two days without internet access, causing disruptions and possible loss of income for local businesses.

Fyson and Strachan Associates principal Chris Fyson is "frustrated" with what he describes as Telstra's "pathetic" attempt at restoring the fault immediately.

Mr Fyson said the service disconnected on Monday morning.

"Everything breaks down, what's really annoying me is it's taking until now (Tuesday) for them to seriously look at it - how pathetic is that?" he said.

"We're stuck - we've got a staff of 25 people, we can't disburse to our landlords, we can't put their money in their accounts and that amounts to millions of dollars.

"We can't get any information to do appraisals, we can't get any emails, send any emails, we can't respond to inquiries - you name it.

"We're just left out to dry like a shag on a bloody rock while they stuff around and try to fix it.

"If it was St Georges Terrace it wouldn't be taking this long."

Bookkeepers@work owner Julie Cox said the majority of her business was done via the internet.

"I assumed we had a problem here and I had someone (from Telstra) tell me there was no outage in Kalgoorlie and got me to check my modem and the line - he strung me along for about an hour and then decided he couldn't help me," she said.

"Then I was told there definitely was an outage in Kalgoorlie. They can't give us a time when we'll be up and running again."

Mrs Cox said it was having a "huge" effect on her business and has had work from home and use a



Not happy: Fyson Strachan and Associates principal Chris Fyson is frustrated and wants internet access to be restored to his business. Photo: MARY MILLS.

neighbouring businesses computer.

"We do a lot of payrolls and internet banking for clients," she said.

"It's really putting us back and we're losing valuable time. I've got staff who are not able to do a lot of things and I'm paying them so in effect, there is a loss of money."

Telstra area general manager Lloyd Morley said a piece of equipment in the Kalgoorlie telephone

exchange failed on Monday morning causing the shutdown.

Yesterday he said technicians started work on the fault straight away and was hopeful the service would be up and running "shortly".

"We sincerely apologise for the inconvenience caused to our customers and have been doing everything possible to restore services as quickly as possible," he said.

## Fault reported: inquest

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EVIDENCE tendered to the court revealed faults with the air conditioning unit in the vehicle had been reported to GSL more than a month before Mr Ward's fateful journey.

The inquest was told the GSL security officers heard a loud noise when Mr Ward collapsed in the rear of the van about 5km from Kalgoorlie-Boulder.

The officers stopped the vehicle and opened both rear doors, with the inner door only opened partially and secured by a security chain, the inquest heard.

"Both guards felt the heat coming from the back of the vehicle," Det Sgt Robinson said.

Mr Ward was unresponsive and the

female security officer felt a faint pulse in Mr Ward's ankle.

The guards then rushed Mr Ward to Kalgoorlie Hospital where medical staff spent more than one hour attempting to resuscitate him.

Det Sgt Robinson said medical reports indicated after 20 minutes of unsuccessful resuscitation, Mr Ward was placed in an ice bath with a fan and his body temperature was recorded at 41.7C. The inquest will also hear evidence from forensic pathologist Dr Gerard Cadden.

Mr Ward's relatives and members of the Warburton community are expected to testify today as the inquest continues.

• The *Kalgoorlie Miner* has respected the family's request that Mr Ward's first name not be published.

## Laneway closed to prevent hooning

SOME relief has been granted to Boulder residents living in a constant state of dust.

The City of Kalgoorlie-Boulder will begin the process to close a laneway on the thoroughfare parallel to Federal Road, behind house numbers 45 to 97.

At Monday night's council meeting, the council responded to a submission from Federal Road residents Brian Edmonds and Allan Fissioli complaining of excessive dust caused by hoon behaviour in the laneway.

Recent traffic counts indicated the laneway had considerable use, but the council said it was not significant enough to justify sealing the lane with bitumen, as requested by Mr Edmonds and Mr Fissioli.

They agreed a closure either side of the laneway where it crosses Frank

Street would be adequate.

Mr Edmonds said while he was happy some progress was being made, the closure would not eradicate the dust problem.

He said the laneway needed to be narrowed and fitted with speed bumps to discourage speeding vehicles using it as a race track.

"It's their first quick choice and we'll see how it goes," he said.

"But the laneway is 8m wide. People can broggy all they like.

"If we don't get what we want we'll go back to council and ask for bitumen to be laid, that would be ideal for everyone."

Mayor Ron Yuryevich said he would put the concept of speed bumps to city engineers.

CHARLOTTE HAMLYN

## Esperance GM crop trial

ESPERANCE will be the site of a GM canola trials this season after the announcement Monsanto and Kalyx Agriculture will conduct trials at the Esperance Downs Research Station.

While all commercial-sized trials of GM canola are set to take place within the Kwinana Port Zone, Monsanto and the Department of Agriculture and Food will conduct a demonstration site at the EDRS to compare GM canola with other canola technologies.

Kalyx Agriculture will conduct a National Variety Testing at the Gibsons station, which will include roun-

dup-ready canola lines.

The news has been applauded by the South East Premium Wheat Growers Association, which has been lobbying for GM trials in the region for several years.

SEPWA president Andrew Fowler said the trial would allow farmers to monitor the performance of GM technology closely.

"This will be our first look at GM crops and although roundup-ready crops might not be for everyone, we are excited to have another crop in the rotation," he said.

HAIDEE VANDENBERGHE

## Brothers on bashing charges

ONE of the brothers accused of bashing a Kalgoorlie man with a shovel appeared in court again yesterday.

Steve Lawrence, 25, suffered a fractured skull after confronting the pair, who were allegedly trying to steal a motorbike from his house.

The 17-year-old brother appeared

in Kalgoorlie Children's Court to enter pleas to charges of grievous bodily harm, stealing and attempting to steal a motor vehicle.

He pleaded guilty to the attempted stealing charge, but maintained a plea of not guilty to the other two charges.

Defence counsel Antoinette Fedele said the young man had no recollection of the event and there were questions as to which of the brothers caused the damage. He will appear again in Kalgoorlie Children's Court on July 31 for a hearing. NICK RYNNE

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