

Greg Lehey
47 Kleins Road
Dereel VIC 3352
Australia
27 January 2008

Telstra BigPond® Customer Relations
Sonal Patel
Locked Bag 4740
Melbourne, VIC 3001

Account BP03260675, your reference 1-113133439

Dear Sonal,

I refer to my letter of 10 January, in which I asked for resolution of this problem by close of business on 25 January. I have not even received acknowledgement of receipt. As I stated in the previous letter, I am now taking this matter to the TIO. I am also asking my Federal MP to take action.

Your service shows unacceptable levels of reliability, accountability and customer service. Your traffic accounting is defective. As I mentioned in the previous letter, I suspected that the borrowed Microsoft machine might be initiating its own transfers, although I had every reason to believe that I had stopped all such activity. As a result of this and the excess usage charges you made, I changed my tariff to one with a higher limit, involving myself in more expense.

On 24 January 2008 both the web site and the display window on the Microsoft machine showed a slow increase in downloaded data. The web site, but not the display window on the Microsoft machine, also showed a slight uplink traffic. I used the *wireshark* program to investigate the traffic and found that there was none whatsoever. I am convinced that there is a bug in your accounting software which counts non-existent traffic, possibly traffic used in maintaining the link.

Based on my own measurements of the data I have transferred, I did not exceed the 1 GB per month tariff that I had initially chosen. The problem lies with your accounting software.

I have been involved in considerable expense and inconvenience. I estimate that chasing these problems has cost me about 30 hours of work. Please ensure that the Apple driver is repaired as soon as possible. Please also refund me immediately the following costs that I have had:

Date	Reason	Sum
21 September 2007	Refund, see letter from Diana Booth	454.50
1 October 2007	Rental for Microsoft machine (14 days)	10.00
1 October 2007	Excess power consumption (14 days)	27.00
1 November 2007	Rental for Microsoft machine	20.00
1 November 2007	Excess power consumption	55.00
8 November 2007	Incorrectly billed excess use	8.24
1 December 2007	Rental for Microsoft machine	20.00
1 December 2007	Excess power consumption	55.00
9 December 2007	Incorrectly billed excess use	60.02
1 January 2008	Rental for Microsoft machine	20.00
1 January 2008	Excess power consumption	55.00
9 January 2008	Tariff difference for 3 GB tariff	137.41
	Total	922.17

Please also confirm that you will refund me \$75 per month for every month until you fix the Apple driver.

In view of the fact that Telstra is the only supplier of networking technology in my area, and that your company is solely responsible for the lack of ADSL coverage in this area, I do not see a cancellation of my service as a viable option. You may be sure that I will change from your service as soon as any reputable company can offer an alternative.

Sincerely

Greg Lehey