

Greg Lehey
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Dereel VIC 3352
Australia
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Telstra “Big Pond”
PO Box 299
Ballarat VIC 3353
or maybe
PO Box 615
Virginia QLD 4014
or maybe
PO Box 6019
Chullora NSW 1405

Return of rod antenna, account name google

I have now received the bag promised to me last week for the return of the antenna, along with a letter (enclosed, as requested) asking me to return ADSL modem and Wi-Fi card.

Please take a look at <http://www.lemis.com/grog/product-reviews/nextg.html>. There you will see that this is just the latest incident in a series of incompetent actions on Big Pond’s part. Despite everything that I have experienced, I do not want to cancel my service—thanks to Telstra’s lack of copper infrastructure, I don’t have a choice. But it’s clear to me that your system is one of the most incompetent I have ever had the displeasure to encounter. If there is anybody at Telstra who can do something about this appalling state of affairs, please let them contact me. This does not mean apologizing; it means *fixing things*. In particular, I have the issues:

- The software supplied with the wireless modem does not work properly. On Apple platforms it causes regular panics and misconfigures the interfaces. On Microsoft platforms it counts the traffic incorrectly and makes incorrect statements about the machine status.
- The antenna supplied to me came with no instructions, not even an indication that it was intended for my modem. It didn’t tell me which of the two antenna connectors to connect it to, and what to do with the other connector.
- Your technical support personnel is unable to support the products. In the past month I have spent about 6 hours on the phone talking to people who, for the most part, have no idea what they’re talking about and who can’t help me. There are no escalation procedures, no way to report the myriad bugs in your software, and no way to find out how to install the antenna.
- There is no way to contact a supervisor. They seem to be always “out for training”—doubtless something which would do the rest of your personnel good—and requests for call back never work.

- After arranging the return of the antenna, I was directed to other sources of information which showed that there are, indeed, issues that need to be taken care of—but you didn't document them, and your technical support personnel doesn't know about them.
- (Now) I receive a bag for the return of the antenna, less than half the length of the antenna, accompanied by a letter which refers to cancellation of service and ADSL, something that I would dearly like to have. You will, of course, understand that I'd prefer just about any of your competitors to a continuation of this level of disservice.

I am returning those components of the antenna which fit in the bag. Please take a look at the URL mentioned above and send me an appropriate container for the antenna itself.

Greg Lehey