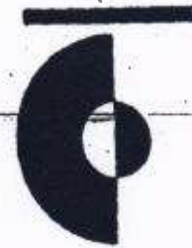


August 16, 1996



Telecommunications
Industry
Ombudsman

Mr Alan Smith
Cape Bridgewater Holiday Camp
Blowholes Road
RMB 4408
CAPE BRIDGEWATER VIC 3306

COPY

Ombudsman

By facsimile 055 267 230

Dear Alan

I refer to your letter of 12 August 1996. In that letter you request a copy of the covering letter, signed by Mr ~~XXXXXXXXXX~~ of ~~XXXX~~ Group Canada, to the Resource Unit's Technical Evaluation Report in your completed arbitration.

I note that the Arbitrator was not obliged to forward a copy of this covering letter to you, as it did not, strictly speaking, form a part of the Technical Evaluation Report. However, in the interests of alleviating your concerns, I now enclose a copy of Paul Howell's covering letter.

As to the other disparaging remarks you make in your letter in respect of the Resource Unit and the Fast Track Arbitration Procedure, I reject those comments entirely.

Yours sincerely

Ombudsman

cc. Senator Richard Alston
Professor Alan Fels
Mr John Wynack

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

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By Hand

30 April 1995

Read 30/4/95

Mr
Associate Director
Level 25
William Street
MELBOURNE VIC 3000

Dear John,

By this letter I am officially transmitting to you the "Resource Unit Technical Evaluation Report" covering the case of Mr Alan Smith of Cape Bridgewater Holiday Camp for forwarding to the Arbitrator.

DMR Group Inc. of Montreal Canada, together with our associate Lane Telecommunications of Dulwich South Australia have, in accordance with the "Fast Track" arbitration proceedings, completed the Resource Unit technical evaluation for this Arbitration.

The report covers our evaluation and impact assessment

Naturally, we are prepared to discuss any aspect of the report with you or the Arbitrator.

Yours truly,

Director