

Shorter Notices

Sale of One-third of Telstra

The Auditor-General

Canberra, Australia, Australian National Audit Office, 1998, 115 pp., no price available, ISSN 1036-7632, ISBN 0-644-39025-5

The November 1997 Telstra Corporation public share offer involved the sale, in two instalments, of one-third of the company's issued share capital, with concurrent listings on the Australian, New York and New Zealand Stock Exchanges. This document reports on the ANAO's auditing of the sale. The ANAO considers that, among other things, overall value for money in future sales could be improved by giving greater emphasis to financial issues when tendering for advisers.

Nordicom Review: Nordic Research on Media & Communication

Ulla Carlsson (Ed.)

Göteborg, Sweden, Nordicom, 1998, ISSN 0349-6244

Nordicom is the Nordic Information Centre for Media and Communication Research. Nordicom's overriding goal and purpose is to make the media and communication research efforts undertaken in the Nordic countries—Denmark, Finland, Iceland, Norway and Sweden—better known throughout the world. *Nordicom Review*, a research journal in English, is published twice annually. *Nordicom Review* No. 2 (1998) contains eight articles as well as a book review and reports on new literature. Topics covered in this issue include: social and textual dynamics of the Internet; Danish journalism; history of the press; and digital radio and television services. The Nordicom internet address is < <http://www.nordicom.gu.se> > .

A Consumer's Perspective on Customer Service

Maura Bollinger

Sydney and Melbourne, Australia, Communications Law Centre, 1999, 69 pp., price not available, ISBN 1-875538-26-7

This report is about a project which had the aim of surveying overseas communications service providers which are facing the challenge of a new regulatory environment. It sought to examine the key components of companies' relationships with their customers, including those in rural and remote areas. Countries reported in the study are the US, Canada, the UK, New Zealand, Hong Kong and Singapore.