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# HELP!

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Dear Virgin Mobile,

**I LOVE** my new Virgin Mobile Samsung D900i. It's **sexy**. It's **cool**. It's easy to use. I'm on a \$30 plan with \$140 included calls. **Great value! But there's a problem. I can't easily** access my **outstanding balance.**

Let's go back 3 months, I **researched** the best deals. I **checked out** the virgin **website** before I bought it. It offered online balance checks, balance via 1300 555 100. It all **looked good.** But...

- I can't get a balance online - it's **only for prepaids.**
- I can't get an automatic balance via the **1300555100** menus, it's **only for prepaids.**
- I can't easily get a balance manually by dialling 1300555100, then 0 for operator. **(More often than not (18 out of 24 calls) I get a message like this "Due to the high number of calls we are experiencing longer than normal delays, please call back in one hour.")**
- I can't use the **call cost** feature on the phone because virgin have it **disabled.**

I am fed up. **I don't have time** to chase this up. **Please FIX IT\***

**Thankyou.**

Wayne Connor

IMPORTANT  
CUSTOMER ISSUE  
REQUIRES  
IMMEDIATE  
ATTENTION

\*FIX IT = either make my balance EASILY ACCESSIBLE via the call costs feature on the phone or on the web, **or** guarantee to reimburse me if I go over my cap after attempting unsuccessfully to get my balance **or** transfer me to a pre-paid service where I can check my balance.

\*FED UP = I have **records** of every call to 1300555100 over the last 3 months and the results of the call. I have been on hold for 17 minutes, 7 minutes, 21 minutes, 13 minutes, 18 minutes, still not to be given my balance and had to hang up. I will take this further. Please be creative and let me know how you can either fix this or make me happy.