

2004

**SELWYN COHEN**  
**CHARTERED ACCOUNTANT**

Level 3  
450 St Kilda Road  
Melbourne, Victoria 3004

Telephone: (03) 866 5256  
Facsimile: (03) 866 4314

**FACSIMILE MESSAGE**

**DATE:** 21ST JANUARY 1994  
**TO:** ALAN SMITH  
**FROM:** SELWYN COHEN  
**FACSIMILE NO.:** (055) 267 230  
**NO. OF PAGES INCLUDING HEADER SHEET:** 1 (ONE)

Dear Alan

**OUTSTANDING FAX**

I refer to your facsimile of 10.42 a.m. on 17th January 1994. The fax cover sheet refers to 7 pages being sent. Unfortunately, I only received 2 pages.

Please forward the remaining 5 pages to enable me to begin the required work.

Kind regards,

  
SELWYN COHEN

P.T.O

2A

4/2/94



Telecommunications  
Industry  
Ombudsman

Warwick L Smith LLB  
Ombudsman

[REDACTED]

Ms Fiona Hills  
Manager, Serious Disputes  
Commercial and Consumer Customer Affairs  
Telecom  
Locked Bag 4960  
MELBOURNE VIC 8100

Dear Fiona

I am enclosing a complaint received from Mr A Smith, proprietor of the Cape Bridgewater Holiday Camp. Mr Smith believes there is some fault(s) with his service which has resulted in callers reporting to him they have had difficulty in contacting him on his service number. He has also cited an example where facsimile transmissions have been sent but not apparently received by the recipient even though his facsimile machine report shows a successful transmission.

I would be grateful if you would investigate his complaint under the agreed complaint handling procedures and provide me with a prompt response on your findings.

Yours sincerely

Grant Campbell  
Manager, Enquiries and Complaints

gc0046:cc

M34363

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

2.B

**STEDMAN  
CAMERON**  
Barristers & Solicitors

2072

OUR REF:

D TWIGG  
SMIT3001-001

YOUR REF:

2 February 1994

Mr A Smith  
RMB 4408  
Cape Bridgewater  
PORTLAND VIC 3305

Dear Mr Smith,

Re: FACSIMILE DIFFICULTIES

We note that you did not receive two pages at all and only the number 2 from the third page and the signature from the last page of the facsimile sent to you at approximately 2.23 p.m. on the 1st February, 1994.

It was successfully sent approximately two hours later.

Yours faithfully,  
STEDMAN CAMERON

Per: 

455 BOURKE STREET, MELBOURNE, 3000 TELEPHONE: (03) 670 7211  
AUSDOC: 217 FAX: (03) 670 0785

PARTNERS: JAN PANNAM, ALAN SHEPPET, ANDREW R. COX, DAVID WHITING.  
SENIOR ASSOCIATES: SUSAN HAMILTON-GREEN, JIM KORFIATIS, MARGARET HASSETT.  
CONSULTANT: MARY CAMERON

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