

file

24 May 1995

Private & Confidential

Telecommunications
Industry
Ombudsman

Mr Steve Black
Group General Manager
Customer Affairs
Telecom
37/242 Exhibition Street
MELBOURNE VIC 3000

Warwick L Smith U.S.
Ombudsman

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By facsimile: 9632 3235

File..... Smith / T10

Dear Steve,

RE: ALAN SMITH

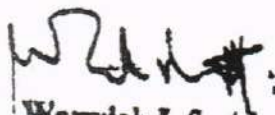
Under the terms of the Fast-Track Arbitration Procedure, CL14 provides that payment is due within 3 weeks of the despatch of the award, unless appeals in accord with CL12 of the Arbitration agreement proceed.

I understand from Mr Paul Rizzo last evening that the matter of payment will be settled forthwith. Other matters relating to liability will be dealt with separately. Dr Hughes is in his office from 30 May 1995.

Can we please now discuss finalisation.

I have to hand your letter of 19 May 1995 to AUSTEL's Carrier Monitoring Unit which refers to the Smith decision and the reconciliation of the Arbitrator's comments on Telstra's legal liability. I am happy to discuss this matter. AUSTEL has sought my views.

Yours sincerely


Warwick L. Smith
Ombudsman

M34131

"... providing independent, just, informal, speedy resolution of complaints."