

Re: Charging existing telcos a levy.

Whilst this is not a bad idea Mitch Fifield is sitting on **pretend legislation** and I fear that this will be another layer on top of this.

I find it abhorrent that there are rules and regulation encapsulated in legislation....which is not worth the paper it is written on.

At the beginning of the year Optus cut off our phone and internet due entirely to its own legislation. I was overseas and my wife left at home unable to communicate properly with me, family or perform basic day to day tasks. Uptus did not care and the problem took **2 months to fix**.

My first move was to contact the TIO.....a useless move as the TIO did not address our **MAJOR** problem for almost 4 weeks and I subsequently found out that it was an **INDUSTRY BODY**. Now it dawned on me why the TIO was not acting.

As well as the TIO I contacted Fifield's office early on. Fifield's office sent me links to legislation laying down mandatory compensation which Optus would have to abide by, but when the service was eventually reestablished **OPTUS CLAIMED A MSG (MASS SERVICE DISRUPTION)** through the TIO. I responded to the TIO but **no compensation was ever paid**. Such is the value of the legislation.

In case you have any doubt please be aware that the above plays out in one piece of legislation after another and it is clear that coalition governments have set the bar so that dishonest business can avoid any of the nasties. The only way forward was to hire a lawyer at minimum \$5000 a day and this is not possible for ordinary citizens who have been nobbled.

In regard to NBN legislation.....I imagine it will be more of the same. The behaviour and corruption of right wing governments is a disgrace to the nation and I find it difficult that government Mps actually have the hide to call themselves Australians. There are more apt words to describe what appears to be routine behaviour against the citizens of the land. Shame! A word you clearly have no concept of.