

Roy, Lauren

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**From:** Petreski, Sonya on behalf of Adjudication  
**Sent:** Thursday, 24 April 2008 7:58 AM  
**To:** Chisholm, Shane; Roy, Lauren  
**Subject:** FW: N93365 eBay International AG [SEC=UNCLASSIFIED]

**Categories:** SEC=UNCLASSIFIED  
**ACCC Classification:** SEC=UNCLASSIFIED

-----Original Message-----

**From:** Paul Doornbusch [mailto:[\[REDACTED\]](mailto:)]  
**Sent:** Wednesday, 23 April 2008 3:03 PM  
**To:** Adjudication  
**Subject:** N93365 eBay International AG

**EXCLUDED FROM  
PUBLIC REGISTER**

Hello,

I would like to make a submission for the notification N93365 against eBay International AG proposing only to accept PayPal payments. I have not been able to find on the ACCC website a method for submitting this, so I am writing this email which I hope can be considered a submission.

I strongly support the ACCC vetoing this move by eBay. I would like to point out that eBay have previously engaged in this uncompetitive behaviour, and continue to do so today, by not allowing sellers to use PayMate (<http://www.paymate.com.au>) for payments, as it did when it started in Australia. When eBay acquired PayPal, it banned sellers from using PayMate, which is a competitive service that predates PayPal in Australia and it Australian owned, based and operated, unlike PayPal.

There are similar cases where eBay has banned alternative payment services, such as those offered by Google (Google Checkout, <http://checkout.google.com>). This is clearly anti-competitive behaviour and in my view it has always been unfair of eBay to ban sellers from using these services.

The claim by eBay that PayPal is "safer" or "better" than other forms of payment is spurious - I have had a long and documented history of trouble with PayPal, and I have found their customer service insulting and abusive. On one occasion during a phone conversation with a PayPal support representative to try and resolve a technical issue, I was verbally abused and he refused to give me the PayPal head office address for me to write them a letter. You will note on the PayPal website that there is no ability to write them a letter of complaint or an address of the head office. I do not know if this breaches any internet trading standards, but it makes communication with the company extremely difficult.

Many thanks for your time,  
Paul Doornbusch