<< RETURN TO HOME PAGE

TIO Correspondence 13 Jan-16 Feb

IMPORTANT NOTES- In ph discussions with the TIO it was made clear I had to provide evidence for any matters raised, not having proof meant most of my complaints could not be included!

Amongst correspondence you will find my modified Telstra Release and Indemnity, I made some very large concessions by omitting the company's illegal and immoral acts as it became apparent the company had the resources including the support of Government and TIO, which aligned with John Howards publically stated call for a truce, complete peace and cooperation between Government and Telstra for the sake of a smooth sale!
Despite countless concessions there was no possibility of a fair or legal and just outcome!

My sent correspondence is Black, **TIO returns are in blue**. Each single letter ends with color change.

Fwd: Via webform (rule) (KMM41442056V39322L0KM)
Friday, 13 January, 2006 8:36 PM
From: "g_looney2000@yahoo.com.au" g_looney2000@yahoo.com.au
To: complain@tio.com.au

Dear Ombudsman

I am sorry to have to contact you like this.
As you will see my problem is that Telstra is not acknowledging my complaint as a complaint, stalling and giving me the run around.
There is no possibility of resolution because the complaint is of false and misleading information that has resulted in financial loss and stress. There is no service available in my area that is suitable and after my incurred financial losses nor affordable.
I accept and know this.
To have you look at this case I need Telstra to lodge my complaint as a complaint and I would have to discuss this with a Telstra senior staff member such as a manager first.

Telstra knows this, knows that resolution is not possible due to the fact that the complaint is mostly about Telstra staff level of training and competency.
Still they refuse to accept as a complaint and have me talk at length to Michael Barr (Telstra Out back Sales) and now attempt to have resolution through Bianca Visic who I have been told is one of the (Bigpond team).

Has this type of tactic been noted with Telstra to have people frustrated enough that they would give up because I am here to say it will not work.
My letter was lodged as a complaint and will be acknowledged as such.

I have sent a letter to Senator Helen Coonan and would appreciate any assistance you may be able to give to have my complaint acknowledged as a complaint with Telstra as a starting point.
Thank you in advance for any assistance.

Sincerely

Gary Looney

TIO Investigations Team <response@tio.com.au> wrote:

Dear Gary

TIO reference: 06/005234

Thank you for your email to the Telecommunications Industry Ombudsman (TIO) on 13 January 2006.

The TIO position description in relation to contracts can be found at the link www.tio.com.au/policies/Contracts/ContractsIndex.htm.

As part of our process, we generally give service providers a final opportunity to resolve complaints directly with their customers.

For this reason, I suggest you call the Customer Referral Centre on 1800 001 398 about your complaint. This department is a high level complaints group at Telstra, which often receives referrals from the TIO. Please tell the representative who answers your call that the TIO referred you. If you need to leave a message, give them two working days to return your call.

Telstra has two weeks to investigate your complaint. If your complaint is not resolved after two weeks, you will need to contact the TIO if you want us to take the matter further. At that time, I will need your answers to the following questions:
1. Who contacted you from Telstra during the last two weeks?
2. What did they tell you?
3. Why do you believe your complaint is still not resolved?
4. What resolution do you think would be fair and reasonable?
5. Do you have any other information about your complaint?

You can either write to me or call me on 1800 062 058. The TIO's postal address is:

Telecommunications Industry Ombudsman
PO Box 276
Collins Street West
MELBOURNE VIC 8007

If I do not hear from you after two weeks, I will assume that your complaint has been settled and I will not follow up your complaint.

While your complaint is being investigated, you do not have to pay the disputed charges.

However, you do need to pay any other charges that you are NOT disputing, because Telstra can still take action to recover valid undisputed charges.

Please refer to the TIO> '> s website at www.tio.com.au for further information on our role and jurisdiction.

Yours sincerely
Michelle Iscaro
Enquiry Officer Telecommunications Industry Ombudsman

<< RETURN TO HOME PAGE

From: Gary Looney [mailto:g_looney2000@yahoo.com.au]
Sent: January 2006
TIO reference: 06/005234

Dear Michelle

I simply as asked, wanted Telstra to acknowledge and lodge my complaint as an official complaint which they deliberately and tactically have avoided, satisfaction statistics unchanged.
This would be the case with many Telstra complaints filed as questions? and few would have the resources to follow through to any resolution or indeed to even have their complaint lodged as such.
I would point out that this complaint has 2 issues that should both be dealt with separately, the first being compensation for misleading information that lead to unnecessary costs.

Within this is also the question of an alternative suitable service leaving only broadband satellite according to Michael Barr (Telstra Out Back Services).
This is two expensive both in installation and plan costs.

The underlying point of misleading information is already put in notes in the Telstra computer by staff leading up to installation and acknowledged by some waving of fees that took place.
These were and continue to be complaints with further consequences from this misleading information that was pre existing and acknowledged to exist.
I will not be lead to chase my tail.

The second issue again pre existing and acknowledged in notes is that of the level of training and competency of staff with particular concern in the area of offering services that are not available in your area and/or services not fully understood by staff.
My complaint mostly recaps the notes made by staff during this period to acknowledge my dissatisfaction with false and misleading information.
In my official complaint I add more recent problems as a result of this.

[Return To Top] also see- [Original Complaint Letter] and around we go.

I am 39 year old and up to December this year have never had a phone or Telstra service and will never again.

Michael Barr of (Telstra Out Back Sales) come-
(Complaint Person?) told me that complaints could take up to 6 weeks to answer me as they were busy, told me that he would have my complaint officially lodged.
Then when pushed to answer In another phone call admitted it had not been lodged.
(Stressing to me that he had tried).

The answers to your question are in the emails, my Official Complaint and noted on Telstra computer by staff that were satisfactory trained and not overly surprised with the inadequacies of some other Telstra staff members.

Telstra is taking you organization for a ride and it would seem your organization in not taking action is possible inadvertently or otherwise in reality allowing this behavior to continue.
It is unfortunate that this will continue with ignorance and denial meaning I cannot be-little my intelligence to continue down this path.
Work to do

Gary.

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Re: FW: TIO reference: 06/005234
Wednesday, 15 February, 2006 3:57 PM
From: "Gary Looney" <g_looney2000@yahoo.com.au>
To: "TIO Investigations Team" <response@tio.com.au>

Dear Michelle

My complaint still has many unresolved issues and I am in the process of compiling all the necessary information to forward to you.
At this time I will also provide information regarding TIO requirements 1 to 5 listed below in your letter.

I have a couple of question relating to several issues that have arisen regarding Telstra policy, also interpretation of CSG guidelines.
Independent clarification of these guidelines or rules would help.

1/ Telstra states that CSG does not apply to ISDN customers.
I maintain that because the fault was in the wall mounted Phone Socket that was installed by Telstra and is common to almost all phone installations that CSG rules would apply.
This socket connects directly to Telstra line cable leading to your place of residence and in my case the faulty installation was on the Ph connection only and had no effect on my Computer Connection.

2/ When Telstra took initial notes in a phone call by me to claim CSG I asked that these notes be read back to me.
The notes now contained statements that were not related to the fault.
After 3 attempts to have the notes changed to be accurate, I decided to hang up and call another customer service person to have more notes taken that were hopefully representative of my words.
The second notes were to be only of my provided verbal description of occurrences in relation to the 14 day fault from the 22/12/05 to 5/1/06.
On asking if a copy of this second note could be forwarded to me as a gesture of good will Telstra insisted that I have to make a written application through the Office of Freedom Of Information.
I feel this is morally wrong that Telstra would insist on this.

I hope that you might write back to me in relation to the above issues or help me to forward this email on to another free independent body that may be able to help.

Gary Looney
Wentworth rd
Menindee. NSW.2879.

06/005234
Thursday, 16 February, 2006 9:55 AM
From: "TIO Investigations Team" <response@tio.com.au>
To: g_looney2000@yahoo.com.au

Dear Gary,

Thank you for your email.

Telstra do not have an obligation to pay CSG compensation to ISDN customers, only PSTN customers.

Further, they do not have to provide you with their customer care notes.

Regards
Michelle Iscaro
Enquiry Officer
Telecommunications Industry Ombudsman

Phone: 1800 062 058
Fax: 1800 630 614
email: tio@tio.com.au
http://www.tio.com.au

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