

Mr A. Smith,  
Cape Bridgewater Camp,  
PORTLAND. 3305.  
Ph: 03 5526 7267

1st July 1998

Mr.  
Deputy Telecommunication  
Industry Ombudsman,  
T.I.O.'s Office,  
MELBOURNE. 3000.

Dear Mr. " " " " " "

I draw your attention to the following attachments:

1. A letter from Austel dated 22nd April 1994 - one day after I had signed the arbitration (FTAP).
2. A copy of Austel's journal dated 22nd April 1994 showing 3 calls from my fax "Mitsubishi" facsimile lasting for 6 minutes and 15 seconds.
3. A letter from my solicitor William Hunt dated 29th June 1998. This letter is self explanatory.
4. A copy of Mr. Hunt's journal dated 29th June 1998 showing 7 pages received, time duration 3 minutes 46 seconds. One record was his own print out - 6 faxes were received including two blank sheets of paper.
5. One of 3 FOI documents originally sent by me to Telstra during my arbitration procedure (K37979).

This white blank sheet of paper was one of the faxes Austel received instead of one of my Telstra incorrect charged billing recordings.

I asked both Telstra and the arbitrator to please explain the funny little symbol at the corner of each 3 blank sheets of paper, re K37979 below arrow - a little faded - but a visible square with a number or marking centre of square.

6. A similar blank sheet of paper with the same symbol, a square with a number centre of square showing 2. Please also note the signature of Mr. Hunt's secretary.

This blank sheet of paper was received on the 29th June 1998 from my office via my Xerox Facsimile machine.

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Your office is fully aware the COT's concern, that a number of COT members lived so far away from Melbourne that we felt disadvantaged that most of our claim material outside our original letter of claim had to be sent by fax.

Your office is equally aware as Telstra's defence shows my complaint at not being able to fax material at 'will' through to i <sup>←</sup> ' office in Melbourne 400 kilometres away.

ARBITRATOR

Your office is equally aware that as records show <sup>←</sup> your legal counsel also could not send me faxes at will, during and leading up to the 'FTAP'. TIO LEGAL COUNSEL

Your office is again aware that I lodged complaints with the TIO regarding blank sheets of paper being received by various persons associated with my business since the FTAP allegedly was finalised.

To date you have not responded on these issues.

I again ask the TIO's Office to enquire from Telstra as I did during my arbitration now four years gone, what do those symbols portray at the corners of the blank sheets enclosed, as shown in 2 and 4 of this letter of today's date.

A matter of only weeks ago, I complained again, this time regarding <sup>LOCAL SECRETARY</sup> my local secretary service, who also received blank paper, this facsimile machine was a 'panafax'.

We now have 3 different facsimile machines involved.

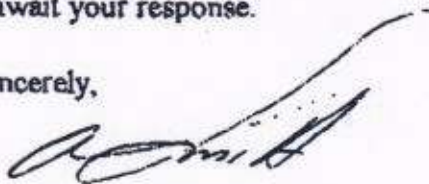
I have had technological advice to what that company believes these symbols as mentioned above are.

I do not believe it shows credibility if one only assumes what they represent.

As the network is associated with the supply by Telstra, their charging for these blank sheets of paper I have, I believe have every right to an explanation especially since my arbitration cost me some \$170,000 to prepare, not including the consequential and resultant losses I continue to bare because my questions have still not been answered now and during my arbitration.

I await your response.

Sincerely,



A SMITH

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