

Info: Hi There! Please select the product that you're enquiring about from the list below.
0:43, Jul 22
You: hi
0:43, Jul 22
Optus: Hello. So we can direct you to the right team, please select from the options below.
0:43, Jul 22
You: trying to get into my account
0:43, Jul 22
Optus: Thanks for that. So we can get you the right help, please enter in your postcode below.
0:43, Jul 22
You: 6019
0:43, Jul 22
Optus: << Sent Rich Content >>
0:44, Jul 22
You: Technical Support
0:44, Jul 22
Optus: Thanks for that. Leave any additional details here and an expert will respond soon.
0:46, Jul 22
You: Despite resetting my email address to get in, I can't get in.
Info: We're sorry, we have delays in getting to you. Feel free to enter more details and we'll be with you as soon as we can.
Info: You're connected to Linton, who's reviewing your conversation history. They'll send a message when they have a response.
0:57, Jul 22
Linton: Hi There. Thank you for choosing Messaging, I hope you're well and staying safe. I am just reviewing your history and account notes and will be with you in a couple of minutes. Is that okay?
0:58, Jul 22
Linton: Thanks for wait, I understand that your facing issue with email that you cannot log in for MOA?
1:53, Jul 22
You: oh another new tem. What is MOA
1:53, Jul 22
Optus: Hello. So we can direct you to the right team, please select from the options below.
1:53, Jul 22
You: Like I am spooked to spend my valuable life caring about these acronyms
1:53, Jul 22
Optus: Thanks for that. So we can get you the right help, please enter in your postcode below.
1:54, Jul 22
You: 6019
1:54, Jul 22
Optus: << Sent Rich Content >>
1:54, Jul 22
You: sure, that will help get me into e website
1:54, Jul 22
You: Technical Support
1:54, Jul 22
Optus: Thanks for that. Leave any additional details here and an expert will respond soon.
Info: You're connected to Carie, who's reviewing your conversation history. They'll send a message when they have a response.
2:00, Jul 22
Carie: Hi, I'm Carie. Thank you for choosing Messaging, I hope you're well and staying safe. I am just

reviewing your history and account notes and will be with you in a couple of minutes. Is that okay?

2:01, Jul 22

You: We weee just on the app.

2:01, Jul 22

Carie: No worries, Let me check on your account and help you with it, To access your information, I need some details from you. I'll send you a link to a secure form, click to open, and enter your details directly into the form.

2:01, Jul 22

Carie: Maria has sent you a Secure Form: Account Identification

2:06, Jul 22

Carie: The following Secure Form has been submitted: Account Identification

2:06, Jul 22

You: 2 hours 41 minutes

2:07, Jul 22

Carie: Yes, I understand that, I request you please to stay connected.

2:08, Jul 22

Carie: Thank you for confirming. I have sent a OTP to your registered contact number, can you please help me with it?

11:05, Jul 22

You: hello

11:05, Jul 22

Optus: Hello. So we can direct you to the right team, please select from the options below.

11:06, Jul 22

You: Mobile Phone or Plans

11:06, Jul 22

Optus: Thanks for that. So we can get you the right help, please enter in your postcode below.

11:06, Jul 22

You: 6019

11:06, Jul 22

Optus: << Sent Rich Content >>

11:06, Jul 22

You: Technical Support

11:06, Jul 22

Optus: Thanks for that. Leave any additional details here and an expert will respond soon.

Info: You're connected to Forrest, who's reviewing your conversation history. They'll send a message when they have a response.

11:07, Jul 22

You: can't get into my account on th ewebsite.

11:09, Jul 22

Forrest: Upon seeing your conversation, I understand that you are facing issue in logging into your My account. You are with the right team. I am happy to help you :)

11:09, Jul 22

Forrest: I appreciate your patience while we experience longer than normal wait times. I'm just reviewing your history and account notes and will have a response shortly. Is that okay?

11:15, Jul 22

Forrest: Before I can open your account, I'll need to identify you first. Can you please complete this account ID form?

11:15, Jul 22

Forrest: Maria has sent you a Secure Form: Account Identification

11:19, Jul 22

Forrest: The following Secure Form has been submitted: Account Identification

11:20, Jul 22

Forrest: Thanks for that information. I'll just be a few moments to pull up your account. In the meantime, I'm going to ask you some questions.

11:21, Jul 22

Forrest: May I know the error popping up, when you try to log in to My account?

11:23, Jul 22

Forrest: I'm going to send you a code to you now via SMS to access your account. Once you've received the code, I'll need you to send the code in this conversation.

11:24, Jul 22

You: 397980

11:24, Jul 22

Forrest: Thank you for providing the code, Leith

11:25, Jul 22

You: the username or password is incorrect

11:26, Jul 22

Forrest: Can you confirm me the username of your My account?

11:27, Jul 22

You: Leith Masters

11:28, Jul 22

Forrest: Thank you for confirming, Leith.

11:29, Jul 22

Forrest: Can you please confirm me the login email ID that is registered with your My account?

11:30, Jul 22

You: crown@crowns.lol

11:30, Jul 22

You: I just changed it last night.

11:35, Jul 22

Forrest: Upon checking I see that your email crown@crowns.lol is not verified. I have sent a verification mail to your mail address check it and verify it and let me know.

11:40, Jul 22

You: ok.

11:40, Jul 22

You: one moment

11:41, Jul 22

Forrest: Take your time, Leith.

11:42, Jul 22

You: nope still not getting in.

11:42, Jul 22

You: have refreshed th epage

11:43, Jul 22

You: have attempted a password reset.

11:43, Jul 22

You: says my details are not recognised.

11:45, Jul 22

Forrest: Let me check the settings from my end.

11:45, Jul 22

Forrest: Can you try to reset the password now?

11:47, Jul 22

You: no

11:47, Jul 22

You: I refreshed th epage.

11:47, Jul 22

Forrest: Not a problem Please check if you have received the verification email in your spam or junk emails.

11:50, Jul 22

You: ok, I am in.

11:50, Jul 22

You: thank you.

11:50, Jul 22

You: Now I need to sort out my account.

11:51, Jul 22

You: This is my childs phone and for safety reasons, I need it to be operating correctly

11:52, Jul 22

Forrest: Cool.. So, just to confirm you have logged into your my account?

11:53, Jul 22

You: yes

11:56, Jul 22

Forrest: Cheers!!!

11:56, Jul 22

Forrest: Is there anything else I can help you?

11:57, Jul 22

You: yes, my bill pls

11:58, Jul 22

Forrest: Sure. Could you please be more specific about your issue with bill?

11:59, Jul 22

You: Well I believe there was only one late payment and that has been corrected last night. PLs confirm.

12:01, Jul 22

You: I thought I was in a two year contact for the handset and that finished at christmas 2021. However, it is 3 years. So I decided my payment. In fact I checked at the Optus store int he Noveber of 2021 and was assured I was about to finish. S I am a little confused that there is allegedly another whole year to pay.

12:01, Jul 22

You: Hence my bill has increased because I could not get into my account to see what what happening. This is my 5th attempt with many hours of frustration.

12:01, Jul 22

You: The phone has restrictions on it now. But that is dangerous.

12:02, Jul 22

You: So I need it's function restored

12:07, Jul 22

Forrest: As this is not my area of expertise so I am going to transfer you to an Expert in this area for assistance. They'll have the notes on our discussion, so you don't have to repeat yourself.

Info: You're connected to Felipe, who's reviewing your conversation history. They'll send a message when they have a response.

12:08, Jul 22

Felipe: Hi Leith, I'm Felipe. Thank you for contacting Optus, I hope you're well and staying safe. I am just reviewing your history and account notes and will be with you in a couple of minutes.

12:12, Jul 22

Felipe: Leith, I had a check and see that there is one late fee \$15 on your account Not to worry, I will go ahead and waive off late fee \$15 for you

12:12, Jul 22

Felipe: Sound Good ?

12:15, Jul 22

You: thank u

12:16, Jul 22

Felipe: You're welcome. Also please let me know when you are able to make the payment so that I will apply payment extension / payment plan and remove the restrictions for you ?

12:18, Jul 22

You: you did not confirm for me that the contract is actually 3 years for the handset

12:21, Jul 22

Felipe: Leith, I had a check on your contract copy and see that you have opted for 36 months for the device Apple iPh11PMX 64SG I have sent the contract copy to your email address, please have a check

12:35, Jul 22

You: ok

12:36, Jul 22

Felipe: Thank you May I know when you are able to make the payment ?

12:36, Jul 22

You: one moment

12:36, Jul 22

Felipe: Sure, take your time. I will standby.

12:36, Jul 22

You: hi ,

12:37, Jul 22

You: i won't be making a payment to cover it all.

12:37, Jul 22

You: I ma a single mum

12:37, Jul 22

You: I will have to go back to \$60 per fortnight to cover the phone handset.

12:37, Jul 22

You: An I will pay of the overflow for getting that wrong.

12:38, Jul 22

Felipe: I certainly understand your concern. Not to worry, I will setup the payment plan for you fortnightly May I know when you are able to make the first payment ?

12:41, Jul 22

You: As I always do. It starts next Friday

12:42, Jul 22

You: I do it from my bank account to Optus.

12:45, Jul 22

Felipe: Thank you. Are you able to make \$67 fortnightly ?

12:45, Jul 22

You: Why \$67

12:46, Jul 22

Felipe: I am dividing \$335.12 into 5 payments fortnightly

12:47, Jul 22

You: Why 5

12:48, Jul 22

Felipe: Leith, to complete the due balance I am asking if you are able to make \$67/fortnightly so that due balance will be completed within 5 payments.

12:49, Jul 22

You: yes, and I am asking why does it need to be 5. Make it 8.

12:49, Jul 22

You: is this in addition to the regular \$60 that I need to now reinstate. As I am only currently paying \$30 per fortnight. Thinking I had finished the handset bit.

12:54, Jul 22

Felipe: Leith, I will get you connected with finance team, they will check nd help you with payment plan

for you I'll connect you to an Expert who'll assist you. They'll have our conversation notes, so you won't need to repeat yourself. You'll be connected shortly

Info: You're being connected to Kent. Kent will respond to you in the next 10 minutes.

12:57, Jul 22

Kent: Welcome to customer payment support, this is Kent. I see that you have concerns with payment plan. Is that correct?

13:00, Jul 22

Kent: Are you still there?

13:02, Jul 22

You: yes

13:02, Jul 22

Kent: I'll be more than happy to help you with your concern today, rest assured of course that I'll do all my best to help you. I know this has been done on the previous chats. But it is really important for security purposes. I just need you to answer a few questions in order to proceed to the next steps. Please Kindly fill up the form and send it back to me.

13:02, Jul 22

Kent: Maria has sent you a Secure Form: Account Identification

13:05, Jul 22

You: oh get fucking real

13:06, Jul 22

You: do you think my time is for fucking fee

13:06, Jul 22

You: free

13:06, Jul 22

You: gross incompetence.

13:06, Jul 22

You: so once again I will not have resolution of this matter.

13:06, Jul 22

You: 5 times, well over 7 hours now. and I still cannot get it resolved. '

13:06, Jul 22

You: unfuckingbelievable

13:06, Jul 22

You: GROSS INCOMPETENCE

13:06, Jul 22

You: FUCKING TIME WASTERS

13:07, Jul 22

Kent: I truly apologize but in order to proceed and pull up your account I need your Full name Date of Birth Post code Account number or Service Number E-mail. It is really needed for security purposes.

13:09, Jul 22

You: WHAT A LOAD OF BULLSHIT

13:09, Jul 22

You: I have this corporation pegged at \$10k per day in damages for it's AI bullshit where it thinks it can just burn up our time fro free. No way. \$10k per day.

13:09, Jul 22

You: Ok let's do it.

13:09, Jul 22

You: I want my childs phone up and running and I will pursue the law matters after

13:10, Jul 22

You: are you sending me one of your stupid forms to fill out.

13:10, Jul 22

You: when this matter is finished, I want the entire feed emailed to me,

13:10, Jul 22

You: public posting of gross incompetence wasting the time of community. '

13:10, Jul 22

You: corporations work for the people not the other way around

13:11, Jul 22

You: corporations are owned by the people, not the other way around

13:11, Jul 22

You: hurry up. I am busy.

13:11, Jul 22

You: is is a form or do you just want it here.

13:11, Jul 22

You: mind blowing bullshit n

13:11, Jul 22

You: AI employed by psychopaths to waste our fucking time. !!!!

13:12, Jul 22

Kent: I understand this can be frustrating and I really want to help you. But please don't use offensive language, as your access to help in Messaging may be limited. and I truly apologize but in order to proceed and pull up your account I need your Full name Date of Birth Post code Account number or Service Number E-mail. It is really needed for security purposes.

13:12, Jul 22

Kent: Maria has sent you a Secure Form: Account Identification

13:16, Jul 22

Kent: You may also type the information on the chat, I just need your -Full name -Date of Birth -Post code -Account number or Service Number -E-mail.

13:17, Jul 22

Kent: The following Secure Form has been submitted: Account Identification

13:17, Jul 22

Kent: Thank you verifying the account now

13:17, Jul 22

You: 2 hours and 12 minutes later

13:17, Jul 22

You: still not resolved.

13:17, Jul 22

You: plus 2hrs+ last night

13:18, Jul 22

You: plus 4 other attempts.

13:18, Jul 22

You: Gee do you think Optus is maybe a nightmare in our landscape.

13:18, Jul 22

You: I do.

13:18, Jul 22

You: CEO - publicly listed for gross incompetence .

13:18, Jul 22

You: assets frozen

13:18, Jul 22

You: \$10k per day in damages

13:19, Jul 22

Kent: I will be sending you a OTP or One Time password, would you like me to send it through your SMS or E-mail?

13:20, Jul 22

You: oh, another gate to get to my studio phone account . oh ok. no worries

13:20, Jul 22

You: sms

13:20, Jul 22

Kent: I'm going to send you a code to you now via SMS to access your account. Once you've received the code, I'll need you to send the code in this conversation.

13:20, Jul 22

You: 209362

13:21, Jul 22

Kent: Thank you accessing the account now.

13:23, Jul 22

Kent: Thank you for patiently waiting, I just pulled up your account and upon checking it, you currently have problems with the service due to it being barred with a total balance of \$320.12, this includes your past due bill of \$199.38 which is due by the 3 of August. Is this correct?

13:24, Jul 22

You: if u say so.

13:25, Jul 22

You: I am not going to go thru it all again .

13:25, Jul 22

You: I will be going through all the invoices now that I can finally get into my account again.

13:25, Jul 22

You: But that will not be now.

13:27, Jul 22

Kent: Alright we can set up a payment arrangement for this with restoration. For me to be able to assist you further, I need to ask you a few questions, this is to ensure that I am setting up the best possible arrangement to help you get your account back up to date. These questions are meant to be financial and not personal Will that be okay?

13:30, Jul 22

Kent: Are you still there?

13:31, Jul 22

You: yes

13:31, Jul 22

You: try

13:32, Jul 22

You: waiting

13:32, Jul 22

You: heading for 3 hours now

13:32, Jul 22

You: still not resolved

13:32, Jul 22

Kent: If I may ask, are you currently working or receiving government assistance at the moment?

13:32, Jul 22

You: I can tell you I will be doing \$65 per fortnight from hereon in

13:32, Jul 22

You: that 's it.

13:32, Jul 22

You: none of your gaddam business

13:32, Jul 22

You: what fucking planet do you people live on to be asking me my personal affairs.

13:33, Jul 22

You: Im a single mum. work that out

13:34, Jul 22

Kent: I apologise but it is a standard process for our payment arrangement assessment. But if you don't want to be assessed. That is okay. I will continue with the arrangement. and I will try to find a way for a \$65 per fortnight. Bear with me

13:34, Jul 22

You: No, I don't want to be assessed by fucking Optus that we own.

13:41, Jul 22

Kent: As according to my end the very best that I can give is only \$89.25 Dollars a fortnight.

13:41, Jul 22

You: no thanks

13:42, Jul 22

Kent: I apologise but In order to help you further I really need to know are you currently working or receiving government assistance at the moment?

13:42, Jul 22

You: the latter, not that it is any of your business

13:43, Jul 22

You: this is all on the record for public display and analysis

13:45, Jul 22

Kent: I really apologise but May I know why are you currently a bit behind on your bills? Because I can see here that you are 2 months behind and your monthly is \$135.74. Yet your payment history is \$30 a fortnight only. If you can answer that for me that would be great, may even help me in lowering the amount to be paid per fortnight but no promises yet.

13:46, Jul 22

You: you can read the extensive notes

13:51, Jul 22

Kent: Alright, The best the best that I can provide is \$77 per fortnight. I will give you a 50% credit with a 3 month free access just for you in order to lower the amount to \$77 per fortnight. And this comes with restoration.

13:52, Jul 22

You: what does that mean. ?

13:52, Jul 22

You: 50% credit of what ?

13:52, Jul 22

You: 3 month free access of what ?

13:52, Jul 22

Kent: From you past due I will be shouldering it

13:53, Jul 22

Kent: 3 month free access for the \$49 optus choice only will be waived, in the bill

13:53, Jul 22

Kent: So that will be significantly lower the amount to pay for \$77 per fortnight.

13:54, Jul 22

You: I am confused .

13:54, Jul 22

You: This does not make sense to me.

13:55, Jul 22

You: A single mum, I can tell you I hope I can cope with \$65 and then you come back with \$77 - this is irresponsible and some freebies. which I am not clear on anyway.

13:55, Jul 22

You: why would you give me \$147 free access.

13:55, Jul 22

You: and 50% credit of what amount?

13:59, Jul 22

Kent: Please bear with me further, as I need to review your account in order to give the best possible option.

14:04, Jul 22

Kent: Thank you for patiently waiting. Upon reviewing your account and understanding your current situation I need to refer you to our Advocacy Team to assist you further. No worries I will restore your service and put protection to your account.

14:05, Jul 22

Kent: I have also restored and protected your account for 7 business days. Connecting you right now
Info: You're connected to Garry, who's reviewing your conversation history. They'll send a message when they have a response.

14:07, Jul 22

Garry: Hi, This is Garry from Optus Advocacy Assist, apologies for the long wait. I do really appreciate your patience. How are you doing today?

14:08, Jul 22

You: I am into my 4th hour

14:08, Jul 22

You: plus 2 hours last night

14:08, Jul 22

You: plus 4 other long attempts

14:08, Jul 22

You: why am I connected to you now

14:09, Jul 22

Garry: My apologies. I'll be more than willing to extend my effort just to help you out today.

14:12, Jul 22

Garry: As I can see here you have a total bill of \$320.12 which is a combination of your past due bill of \$199.38 and the current bill of \$135.74 that will be due on 03/08/2022. Thank you for your payment of \$30.00 last 15/07/2022. Just to confirm you need more time to pay your bill, right?

14:14, Jul 22

Garry: I need your help in understanding your financial situation so I can find a suitable arrangement for you. Would it be okay?

14:15, Jul 22

You: all the notes are above

14:15, Jul 22

You: this is beyond any level of sanity

14:15, Jul 22

You: I am charging \$10k per day.

14:15, Jul 22

You: I have only just achieved access to my account again.

14:15, Jul 22

You: that was a nightmare from hell.

14:16, Jul 22

You: so I will be looking at it over the weekend.

14:16, Jul 22

You: why would it be \$135.

14:16, Jul 22

You: when i signed the contract it ws \$120. And I was doing \$60 per fortnight

14:16, Jul 22

You: I thought the phone contract had needed.

14:16, Jul 22

You: then I learned it had another whole year on on.

14:17, Jul 22

You: I had reduced my payments to \$60 per month, thinking I had paid off the phone .

14:17, Jul 22

You: then I couldn't get into the account to see what and why was happening

14:17, Jul 22

You: so I am just getting it all sorted now.

14:18, Jul 22

You: no you don't need all my financials details because you are not making financial decisions for me, unless I am your slave ,

14:18, Jul 22

You: 25 years jail.

14:18, Jul 22

You: I have told you what I am doing

14:18, Jul 22

You: reinstating \$65 per fortnight to try to catch it up.

14:18, Jul 22

You: are you going to pass me to another person

14:18, Jul 22

You: so I can tell someone else the same thing.

14:18, Jul 22

You: not like my time is ultra valuable or anything.

14:18, Jul 22

You: or I have anything else I might need to take care of

14:20, Jul 22

Garry: I understand your situation, if you are disputing the bill, I will connect you over to one of our Customer service team. No need to worry I will put protection on your account for 14 days to prevent any service interruptions.

14:21, Jul 22

Garry: Please stay connected.

Info: You're being connected to Maria. Maria will respond to you in the next 10 minutes.

14:24, Jul 22

You: ok, so you were not able to achieve anything . right

14:24, Jul 22

You: good to know. paying wages to people who don't do anything.

14:25, Jul 22

You: driving the cost of our bills up.

14:25, Jul 22

You: a compartmentalised mess.

14:26, Jul 22

Maria: Hi, Welcome to Optus Customer Payment Support this is Maria, how are you doing today?

14:26, Jul 22

Maria: Just to confirm, you need some additional time to pay or a payment plan?

14:29, Jul 22

You: in my 4th hour

14:29, Jul 22

You: about 5th person I am speaking with

14:29, Jul 22

You: a nightmare beyond hell

14:29, Jul 22

You: just check the notes slightly above.

14:29, Jul 22

You: I just explained it to the last person who was useless.

14:30, Jul 22

Maria: I have read through the previous conversation. To further protect your account, I'm going to send you a secure form to capture your details. You'll need to provide your first and last name, DOB, service or account number and your postcode. Please have these details handy.

14:30, Jul 22

Maria: Maria has sent you a Secure Form: Account Identification

14:31, Jul 22

You: oh ok, lets do it AGAIN

14:32, Jul 22

Maria: The following Secure Form has been submitted: Account Identification

14:35, Jul 22

Maria: I can see here that the previous conversation, you were disputing the bill, the previous expert transferred you our department, financial, where you should have been transferred to the customer service department. Let me just transfer you to the right department.

Info: You're connected to Sulbha, who's reviewing your conversation history and will send a message when they have a response. With Messaging, we won't always respond straightaway so you can leave a message and get on with your day. To ensure you receive a notification when your Expert responds, please turn app notifications 'ON' in your phone settings menu.

14:37, Jul 22

You: oh sure, cos I have nothing better to do

14:40, Jul 22

Sulbha: Hi Leith , I appreciate your patience while we experience longer than normal wait times. I'm just reviewing your history and account notes and will have a response shortly. Is that okay?

14:42, Jul 22

Sulbha: Please be assured you have reach to right team of experts . I sincerely apologizes for the inconvenience caused to you but don't worry I will make sure your issue is resolved today .👍

14:44, Jul 22

Sulbha: How may I help you ?

14:46, Jul 22

Sulbha: Because as check the previous conversation, you want payment arrangement correct ?

14:46, Jul 22

You: Yes

14:47, Jul 22

Sulbha: No worries. Leith please allow me few minutes, let me pull up account details and look into it 👍

14:47, Jul 22

Sulbha: Don't worry Leith, I will surely sort this for you .

14:49, Jul 22

Sulbha: Leith, I have opened the account . May I know from which date you want the arrangement so that your services won't be restricted .

14:49, Jul 22

You: Next Friday I will increasing my payments from \$30 back to \$60, maybe \$65

14:50, Jul 22

Sulbha: Cool, no worries 👍

14:51, Jul 22

Sulbha: We can understand Leith, don't worry I will set the payment arrangement accordingly.

14:52, Jul 22

Sulbha: I sincerely apologizes for the inconvenience caused to you but be rest assured we will right back to you once it done .👍

14:52, Jul 22

Sulbha: May I know are your services working currently ?

14:52, Jul 22

You: restricted

14:53, Jul 22

You: why have i received a txt saying to call Optus

14:54, Jul 22

Sulbha: Don't worry I will resume your services and it will be 15mins to 4 hours .

14:55, Jul 22

Sulbha: Is that okay ?

14:56, Jul 22

Sulbha: Shall I placed payment arrangement plan 😊

14:57, Jul 22

You: Sorry ?

14:57, Jul 22

You: It will be as I say

14:57, Jul 22

You: I will reinstate a payment of \$60 per fortnight

14:57, Jul 22

Sulbha: Okay, I just need the confirmation .

14:57, Jul 22

Sulbha: Sure I will set in accordingly . Be assured Leith 👍

14:58, Jul 22

You: What confirmation

14:58, Jul 22

Sulbha: About Payment arrangement.

15:02, Jul 22

Sulbha: Here is the Payment arrangement : 29/07/2022 - \$ 60.00 12/08/2022 - \$ 60.00 26/08/2022 - \$

60.00 If you I can send you the email confirmation so that you wont any payment . 😊

15:07, Jul 22

You: Hi.

15:07, Jul 22

You: what is your last sentence pls ?

15:07, Jul 22

You: I will just load it into my bank as a regular payment. I won't even look at it again.

15:08, Jul 22

Sulbha: If you want I can send you the email confirmation so that you wont any payment and your services will be activate.

15:08, Jul 22

You: I was offered some freebies above . I would like those pls.

15:08, Jul 22

You: Alright, The best the best that I can provide is \$77 per fortnight. I will give you a 50% credit with a 3 month free access just for you in order to lower the amount to \$77 per fortnight. And this comes with restoration.

15:09, Jul 22

You: So confirm for me whee we are at. Please.

15:09, Jul 22

You: Is the phone restored.?

15:09, Jul 22

Sulbha: Your phone will be restored in 15 mins to 4 hours ..

15:10, Jul 22

You: are there any pending restrictions on it pls ?

15:10, Jul 22

Sulbha: As check there is no pending request, all your issue is resolved :)

15:11, Jul 22

You: ok, so for the record, this has taken 4 hours and a few minutes.

15:11, Jul 22

You: it was 2.15 hours last night

15:11, Jul 22

You: and it was 4 other attempts prior to this.

15:11, Jul 22

You: I have logged in and provided the same data more times than I can count.

15:11, Jul 22

You: Optus is a disaster.

15:13, Jul 22

Sulbha: Leith, I am extremely sorry for the inconvenience caused to you but be assured this won't happen and I will make sure your services will be resorted within an hour as I will place the notes . Don't worry getting your services back is my First priority.

15:14, Jul 22

Sulbha: I so sorry that you have go through the situation but don't worry Leith .

15:16, Jul 22

You: hello