Dear Sir/Madam,

I am writing in reference to a recent issue with my previous mobile phone and previous mobile phone service provider Singtel Optus Pty Limited. Please note that I will be filing a complaint with the Department of Fair Trading directly as time allows.

Previously, I tried to resolve the problems with Optus starting on 8 September 2012 and having no luck I filed a complaint with the Telecommunications Industry Ombudsman 25 September 2012. TIO reference number, 20120910465. My complaint to the TIO related to a variety of issues ranging from poor customer service to manipulation of published documents by my service provider Singtel Optus Pty Limited.

Along with the TIO application form, I provide two documents, "120925-Complaint.pdf", and referenced, "120925-Appendicies.pdf", which outline my history, the unresolved issues leading to my complaint and referenced documents and pictures. My documentation consisted of approximately 90 pages and it appears that this was beyond the scope, capacity or interest of the Telecommunications Industry Ombudsman.

On Mon 8 October 2012 I received a phone call from the TIO telling me that my attached documents were too much for them go through and I should call Optus.

The attachment included in this email, "120925-Appendicies-016 to 021.pdf", pictorially illustrates some of the application issues I experienced with the Samsung Galaxy S handset issued/sold to me by Optus:

1. The Optus Supplied Handset was and is faulty with many its functions inoperable or locked out by Optus.

2. This was the second handset received as the first handset was sent back shortly after reception because of its inability to establish connections to email servers.

   - On most occasions, I could not perform a basic screen snap, (Screen Capture), .

   - I was told by Optus Technicians that my phone was unlocked yet I could not disable or remove the Optus Apps and many others from the handset.

   Refer to Appendix - 016 - Task Manager – Applications

- Using the Task Manager under the tab, "Ram", when I press the, "Clear Memory", button, this should end the running applications.

- However, if I wait a few minutes after pressing the press the, "Clear Memory", button and press the button again, again more applications are closed.

- Using the Task Manager under the tab, "Active applications", I do not see any applications running. And then go to the Task Manager tab, "Ram", and press the, "Clear Memory", button applications are closed.

At this point the average user might feel as though they have succeeded in stopping the running applications. However on further review we come to understand why pressing the, "Clear Memory", button again closes additional applications. Here we chose, "Settings then Applications then Running Services", to see what is running.

Refer to Appendix - 017 - Settings – Applications

1. Open the application, "Settings"

2. Scroll down and select, "Applications".

3. Select, "Running services".

   - In the running services window we see the applications that are currently running.

   - After a recent restart of the phone, one must scroll down to see the entire list.

   - In another picture we see applications running for longer than 50 hours.

At this point the more astute user might feel as though they have succeeded in stopping the running applications. However on further review we come to understand that a simple restart of the phone or the phone itself will restart the applications at any time. Here we chose, "Settings then Applications then All", to see all of the applications installed on the phone.

   - Refer to Appendix - 018 - Settings – Applications

   - Refer to Appendix - 019 - Settings – Applications

Can the user uninstall the applications that the user does not want? No! The user can uninstall the application's updates and clear the applications settings. However for the majority, the user cannot uninstall the applications installed. Do these applications run in the background? Yes! Do these applications access the internet and or update themselves? Yes they do.

- Refer to Appendix - 020 - Settings – Applications

I could not properly disable data roaming, "Settings/Wireless and network/Mobile networks/Data roaming". Sometimes it will disable sometimes it will not.

- Refer to Appendix - 021 - Settings - Wireless and network

When I enable Wi-Fi, "Settings/Wireless and network/Wi-Fi settings/Wi-Fi", the Optus Supplied Handset may connect to a Wi-Fi and may not.

- Sometimes the Optus Supplied Handset may indicate it is connected when it is not.

- Sometimes the Optus Supplied Handset may indicate it is not connected when it is.

On many occasions when overseas, I could not successfully send or receive SMS's from my Optus Supplied Handset to my business associates in Sydney Australia. I am often forced to resort to SKYPE or my Chinese phone. On many occasions when overseas, I could not successfully receive a phone call and am cut off in the conversation. As of my entry into the contract Optus, I cannot make a phone call whilst sitting in my living room. I had to go outside my house to successfully use my Optus Supplied Handset.

The costs relating the above Mobile Phone and its service provider refers to an invoice Optus Invoice – 518777850 covering the period 24 July 2012 to 8 September 2012:
- Roaming Call Charges-GST Free $396.20
- Roaming SMS Charges-GST Free $32.45
- Roaming GPRS Chrgs-GST Free $714.40

From 25 July 2012 to 7 September 2012, I was in China getting married and for the most part Global roaming was turned off on the above Mobile Phone as I have a Chinese Phone. On 8 September 2012, I returned home to find my mobile barred and the above invoice. I downloaded the Usage transaction details for the dates in question, (24 July 2012 to 8 September 2012), for my Optus mobile from the Optus website. The number of entries in the

Usage transaction is less than the August Invoice even though the Usage transaction covers a longer period.

At present I have moved to Telstra for my Mobile Phone and Internet service provider. I am still waiting for Optus to release my home phone to complete the move. Here, Optus would want to hold my home phone and try to charge me an additional Contract Cancellation Fee of $312.72 on the mobile phone. Optus has yet to offer to repair the faulty mobile handset.

I hope this email can help those who are less IT literate and bring to a stop to some of the shameful behaviour of some network service providers here in Australia.

While I will be filing a complaint with the Department of Fair Trading against Singtel Optus Pty Limited, please feel free to contact me as you require.

Best Regards,

David Horton
Head of Engineering

GLOBAL**VALVE**TECHNOLOGY

Task Manager - Active applications:

1   Open the application, "Task Manager"

2   Under the tab, "Active applications", we observe that there are 3 Active applications.
       By pressing the, "Exit all", button we assume that the Active applications become inactive.

3   The tab, "Active applications", indicates the Active applications.
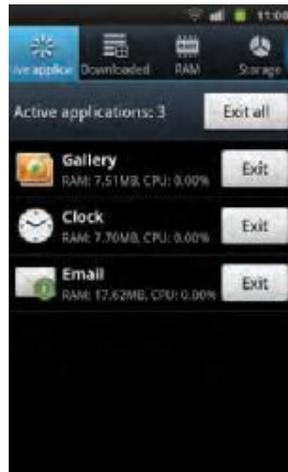
| 1 - Task Manager | 2 - Active applications | 3 - Confirmation |
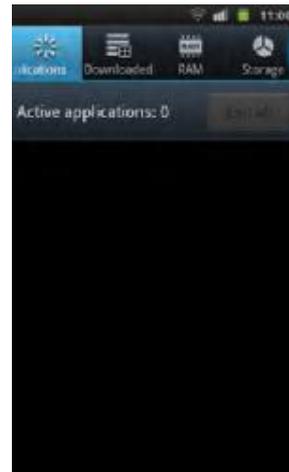
4   Still in the application, "Task Manager"

5   Under the tab, "Ram", we press the, "Clear Memory", button and observe that there
       are 5 applications closed.

6   We wait a moment and again press the, "Clear Memory", button and observe that
       another applications are closed while the Active applications window is empty.

| 4 - Ram | 5 - Clear Memory | 6 - Clear Memory Again |

Settings - Applications - Running Services:

1   Open the application, "Settings"

2   Scroll down and select, "Applications".

3   Select, "Running services".
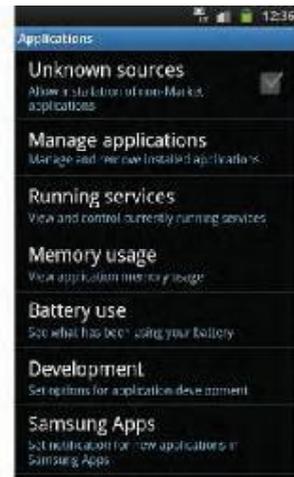
| 1 - Settings | 2 - Applications | 3 - Running services |

4   In the running services window we see the applications that are currently running.

5   After a recent restart of the phone, one must scroll down to see the entire list.

6   In another picture we see applications running for longer than 50 hours.

| 4 - Running services | 5 - Running services | 6 - Running services |
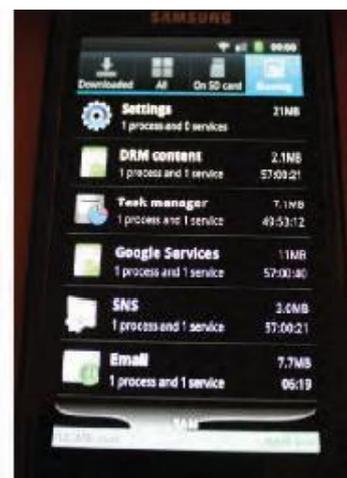
Settings - Applications - Manage applications:

1 Open the application, "Settings"

2 Scroll down and select, "Applications".

3 Select, "Manage applications".
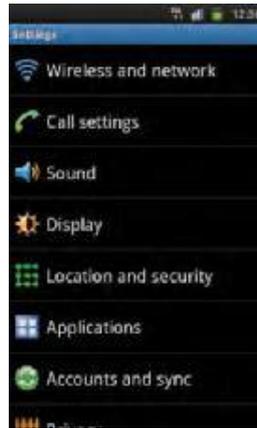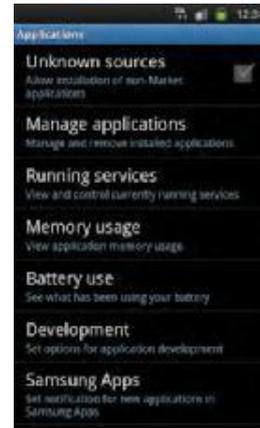
1 - Settings   2 - Applications   3 - Manage applications

In the Manage applications window one can see a long, long list of applications:

The list of installed applications continues:

Most of the applications cannot be removed:
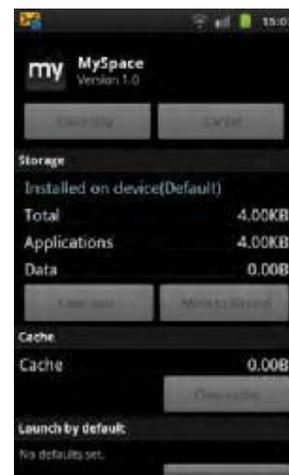
Settings - Wireless and network - Mobile Networks:
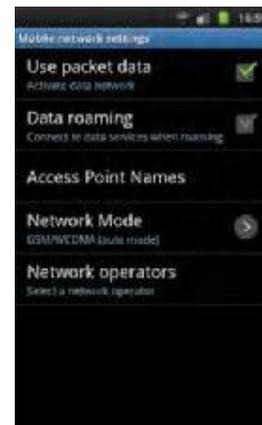
1   Open the application, "Settings"

2   Select, "Wireless and network".

3   Select, "Mobile Networks".
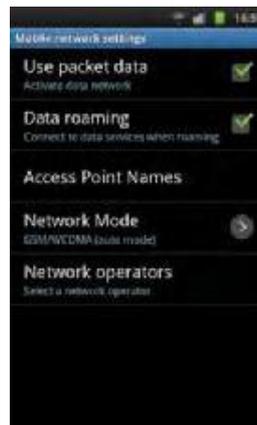
1 - Wireless and network   2 - Data roaming on   3 - Data roaming off

- The green tick mark is supposed to indicate that Data roaming is on.
- When the tick mark is greyed out Data roaming should be disabled.
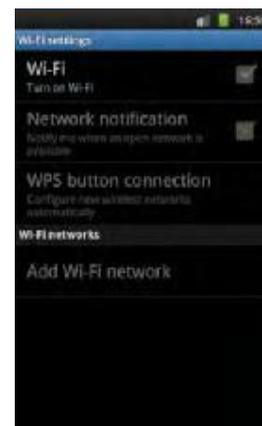
Settings - Wireless and network - Wi-Fi:

1   Open the application, "Settings"

2   Select, "Wireless and network".

3   Select, "Wi-Fi".

1 - Wireless and network   2 - Wi-Fi on   3 - Wi-Fi off

- The green tick mark is supposed to indicate that Wi-Fi is on.
- When the tick mark is greyed out Wi-Fi should be disabled.