

Greg Lehey
47 Kleins Road
Dereel VIC 3352
Australia
5 March 2008

Telstra BigPond® Customer Relations
Prithie Naidoo
Locked Bag 4740
Melbourne, VIC 3001
Fax 1 800 507 895

Account BP03260675, your reference 1-113133439

Dear Prithie,

I remind you of my letter of 27 February, faxed to you at 15:00 on that day. I have asked you to take certain actions, including cancelling my account and sending me a refund. This has not happened.

I have already expressed my extreme displeasure not only with Telstra's service (or lack of it), but also with the way you have treated me. I can only assume that you are unwilling to solve this issue.

I give you until CoB Friday, 7 March to finish this business. If you do not, I shall inform the TOI that you are being uncooperative and ask them to take further steps. Despite your claims to the contrary, you can reach me at 03 5346 1370.

Sincerely

Greg Lehey