Copy of Complaint 11 Jan 2006

From: g_looney2000@yahoo.com.au
To: contactus@online.telstra.com.au
Date: 1/11/2006 12:58:46 AM
Subject: Webform: Residential Complaints
Categories: Via webform (rule)

The following is the contents of a form submitted on 11-Jan-06 at 12:57 AM:

*PAGE: Residential Complaints
*ENQUIRY: REPLY TO INCLUDE RESPONDANTS NAME AND CONTACT DETAILS
(Not an automated computer response) not (Addressed dear Sir/Madam) not signed (Customer service) Show me you are a person.

I ask that a copy of this is kept in your records and another sent to me to prove you received.

(Note- all calls were to 132200 and were answered by different people)

On enquiring about computer connection and never having any previous Telstra services I called 132200 for advice.

Call 1/ Enquired about broadband connection and was told not available in my area, when I asked what alternative computer connections were available I was told the only available form of connection in my area was dial up at 64kb/s.

// As the only option available I called to have the line connected
(note- I did not want a phone nor had I ever needed one).

Call 2/ Asked of cost for 64kb/s connection and was informed it was actually 48kb/s max (area dependent).

// This was a contradiction on previous 132200 call advice and started to have me concerned what I would be paying for.

Call 3/ I just called again to see what the next person would say.
They told me I could get a Wireless Card in my area with CDMA at 256 or 512kb/s.

// I was very upset that I had been misinformed and now had a phone line I did not want, and a connection bill.

// The fast connection through CDMA would allow video conferencing and fast downloads which was what ideally I wanted.

I now had to call again to have the line disconnected and had some trouble trying to explain why.
I then travelled to broken hill to buy another computer that would be suitable for wireless card as desk top was not suitable.
While in Broken Hill I noticed a Telstra shop would open following day, people were inside setting up so I knocked on the door.
I explained what was happening and a Telstra representative helping with opening agreed to help me.
She checked my area on the computer and told me that CDMA X1 that was needed was not available in my area and that IDSN was.

This had quite a few consequences-
1/ I had wasted money on computer equipment.
2/ I would have to connect a phone line again.
3/ And service would be well below what I really needed in relation to connection speed.

Call 4/ I rang to get advice on ISDN suitability for live broad cast and was told that ISDN is far faster than a standard connection because it was digital and would be suitable for live broadcast such as ABC 2 and other forms of PC TV.

// I then rang to have ISDN connected and was told I had already had a phone so the start from no line connection fee would not apply, I would have to pay for the two separate paying more in total, this took several days on the phone to resolve.

When the Telstra contractors had some problems on the first day not having equipment to finish that day, some days latter another Telstra contractor arrived to install the NT1 PLUS ll PLUS box and brought his computer in to show me were further information could be found after I connected, he said his lap top had a wireless card working of CDMA X1 (I told him that will not work here) he said I am pretty sure it does (and it did).

You will find most of above was added to my notes by staff at No. 132200 as they tried to resolve these issues and apologised for previous people's advice from this Number.
Some of the staff openly admitted the lack of knowledge from some employee and one asked at the end that I ask for him only as this was part of the problem, too many people handling it that were under trained.

On connection of ISDN I have found that 128kb/s is not suitable for live broadcast, PC TV, Video Streaming ETC.

In general This is unsuitable for my need making the above mentioned resources unusable.

The following will make little difference when I smash your little box into pieces and cut your cable but I will include it any way-
The connection some time drops to 64kb/s for a few hours on end then resumes back to 128 when it feels like it.
I am paying $90 per month to have 128kb/s at all times and with this plan I do not pay a connection fee which you would expect as $90 is a lot of money for a snail connection.

Today I receive a bill from Open Telecom for $11 for international data call-website access.

Now let me get this right I have a NT1 PLUS ll modem and a Bigpond unlimited plan and I get International Data Call charge, I make 2 points-
1/ This should not be possible.
2/ bearing in mind this is a statement that should not be answered lightly or at all unless you are fully Qualified to do so- I do not feel secure knowing this occurred through a Telstra NT1 ll box with big pond as the relay of my service.
Although this was resolved with a phone call it is hardly the point.

If you are an intelligent person and I have no reason to believe you are not you will carefully read this and understand the full implications of what I wanted, the way your staff on 132200 are not trained enough to handle these matters and may well believe that no were in Australia has such limited service and could not exist.

Please tell me what you can do for this person in the bush, I will prompt with this and say I cannot start a business with this type of stress and out of pocket expense and I would like to be compensated or at the least offered a service. At this stage I cannot afford to do anything.

Sincerely

Gary

Please ignore my spelling mistakes, it should still be understandable.
*LIKE TO BE CONTACTED: YES-EMAIL
*EMAIL ADDRESS: g_looney2000@yahoo.com.au
*CONTACT PHONE:
*NAME: gary looney
*DATE OF BIRTH: 11/6/66
*ACCOUNT NO:
*PHONE SERVICE: 0880914680
*ENQUIRY TYPE: GENERAL
*ACN ABN NO:
*STREET: Lot 44 wentworth rd
*SUBURB: menindee
*POSTCODE: 2879
*STATE: NSW