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Australia  
30 December 2004

Telecommunications Industry Ombudsman  
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**Your reference 04/111162-1 - Tunn**

Dear Sirs,

I refer to your letter of 29 November, which expresses an intention for the matter to be resolved within two weeks, and my reply of 13 December. At that date AAPT was in default of the two week reply requirement.

Since that date, I have had no communication from AAPT regarding the complaint. As I mentioned at the time, they had sent me an account suspension notice. On 20 December I called their service number and was told that the charges relate to phone number 08 8388 8250, for which the service was provided by another carrier. I sent them a letter (attached) asking for an explanation and an undertaking not to disconnect the number. I set a date of 28 December. As of today I have heard nothing.

It is not clear to me whether AAPT is capable of having a disconnection performed on a phone service from another carrier, but based on their previous track record I consider it very possible that they will try. In view of their lack of reaction, I ask you to either create a second complaint or add this issue to the current complaint.

Regards

Greg Lehey