

COPY

MEMORANDUM

TO :

FROM :

DATE : 2 August 1996

SUBJECT : A Smith Letter dated 25 June 1996

I refer to your letter dated 31 July 1996 (received 1 August 1996) concerning Mr Smith's letter dated 25 June 1996. I have not received a copy of Mr Smith's letter however I have reviewed [redacted] summary and provide the following information concerning Mr Smith's allegations:

| Telstra letter referred to by A Smith | Letter from G [redacted] with Telstra letter at attachment | Letter from [redacted] (with Telstra letter as attachment) sent to Mr Alan Smith and copied to: | | | |
|---------------------------------------|---|---|-------------|-------------|-----------------|
| | | Resource Unit | Telstra | TIO | Special Counsel |
| 16 December and 8 December 1994 | Letter addressed to J [redacted] only | | | | |
| 27 April 1995 | Letter addressed to J [redacted] only | | | | |
| 12 April 1995 | ✓ | ✓ | ✓ | ✓ | ✓ |
| Two letters dated 9 May 1995 | ✓ | ✓ | ✓ | ✓ | ✓ |
| 16 September 1994 | Unable to locate a letter | | | | |
| 23 September 1994 | Letter only, no Telstra attachment | Letter only | Letter only | Letter only | Letter only |
| 3 October 1994 | Letter only, no Telstra attachment | Letter only | Letter only | Letter only | Letter only |
| 6 December 1994 | ✓ | ✓ | ✓ | ✓ | ✓ |
| 16 December 1994 | Refer to comments above | | | | |
| 22 December 1994 | ✓ | ✓ | ✓ | ✓ | ✓ |
| 6 January 1995 | ✓ | ✓ | ✓ | ✓ | ✓ |
| 12 April 1995 | Refer to comments above | ✓ | ✓ | ✓ | ✓ |
| 23 December 1995 | As the Arbitration was completed I did not research this further. | | | | |

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NB1 At the time of the letter from Austel, Mr Smith's telephone problems were being addressed in the Arbitration. Due to a number of factors including confidentially, it was felt not appropriate to answer Austel's comments in detail, in particular the issue was under consideration in the Arbitration. As agreed the Resource Unit did not respond to the Austel letter.

NB2 The covering letter refers to a number of letters from Telstra dated, 12 April 1995, I have assumed the relevant one concerning the TF200 was also enclosed.

I have attached copies and extracts of the relevant documents.

If you have any further queries please do not hesitate to contact me.

Regards

cc: Mr .