



# Communications and the Arts

Our Reference:

Your Reference:

Contact:

**FAXED**  
2.9.94

25 February 1994

Mr Jim Holmes *MR*  
Corporate Secretary  
Telstra Corporation  
41st Floor  
242 Exhibition St  
MELBOURNE VIC 3000

Dear Mr Holmes

Attached are copies of correspondence received by the Hon Michael Lee MP from Mr Alan Smith of Cape Bridgewater Holiday Camp, Victoria, outlining further difficulties he is having with his telephones and facsimile service.

I ask that you investigate Mr Smith's allegations and take all appropriate steps to resolve his problems. I have also written to AUSTEL asking that the matter be included in the scope of its investigation into Telecom's handling of the COT cases.

Yours sincerely

*Fay Holthuyzen*  
Fay Holthuyzen  
Assistant Secretary  
regulatory Policy Branch  
Telecommunications Policy Division

*S/ send her original to Steve Black pl*

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*Steve further to  
has already  
on-forwarded to  
you. Please confirm  
you will acknowledge  
direct to Fay Holthuyzen*

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