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Telecommunications Industry Ombudsman
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Your reference 04/111162-1 - Ingram

Dear Andrea,

Thank you for your letter of 26 April. You mention the statutory declaration, which I had held until it was clear what to write in this declaration. Neither AAPT nor you yourself have addressed my additional complaint of 30 December 2004, and that indeed AAPT has in its reply explicitly excluded the subject of this complaint (“AAPT’s records indicate that Mr Lehey authorised transfer of 4 (*and not 5*) landlines by this method”). They have also attempted to collect the sum to which this complaint refers. In view of this, it was reasonable to expect that AAPT’s offer might not include these demands, or that they might have other requirements in this regard.

In view of your request, however, I am attaching a statutory declaration. Please confirm that this is suitable. As you know, I have never had any contact from AAPT in this regard. If you wish to close this matter, please also give me the address of a contact at AAPT which will also address any questions that arise.

Regards

Greg Lehey