

## We have received your complaint

ACCC &lt;do-not-reply@www.accc.gov.au&gt;

Thu, Apr 14, 2016 at 5:06 AM

To: jon.seymour@gmail.com



Australian  
Competition &  
Consumer  
Commission

14 April 2016

**Web form ID:** accc-complaint-66958

Thank you for contacting the ACCC. We appreciate you taking the time to write to us.

If you simply reported misconduct to us, and do not need our advice, we may not respond to you.

If you need information or advice from us, or we need to refer you to another agency, we will usually write to you within 15 business days of your submission to us. **Note:** We are currently experiencing a backlog and our response time may exceed 15 days. We apologise for any delay.

Our website provides information about your rights as a consumer and how to resolve a dispute about a product or service. See: [www.accc.gov.au/consumers](http://www.accc.gov.au/consumers)

Please also see our website for information about [what we can and can't do for consumers](#) and the [types of matters we prioritise](#). We cannot tell you whether we will investigate a matter you report to us.

**Submitted on 14 Apr 2016 - 5:06 am**

### Who is making the complaint?

Title: Mr

First name: Jon

Last name:	Seymour
Age:	45-54
Address:	PO Box 1951 North Sydney 2059 NSW 2009
Phone number:	04122894423
Email address:	<a href="mailto:jon.seymour@gmail.com">jon.seymour@gmail.com</a>

### Who is the complaint against?

Name of business:	Telstra
ABN:	33 051 775 556
ACN:	051 775 556

### Complaint details

Complaint description:	<p>The core of my complaint is my belief that Telstra is fundamentally neglecting its duty of care to customers, under Section 51 of the Australian 'Trade Practices Act". Specifically, the manner in which Telstra's business processes decide to commence the transfer of Premium SMS charges that it has received from other 3rd parties to its account holders and the the way its processes deal with the consequences is:</p> <p>unsafe - consumer interests are not protected from fraudulent activity of others unjust - the burden of proof in a dispute is the wrong way round self-interested - Telstra indirectly profits opaque - consumers have no real means of defending themselves</p>
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The central trunk of my argument (and it is a tree of very wide girth) is set out in the PDF attached which is a slight variation of the communication I sent to Telstra on April 13 as my complaints process with them started to wind up. [1], [2]

A more rhetorical version of the argument can be found here [3]

In truth, this problem is probably wider than just Telstra. The root causes are far deeper - fundamental systemic problems that require changes to industry codes and Australian laws. My realisation of this has lead me to start a very nascent political campaign the objective of which is to dismantle the current Australian Premium SMS system [4].

Supporting documentation and arguments can also be found on these additional social media sites [5], [6], [7].

[References in PDF]

Attachments:



Telstra Complaint - INT 1-766814334530 - ACCC - 20160414.pdf

Do you use a TTY (Telephone Typewriter):

No