

Submission from Roger Williams

I would be wary of any submissions by Telstra, and take steps to verify the accuracy of them.

I recently changed my address to a new home in the same exchange area, keeping the same phone number. The new house was the same distance from the exchange.

I asked my ISP (NOT Bigpond) to transfer my broadband account to the new address: a few days later they informed me that Telstra had told them that, after checking, BB was not available at that address.

Purely fortuitously I learned from an online forum that the ACCC has in the past caned Telstra for misleading consumers by saying that BB wasn't available when requested by a third party ISP - and then connecting it by way of Bigpond! They had always said it "was an accident" or "a mistake" and "it wouldn't happen again".

So I phoned Bigpond and asked for a Bigpond BB account - three days later I was connected - at three times the speed of my former Internode connection.

I then asked for a churn (back) to my internode account and for a refund - both of which I received.

I informed the ACCC Canberra that Telstra is still up to its old tricks.

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