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AAPT Ltd  
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## Account 27689545

Dear Sirs,

In late August of this year I received a phone call from somebody who claimed to be an employee of yours and who offered me a 30% discount across the board on my current Telstra phone connections. This sounded reasonable to me, so I agreed, and was forced to make five recordings accepting the terms, but without any statement relating to the conditions. I was told that I could opt out at any time, and that I would receive detailed documentation in the mail, so I considered this to be a worthwhile risk.

A few days later I received the documentation in the mail. It bore no resemblance whatsoever to what had been promised on the phone. Shortly later, a supervisor of some form contacted me and asked me if I was happy. I stated my problem, and he confirmed that the original agent had been lying. He clarified your offerings, and I said that I was prepared to continue with the contract for the immediate future.

Two days later I received a call from another person, who apparently knew nothing about the previous conversation. She told me that my contract had not been approved, and that I would have to re-record the contract. I asked he to find out who the other person was. It proved to be her supervisor. On re-recording the contract, I tried to state what I understood, but was told that that is not allowed. Given that this was the problem with the original contract, I was not prepared to go into any contract that did not spell out the conditions. I told her that I was no longer interested in your service. Her supervisor subsequently faxed me some forms to fill out, but I am still not interested.

After this point I discarded the notes I had made, and also the fax, so I am not able to tell you the names of the people involved. The original recordings include the name of the agent, however, so I presume you will have no difficulty establishing the identity of the people in question.

Today I have received a bill for \$201.28 for a little over one month. This is significantly higher than my Telstra bill. I contacted your billing enquiries line and, after fighting my way past your brain-dead voice menu (which didn't offer me the choice of talking about my contract), I spoke to Simone, who stated that she was not prepared to cancel the alleged contract. She expected me to do the work.

I find:

- You do not have a valid contract to supply me with telephone services. The original recordings were done in a fraudulent manner.
- This matter has caused a considerable amount of work, which I can well do without. I am not prepared to waste any more time on it.
- Your bills are misleading. All prices, including the right-hand column, are without GST. Only the sums at the bottom include GST.
- The prices appear to be higher than I would have had with Telstra.
- You appear also to have cancelled my long-distance service with NewTel. This was never agreed to and was not my intention. From a purely formal standpoint, this service was in the name of my wife, so neither you nor I had any authority to change it.
- More than ever, I don't want to have anything to do with you. You are disorganized, and your business practices encourage fraud.

I call on you to:

- Reinstate my telephone service as it was before your fraudulent sale of your services.
- For each item on the bill, send me a detailed description of what I would have paid if I had remained with Telstra and NewTel.
- Confirm by close of business on Monday, 11 October 2004, that you will perform these tasks. I will be leaving for an extended journey to Europe after that.

I shall not pay this bill until my services have been reinstated. If I have to perform this task myself, I will charge the sum of \$55 per hour or \$1.50 per minute for the time it involves. If you do not provide me with detailed and easy-to-read comparison between your charges and those of Telstra, I will pay pro rata the average price that I have paid for the last full three months of Telstra service.

I consider your actions to be criminal and reserve the right to press charges against you. You will understand that, although I am prepared to talk on the phone, that I require a written response for anything of importance, which most certainly includes this letter.

Sincerely

Greg Lehey