

Greg Lehey
PO Box 460
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Australia
22 December 2004

AAPT Ltd
Locked Bag 311
Silverwater NSW 1811
Fax 1 300 733 886

Account 27689545 and 2766914

My TIO complaint, reference 04/111162-1

Dear Sirs,

As you should be aware, your company has caused me significant problems through misrepresentation, inaction and failure to keep to agreements. At the time of writing, you are in default of any action on my TIO complaint, reference 04/111162-1, which the TIO expected to be completed by 13 December.

On 3 December 2004, during the period of this complaint, and in violation of the agreement with the TIO, you sent me an account suspension notice. On 20 December I called your service number and spoke to "Tejas", who told me that the charges relate to phone number 08 8388 8250, for which he claims that you are supplying long-distance services for this number. I told him that this was not the case, and he promised to follow up and contact me by CoB 21 December. In keeping with the standard of service I have come to expect from your company, he did not.

I wish to make it clear that at no time did you supply services for this number. Up to 28 November 2004, the local service was supplied by Telstra, and the long distance service was supplied by NewTel. Both have sent invoices, which have been paid. After 28 November, all services are supplied by CallAustralia, who have yet to send an invoice. A phone call confirms that they are charging for the calls.

It is completely beyond my understanding why you should think that you are supplying these services. I call upon you to:

- Confirm that this is a mistake and that no charges are due for this number.
- Confirm that under no circumstances will you attempt to have any service on this number disconnected.
- Explain how this mistake occurred.

Please supply all these statements in writing by 29 December 2004. If you do not do so, I will make a further complaint to the TIO. If by this time no progress has occurred with my existing complaint, I will signify this matter to them as well.

In reference to my letter of 8 October, upon which you have still not acted, please note that I have given up on getting you to reinstate my old services and have taken my own action on this matter. I expect a reply to the remainder of the issues.

So far, your behaviour has cost me over 8 hours of time. I expect compensation for this time.

Sincerely

Greg Lehey