

ACCC Consumer consultation - Broadband speed claims

Dear Sir,

It is a welcome step to have initiated this "consumer consultation" as the problem has reached a level of unending frustration for the users part of which is because of too many RSP's crowding the market and some of them just chasing increase in numbers of users with an ultimate aim of quitting by disposing of the numbers and some even going bankrupt in the process as they are not able to satisfy the need of users who gradually drop out or word spread about their inefficiency, incapability and manipulations.

Further, while the issue referred is only one of many evils widespread in the industry which are the cause of distress of users. Some of these issues which require immediate attention, to mention a few, are;

1.Speed of download/upload:- practically every provider including those operating at large scale like Telstra and Optus are playing every possible trick resulting in to containing speed and also by turn shutting the connection completely or partially and depriving the liability of accounting for their actions and paying any compensation is altogether denied either putting a line in the website "so called T&C" or even insisting that the user "waves off his right to damages/loss/compensation" over the phone and the to be user ask for reason they bluntly refuse to provide any reason and only explanation given is that "you can go to any company and no one will provide a guarantee for compensation". Recently I approached TPG and the person on the phone specifically insisted that I agree to "waving my rights to compensation for services not provided or being deficient" and when I asked for providing me the copy of T&C, particularly the "waver for compensation", the person over phone disconnected the phone and I never received those "so called T&C". The menace is increasing day by day without any solution. One reason why they are able to do this is the payments are secured by them in advance by asking Credit Card/Debit Card or debit authority from the bank (which they call prepaid) and in the event that for any reason the payment (even when collected in advance) fails, they simply disable the service without even any notice/message.

2.The online applications and only form of T&C being what is written on their website (which almost in all companies consist of legally untenable terms which they are not prepared to discuss or even send in print form and insist that it is as per their T&C and business policy).The result being that users are compelled to go for one of them knowing very well that all kinds of problems will be happening and even more frustrating is that their so called support becomes further headache as all those calls are picked up in call centres which are mostly located overseas and are connected through VoIP lines which are difficult to hear on both sides.

3.In many cases the retailers buy a specific quota from whole sellers like Telstra and keep registering maximum numbers of new registration without buying proportionate

additional quotas and thus squeeze the current users of the bandwidth thus adversely impacting on the speed.

4.I obtained both Telephone (VoIP) and internet from "Mynetfone " about over 6 months back. On 29 June 2016 they arbitrarily disabled my phone and internet without even any information or message, thus completely cutting me off from everybody. When in the morning I called their so called support number (call centre located in FIJI though they their website claim that their call centre is in Sydney and Melbourne and it take generally 30-40 minutes for any call made to be picked up and in most cases it could be much longer time that is made to wait and that is when I was told that because payment of my debit card has not been made by the bank for which reasons by phone and internet has been disabled. On my questioning that how without phone and internet can I check with the bank the reasons for non-payment. I was bluntly told to check with my bank and they follow an automatic system of disabling the services if payment in advance is not received by the designated date. In response to my question that why in that case I was not informed by email, Phone/ mobile call/text of problem in payment, I was told bluntly that they do not send any intimation and their system automatically disable the services if payment is not received.

5.Charging of a month's payment in advance gives no right to any provider to disable the service immediately, on the very first day and that too without any notice. This act is not only illegal but criminal. Unless a service has been provided, no business can be within it's right to stop the service in as much as at the time this criminal action was done ,no money was due to them at all. In the name of prepaid they collect the money from huge number of customers with no accountability for services. It is unfortunately that such kind of modern day SHYLARK (like the one of the character in Shakespeare's English play) are given license to do what they do?

In fact, given the importance of internet in communication and connecting to outside world, such services should be put/legislated in the list of "public Utilities" of which people cannot be deprived of without necessary checks being excercised.

6.Mynetfone website id full of incorrect and false information including the "Testimonials" which are completely misleading while all the social media website carry mostly the disgruntled notes by their users.

7.Attached is my account page for misleading details on speed download and upload. There has never been the download/upload speed mentioned in my account and in fact both the VoIP phone and internet speed is very slow as compared to what is mentioned in my account page.(Annex 1.)

8.I am unable to provide further details at this stage because of my health condition and phone and internet services disabled since 29th June but despite that I have made an attempt to reach out to you to lodge this paper.

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- [Summary](#)
- [Plan](#)
- [Data Boosts](#)
- [Data History](#)

Hardware

Name

Manufacturer

TP-Link

Product

TD-VG3631

MAC Address

Serial Number

Data Service

Status

Active

Plan

Renters Internet Plan

Subscription ID

Account Name

Account Number

IP Address

Modem Download Speed

12560

Modem Upload Speed

812

Plan Remaining

Residential DSL Off Peak 256000 MB

Residential DSL Peak 256000 MB