



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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