

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

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

Account BP03260675, your reference 1-113133439

Dear Sonal,

I can't say that I was completely surprised to receive your letter dated 7 January: it is completely in keeping with the complete and utter incompetence I have experienced with your company. The fact that you misspelt my address, something that is available with correct spelling in your database, only serves to confirm this impression.

You tell me that "the complaint reference above has now been closed". It's not clear what you mean by a complaint reference; you mention your own reference and my account number. Your reference matches none of the many and varied complaint numbers that I have been given in the past. I am enclosing a list of the complaints, which you can also find online at <http://www.lemis.com/grog/product-reviews/telstra-complaints.html>.

I have raised several complaints about the appalling quality of your products and services. None have been addressed. I am enclosing a copy of the web pages I have written on this subject, available online at <http://www.lemis.com/grog/product-reviews/nextg.html>.

In summary:

- I bought an external Maxxon modem, which appears to have no part number, to connect to my Apple Mac computer. The software supplied with the modem is not usable: it causes the machine to crash within hours. In the meantime, I am renting a Microsoft machine so that I have any connectivity at all. This machine appears to have a mind of its own; either your accounting software (demonstrably broken; see the attachments) is counting much more data than I actually transfer, or it is initiating its own transfers. As a result of this, I have been forced to change my tariff from the \$49.50 per month to the \$149.50 per month tariff.
- You sold me an antenna for my modem. It did not work. Nobody in your "support" department knew anything about it, and I spent hours being shunted from one ignorant person to another. Despite all attempts, nobody was able to help me, and finally the price was refunded.

On 25 September I received a letter from your department, signed by Diana Booth, promising a refund of \$454.50 because of the problems I had had. It was clear that she had mistaken my case with another, but she later confirmed verbally that the payment would go ahead anyway. So far it has not.

In summary, then, I have seen no evidence that your company has addressed *any* of my complaints. Please:

- Ensure that I have functional software for my Apple Mac machine, so that I can return the loaned Microsoft machine to its owner.
- Credit the sum of \$454.50 to my account, as promised months ago.

I reserve further action. If I do not have functional driver software for my Mac by CoB 25 January 2008, I will take this as evidence of your unwillingness to solve a long-standing, general problem and will refer the matter to the TIO.

Sincerely

Greg Lehey