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Australia
13 December 2004

Telecommunications Industry Ombudsman
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Your reference 04/111162-1 - Tunn

Dear Sirs,

I refer to your letter of 29 November, which expresses an intention for the matter to be resolved within two weeks. Today, two weeks later, the matter is not resolved. The current situation is:

- You state:

While your complaint is being investigated, you do not have to pay those charges that you dispute.

The TIO has also asked AAPT Ltd to put its usual debt recovery processes on hold while it investigates your complaint.

On 3 December, AAPT issued an account suspension notice (attached), claiming “to date, you have failed to contact us”. This is not the first time that they have done this, despite assurances to the contrary.

- On 6 December I received a phone call from somebody claiming to be from AAPT. She called initially on the fax machine number, although AAPT has been given all contact phone numbers. She gave her name as Suman. I asked her about the letter of 8 October, of which she was aware, but which she had apparently not read. I asked her for a written response, and she promised to give me one, saying “we have 14 days to resolve this complaint”. I pointed out that your letter was dated 29 November, so that 7 of those 14 days had already passed. To date I have had no further communication from AAPT.

Regards

Greg Lehey