

Telstra, petty fraud and worse

Interested parties, media, fellow journos and activists: once Telstra's senior management learns about this document *and undertakes serious action*, I will take it down. I suggest that you save a copy now, so you can share it widely. Google <**Dave Carroll United Guitars**> to see what can happen when a firm delivers an obstructively uncooperative reaction. (Spoiler: their share price plummeted: I'm no Dave Carroll, but let's see what penalties we can exact.)

Synopsis

Over six months, I have wasted 41 hours dealing with a case that has all the hallmarks of petty fraud. I have been battered by tiny minds, trying to shut me down. I interpret the reactions I met as clear evidence of guilt, because my initial complaint about a fraud led to bullying, lies and harassment, followed by the reluctant repayment of the stolen money (\$120), and a token reparation payment of \$500. I regard that sum as a bribe, saying the people running this scheme are guilty.

That said, my concern lies not with guilt, but with correction. This essay is about getting Telstra's senior management, who must be asleep at the wheel, moving to stop any of this happening again. That will start with nominated people answering my questions, and squashing some underlings.

Telstra's many crimes

The first step was almost certainly fraud, and I say this as a retired fraud investigator with an excellent nose for criminality. I have faced down far more competent criminals than these in the past, so I was in no way harmed, alarmed or upset by their violence, but I kept on their hammer, and the low-life kept trying to firewall me, which only made me more certain that they were crooks. In the past, I have been used to briefing CEOs, ministers and statutory and Parliamentary committees, so I decided to break their defences, but that firewall was a challenge, for a while. That tells me they have secrets to hide.

What happens, I have to ask, when their target is less resilient? The **theft** was despicable, the bullying (**elder abuse**) was reprehensible, the **lies** were pathetic, and the **harassment** was poorly contrived, and hastily retracted when somebody a smidgin smarter heard of it. The \$500 **bribe** was ill-considered, but I took it, as proof of their perfidy. I foreshadow a request for professional costs later, because I have had to waste 41 hours of my working time to get this matter sorted. This fee is open to negotiation, *if and only if* it is accompanied by both contrition and clear evidence of executive action.

About the victim, and a master class on victim selection

Not to put too fine a point on it, they chose the wrong 'mark' — and how! You need this background to see why.

Me and disability: I have a proud record of standing up as an advocate for the disabled. It dates back more than forty years, when I had three minor non-manifest (and non-problematic) disabilities, but I was on their side. Now, as I get closer to advanced middle age, I have joined the seriously disabled. As I am hearing-impaired and rate as a senior, it was outrageous of "Jaz" to scream at me as she did.

It was appalling of "Alexander" to demand that I, having arthritis in both hands, communicate through a phone app. Unluckily for the dodgy ones, I remain an activist. I am proud that in 1981, I won *The Battle of the One-armed Sculptress*: this case is well-known in Anti-Discrim circles, but not outside, and you will need to ask me about it, because I fought dirty tricks with dirty tricks of my own that I am not prepared to set out in writing, in case I ever need to use them again.

Me and fraud: I have been dealing with dodgy accounts and IT since 1963, when I worked for Commonwealth Treasury. One of my early accounting/systems wins was in identifying the source of a ten pence discrepancy in the Commonwealth Public Account. It was my perspicacity there that saw me shunted into what was in those early-days ADP; but seeking greener fields, I later did a science degree. As a scientist/historian, I identified an historic fraud, mainly through number-crunching (you can find it as **Fraudo the frog**, but only chemists would be interested). In 1980, I uncovered a \$200,000 fraud on the NSW government by the Control Data Corporation, and both those cases are public knowledge. (Google **The Selling of PLATO**, but that amount would now be more like \$2.5 million).

(I might mention that my frank analysis of the PLATO fraud was dubbed '*the acid drops*' {guess why?} and marked **not to be published**), but some four years later, when I was more senior, and learned that a clown known to me as a crook, was still spruiking PLATO, I went public. Years later again, I taught systems methodology to young people who gave me a coffee mug at the end of the course, emblazoned '**PISS ME OFF AND PAY THE PRICE**'. You are invited to join the dots.)

Later, I directed the reset of the 1985 NSW HSC, when many exam papers were stolen by a juvenile wannabe anarchist, with less than a fortnight to go before the exams began. With a bunch of co-conspirators, we reset the papers, adding traps, mainly of my design, and we nailed the culprit.

Six years later, I was working for a management consultancy, setting up IT operations for clients and sorting complex fraud jobs which needed guile, wit and superior IT skills. Much of the fraud work remains commercial-in-confidence to this day: just take it from me that I am an expert. When I see fraud, I know it, I call it out, and no cheap contractor is going to block me with abuse, tantrums, lies or threats. Like a \$500 bribe, their reactions are all the hallmarks of a *de facto* plea of guilty.

The same applied when a colleague once got a broken arm after being pushed into an inspection pit, and another had a pistol waved under his nose. I started taking down thugs and bullies in 1953, and I am still at it, having expanded my target range. The vast majority never saw me coming, but they paid for their crimes. (I am not willing to go into details on the record on that last one. Suffice it to say that sensible crooks check me out and run. Luckily, few crooks have any sense, so I nail them.)

I am convinced that low-level Telstra people were part of a scam, because nothing else can account for the full-on offensiveness that was launched against me. These people had something to hide...

When you have my background in fraud investigation and advocacy for the disabled, you go for their jugular when a fraud discriminates. The problem was that they had me firewalled, blocked from contacting the managers who could sort out the fraud, the elder abuse, the lies, harassment and bribes. Instead, the matter has been kept among the lowlings who are, I suspect, beneficiaries of the fraud.

So I slipped around the firewall, and got the attention of some (apparently) more concerned underlings. Well, slightly more concerned. They said the matter "had been escalated to the CEO group", but a week later, I have had no answers to my questions. I warned them that if they failed to respond *promptly*, this would go public. Well, they failed the task, so here it is, ready to go out.

A note about Telstra and 'customer service'

Regrettably, Telstra's people must have a background in animal husbandry, because their idea of service is closer to the sort of service delivered by stallions. We were, so to speak, bleeped over. Bad move!

In late 2006 (note that date, for what it says about my age), my wife and I decided we were getting on in years, and we downsized our home. As we were still in the same exchange area, we expected to carry our landline number across, but we were met with intransigence: we had to have a new number, I was told. As I was (and still am) a professional writer, and I was getting final edits done on a book, I needed the internet, so I let the number-change pass, but I had stirred up a ruckus. Please remember that change, because this sort of malicious act appears to be one of the tools used by the Telstra cowboys to discipline unruly or apparently vulnerable customers.

A few days later, my publisher's editor told me the landline wasn't working, and when I chased Telstra up, they blithely told me our number had been changed, yet again, without telling us. Then the person added a most telling comment: our Telstra line was paid for through iinet, and this character said brightly "Of course, you'd have a lot less trouble if you went through Telstra direct!" I was busy getting my book out the door, so I let that insolence pass as well, but given enough of those cowboy nasties, the average customer tends to become the sort of cowboy that brings a gun to a knife fight, figuratively speaking.

So, to put it bluntly, Telstra have form.

A note about Telstra and systems

From harsh experience, I considered that my spurious invoices (see below) may have been the result of faulty systems. You see, I cut my IT teeth way back when Sydney had two computers, and I have been around the fringes ever since. Long before I became a management consultant specialising in fraud, IT management and sorting out rancid customer service, I worked in what was then EDP or ADP. It was all Fortran, 5-channel Baudot code paper tape and IBM cards back then, but we got it right.

Three decades on, as a respected science writer and broadcaster, and a retired Head of Assessment and Systems, I was part of the ABC's Science Matters email list. Our emails were often banjaxed, and the boffins among us found that the fault lay in Telstra software, something called Claude's Router No. 2, as I recall. It was down to clumsy coding, we told Telstra through back channels: it was a frame-shift issue, we said; and we told them how to fix it. They told us to go away, because they knew better.

So: Telstra are good at getting things wrong. They make ordinary kludge-merchants look good.

Because I did not trust Telstra's systems, we took out two monthly mobile phone contracts at \$30 a month, with manual renewal. Even though they have repeatedly badgered me to allow them automatic access to my credit card, I declined to do that, so I think they decided to teach me a lesson.

Each month, four or five days before the renewal was due, they send me a reminder by SMS, and if I responded immediately and renewed, they cancelled the old contract and started a new one, robbing me of some days' service. That is theft, plain and simple, but I just began to renew on the actual day. Foolishly, I let their thieving go.

*Note: anything you escalate, I escalate further. There **are** charges pending on the elder abuse.*

The offences in detail

These are four in number, and I would remind the reader here of the Goldfinger principle: "*Mr Bond, they have a saying in Chicago: 'Once is happenstance. Twice is coincidence. The third time it's enemy action'.*" Four offences is a bit past there, but I had decided at the three-offence stage, to take the malefactors by the scruff of the neck, and hold them up to the light of day. The harassment came later.

The fraud

This all began when Telstra's system issued spurious invoices. Here are the dates of invoices issued in 2022 and 2023: those in bold were dodgy. I paid the first one because we had been in New Zealand and I thought this may have triggered some special requirement, but the fake invoices kept on coming. I also paid the second before firing a warning shot across their bows, after which the demands still kept coming. In this list, the legitimate accounts are marked with an asterisk, the spurious 'extras' are in bold.

* 28 August, 2022;

* 25 September, 2022;

18 October, 2022 (wrong, but paid, for fear of losing service);

** 23 October, 2022;

16 November, 2022 (wrong, but paid, for fear of losing service);

* 20 November, 2022;

14 December, 2022 (not paid);

* 18 December, 2022;

21 December, 2022* (not paid, but this is out of pattern {malice?});

* 15 January 2023.

Note that I paid the first two 'extras', because we did not wish to lose our service. These came in between the legitimate 28-day renewal notices, and as you can see, these false invoices continued for some time. I feel that the first was a 'tickler', and the rest were to be part of a regular milking. You see, I have encountered such cases before.

The bullying/elder abuse

I am now hearing-impaired, and because one of Telstra's gig-economy Third-World "consultants" demanded my date of birth as proof of identity, they clearly know that I am getting on in years, of advanced middle age, so to speak. This was all the start that "Jaz" needed, and she didn't plan to give me any chance to be heard.

When I told her I was hearing-impaired, she ratcheted up the volume as she screamed her way through the reading of a prepared script which had nothing whatsoever to do with my case. Now I am a native speaker of English, at times a teacher, and for almost 70 years, a public speaker, a debater and debating coach, an adjudicator and a hardened political/committee worker. "Jaz" was out of her depth, even before she opened her mouth to let fly.

To be blunt, these people are pipsqueaks, compared with some of the people I have squashed in the past. Because they hide behind work-names, I **require** Telstra's active support to crush them. Fail me in this, and that is a deal-breaker.

My standard operational procedure in encounters with script-readers is to derail them, and any decent transcript of our exchange will reveal that each time she screamed at me to "stop interrupting while she was explaining", I said calmly and politely "but you aren't explaining why my money was stolen". In the end, she declared that the matter was unresolved, and she would pass it up to the TIO. What this meant was that she knew screaming was useless. (As it happens, the TIO are useless as well.)

I imagine Jaz hoped that I would be chastened and let go. She should have Googled my name against **fraud**, as I had suggested. Given my background, as set out above, she was on the wrong track.

The key point is this: if Telstra's complaints contractors will try using these abusive tactics against **me**, then they will do it to others who may be less resilient. I believe the only solution is a root-and-branch extirpation and replacement with properly trained staff. Elder abuse is not on, and there are tribunals which will look very sternly at this offence. If there is to be any justice, a detailed audit of other similar cases must be undertaken, and criminal charges should be laid, as needed. I expect Telstra to respond in detail on this. That's another deal-breaker...

Somebody in Telstra robbed me of \$120, and when alerted to this, instead of saying "Whoops! Our error, sorry!", they compounded their offence, by trying to drive me into the ground. I repeatedly advised them that bullying the elderly and disabled was unwise, and I foreshadow a later complaint to the Anti-Discrimination Board or the AHRC, and/or ACCC or AFCA (or all of them) regarding the fraud and abuse. Sadly, it appears that the TIO lacks the power to do anything at all about this sort of shameful, abusive and impertinent behaviour.

In fact, the TIO is about as useful as a decayed cabbage leaf. Telstra robbed me, and only refunded my money (after lying repeatedly, claiming that I had been given a credit), and they gave me \$500 to go away. The TIO thought I should subside, satisfied

Now they clearly did not have my measure: my concern is with principles, not money, though I greeted the \$500 as a *de facto* admission of guilt. I stand up for the vulnerable, and I want these rorts sorted and stopped. The TIO has repeatedly ignored those requirements. The TIO kept bleating that they cannot force Telstra to take any action, so now I am about to see if I can force Telstra to behave appropriately.

The lies

Not to put too fine a point on it, speaking as a retired manager and management consultant, I think "Alexander" is too stupid to lie knowingly, but he is also too stupid not to follow the orders of the ring-master. I know he was wrong about a credit having been given to us, because the properly dated four-weekly invoices kept coming — or are Telstra's systems so out of kilter that they continue issuing invoices, even when there is a credit balance?

I never agreed to being given a credit: I repeatedly said only that *I wanted my stolen money returned*. If they had extended a credit, there should have been no invoices for two months, or there should have been zero-sum invoices. That credit claim was manifestly a lie.

He kept claiming that the transcript showed that I had agreed, but refused my repeated demands for the tape to be released to me, and that tells me that somebody was either lying or covering up.

The harassment.

This may have been incompetence rather than harassment, but the repeated lack of response to my clear and concise questions tells me it was probably some idiot playing games. First, I got this email:

Mr Macinnis, from 4 April 2023, 5G network access will be included as standard on the Pre-Paid Mobile plan on your below services, and we'll be introducing capped download speeds on our 4G and 5G networks on most recharges. 0414 427 738 0414 427 828

These stated numbers were wrong, and this, I believe, was intended to rattle my cage, but as you may guess, that didn't work as they hoped. I just noted the ploy as an extra cause for action. Once again, I believe that this was a further and ham-fisted attempt at elder abuse.

Neither of these numbers quoted is mine or my wife's (we are 0414-271828 and 0414-271738). Having the measure of the people who work for Telstra, I decided to add that to the charge sheet, because they made it appear that they were planning to change our phone numbers, probably thinking this would seriously inconvenience us. I shelved the issue, knowing that I would take my pound of flesh at some point. This was akin to changing my landline number, as recounted above.

Clearly, somebody up the food chain realised belatedly that this was a bad career move for somebody, because at 1715, this message was sent:

Mr Macinnis, we recently sent you an email with an incorrect mobile number due to a formatting issue, this has been corrected as below. From 4 April 2023, 5G network access will be included as standard on the Pre-Paid Mobile plan on your below services, and we'll be introducing capped download speeds on our 4G and 5G networks on most recharges.
0414271738
0414271828

A formatting issue? Pull the other one, it's got bells on! I want a personal apology from the irresponsible idiot who issued these two messages, including an explanation of exactly what they were playing at. I expect a name, a position and a separate apology, unless they can demonstrate to my satisfaction how the blunder occurred. Take in here that I used to manage complex and politically sensitive systems. At this point, BS will not cut the mustard.

I require that Telstra provide, post haste, a detailed analysis of all this "formatting error" nonsense. I want to know how many others had the same message, and I want this matter referred to Internal Audit in Telstra. I require an undertaking to furnish a full report on this, and any failure to meet this requirement, without quibble, dissent or demur, will be offered in evidence at some future time.

Telstra's rules of procedure apparently allow (or encourage?) operators to bully an elderly and hearing-impaired customer. I require that a genuine and identified Telstra manager listen to the recording, and note the number of times I asked this young person to stop shouting (with her shouting back each time that she was *not* shouting); the number of times she said she was explaining, when no explanation was ever offered; and the number of times I asked her to address my questions.

This was Discrimination with a capital D, and it matters not that it was water off a duck's back when aimed at me. Think how many elderly customers are similarly robbed each week by Telstra? How many, on objecting, are abused and bullied? That behaviour ends *now*, and I want that confirmed in writing.

I can also see it as a major own goal by Telstra if they fail to deal with each every one of the matters raised here. In that regard, Telstra's must provide me with the recording, which I need because in the absence of firm Telstra action, I see this matter ending up in a tribunal of one sort or another.

Where to from here?

So: theft, elder abuse, lies, harassment, and at all times, insolent, lazy but bloody-minded obstruction, and then a bribe. Please understand that I have Telstra's best long-term interests at heart, which is more than I believe can be said for their frontline "customer service" people.

This matter must be aired at a senior level in Telstra, because it appears that my every contact to date has been firewalled-off, screened from those who should care about what is happening. As a former management consultant, a fraud investigator and a systems guru, those firewall attempts indicate one thing only to me: covering up petty fraud, but maybe on a massive scale. Now there will be a scandal.

I allowed Telstra ten business days to respond in full. If they did not agree to any of my conditions within the allotted time, they conceded my right to go public with this brief. I am being nice, here, giving the company *one* very last opportunity to mend their fences, but Telstra need to play nicely or wear the cost. I reiterate: this is their very last chance.

Unlike Telstra, who have, I believe, behaved fraudulently, viciously, abusively and dishonestly towards me, I am both decent and honest, but my honesty is where they may come unstuck, because I know how to unearth the dirt, and I plan to blow Telstra's brand out of the water if they do not stop behaving like corporate bandits.

I am willing and available to address Telstra's board, provided my (minimal, if in Sydney) costs are paid. I will do this as a *pro bono publico* exercise, just so long as there is demonstrable *bono publico*.

Questions to be answered satisfactorily:

1. The double-billing:

- 1a. how did the spurious accounts arise: was it by fraud or by systems failure?
- 1b. how many other customers have been treated in this same way, and what are their ages?
- 1c. why did Telstra's systems not detect the double billing *and the double payments*? Why did this not ring alarm bells? Speaking as an expert in *how things go wrong*, no system in my charge would fail to do this.
- 1d. is this "error" in any way related to the way that customers renewing their contract early, find their existing contract immediately terminated and a new contract started?
- 1e. where did those ill-gotten gains end up? and
- 1f. will Telstra make this public, and reimburse all customers?

2. The elder abuse:

- 2a. will Telstra confirm that they have listened to the tape and agree that "Jaz" overstepped the mark?
- 2b. if "Jaz" remains an employee, why is that?
- 2c. will Telstra now move its customer service operation onshore? and
- 2d. does Telstra confirm that elder abuse is completely unacceptable?

3. The lies:

Please note here that I warned "Alexander" that any attempt to destroy, wipe or "lose" the tape would be treated as conspiracy.

- 3a. has some person in senior management listed to the tape, and established that I did not agree to a credit, as Alexander claimed?
- 3b. even if I did agree (which I doubt), why did the monthly invoices keep arriving?
- 3c. will Telstra now agree to surrender the recording, and if not, why not?

4. The harassment:

Given the appalling treatment I was given, I want a forensic analysis of this issue. I require a detailed explanation of the alleged “formatting error” that caused me to be sent a false notice with changed numbers. I also require an assessment of how many other customers were victims of this same false statement. (The upshot, if you claim there were no others, is that we all then know that somebody needs to be dismissed.)

4a. what was the nature of the “formatting error”?

4b. how many others received a similar email?

4c. if there were others (which I doubt), have they been sent a proper, full, technical explanation?

4d. who was responsible for this blunder, and have they been removed?

5. The bribe:

5a. from whose funds, and under whose authorisation was the disbursement made?

5b. if the payment was authorised, why did the not lead to any action?

I require that this brief be delivered in full to each of **Kim Krogh Andersen**, **Michael Ackland** and **Steven Carey**. If Telstra demurs, dissembles or fails in this, after their admission of guilt, I will only be satisfied when I know that we have broken through what I perceive as a firewall of silence. The issue of the suspected salami slicing (or maybe sloppy coding) must be addressed by Kim Krogh Andersen or his designates, under his supervision.

In the event that any self-appointed gatekeeper, somewhere down in the food chain chooses to isolate their seniors and not pass on this communication in full, I require that person's name and position held, because then the heat will be on them. I will require that they meet with me in person, at their expense, to satisfy me that their actions are appropriate. This is non-negotiable.

In other words, I have given Telstra a simple choice: make sure their senior management are made aware of the bad behaviour (that is, dishonesty and abuse) being shown to me as a random member of the public, or have the company's manifest and multitudinous misdoings exposed to the public gaze. If you, the public, are seeing this, the penny has failed to drop. I gave Telstra every opportunity to fix the problems, and they hid behind a firewall, and the TIO failed dismally to make them emerge.

Notes.

1. Telstra can either agree that the invoices were fraudulent, or they must claim they were an error. In either case, the required actions are obvious.

2. Telstra must confirm that the bullying of me, as a senior citizen with a hearing impairment, was totally out of order, and contrary to company policy. Elder abuse is not on.

3. Telstra must confirm that, if credits had been raised, I should not have been receiving continued monthly invoices. (In short, “Alexander” lied). I will accept a cogent explanation, but it must be good.

4. I want no more nonsense about requiring court orders for the recording of the tirade from “Jaz”, even though my lawyer tells me it's easy enough to arrange. I have written confirmation from “Alexander” that she was told that she had over-stepped the mark, and has been ‘counselled’. Telstra must provide, without demur or delay, the recording, and confirmation in writing from **Steven Carey** that he has listened to the tape and finds it, at the least, not in Telstra's best interest to allow elder abuse. Failure to meet with this requirement will result in a damaging case before an appropriate tribunal. Take it from me, Telstra, you are on a hiding to nothing here: admit the fault, make sure it doesn't happen again and move on. *Look, it's up to you, but just look at how the Robodebt mob are faring. because acting illegally and then looking the other way always carries a price!* Telstra senior management need to avoid egg-on-face syndrome, and they are lucky that I am generous enough to accord them one final and limited-duration opportunity to fix the problems. **Answer all the questions.**

My main requirement is simple: low-grade staff, either inert or corrupt, must always be able to be bypassed to ensure that senior executives are made aware of the rancid culture festering around the interface between Telstra's public customers and Telstra's frontline workers. This rancidity does not emanate from the public. Oh, and the firewall attempts: as **Vicki Brady** now knows, I can beat them.

My professional costs

I have now spent 41 hours examining and explaining Telstra's inadequacies, and at my normal charge-out of \$400 per hour, with a 50% loading for dealing with idiots, plus GST, that amounts to \$27,060. (I retired from consulting in 2022, when my base-rate was \$350 per hour, so this rate is reasonable.)

There is a simple choice here: either Telstra says "Yes, we knew all that", in which case they are toast, or they say "Oops, that was news to us, we'll fix it", in which case, they owe me for my dogged hard work. One way or another, Telstra WILL be paying for my time, either in money or in an even more expensive form through reputational damage. If this matter does not end up in the hands of the police, or in front of a judge or other tribunal, if Telstra does not meet all of my requirements (or negotiate on them in good faith), I reserve the right to publish this analysis, in the press, or online, or both.

That said, given that I am acting in the public interest (as Telstra is clearly not), I am willing to offer a handsome discount of *up to 100% of the amount*, if and only if Telstra admit that the fault was entirely theirs, and undertake to refer the matters raised to the police or an internal auditor (as appropriate), to determine the level of illegality involved.

I repeat: any failure to meet each and every requirement to my satisfaction will be construed as implicit agreement that I may air any and all of Telstra's dirty linen in public.

For the media:

I am available for interview, and I love doing phoners (0414-277828, or if Telstra gets silly and cuts the service, petermacinnis@ozemail.com.au. (And yes, Telstra *can* be that petty: see back at the start.)

I am a seasoned *raconteur* with a loose tongue willing to explain how he nailed one gang of frauds by emulating 'Mr Bean', and nailed another lot by pretending to be a nerd, entranced by a lady with a well-developed chest, no bra, a diaphanous blouse, and a *penchant* for standing in sunlight. Watching male colleagues ogling her was fun, and it told me who to target: she wasn't on the Control Data sales team for her brains. And guess what? she gave me all the evidence I needed to sink that particular fraud.

Now I know what you are thinking: that I played "Jaz" and "Alexander". You may very well think that, but I could not possibly comment.

Then again, would playing them have done any more than to make them believe that they could sate their blood lust by taking down yet another numpity? Then, yet again, maybe they were just a couple of cheap crooks.

I suspect that the suite of practices (fraud, bullying, lies, harassment, bribe) is their standard operational procedure. "Alexander" demanded my date of birth as proof of identity, so I know they had access to it), and I suspect that they were targeting the elderly. With more than four decades as an advocate for the disabled, I don't let discrimination pass, and this whole sad sequence looks to me like **elder abuse**. Jaz's tirades most definitely qualified as that. Remember that term, because it will be resonating for some time, in selected tribunals, and sticky stuff will be hitting fans.

Unless Telstra acts fast, that is...

If this seems harsh, it is no harsher than the treatment dished out to customers by Telstra's underclass of villains. I have done all I could to spare Telstra this embarrassment, but the underclass made a decision that I was bluffing, which is why I went around them. I recommend a purge of the underlings, CEO Group.

News! See <https://www.abc.net.au/news/2023-06-22/telecommunications-industry-ombudsman-phone-internet-report/102497234>