

**EXCLUDED FROM  
PUBLIC REGISTER**

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**From:** tammy [mailto:

**Sent:** Tuesday, 17 June 2008 11:26 PM

**To:** Adjudication

**Subject:** Proposition of Revokation - eBay International AG - PayPal Only Policy

I have read the eBay notification and their submissions to the ACCC about exclusive dealing. I have also read many submissions against the proposed conduct and the ACCC's draft notice of revocation.

I was one of hundreds of buyers and sellers that that lodged their submissions against this notification as both a buyer and a seller. I have also read the whole of ACCC's draft notice of revocation and heartily agree with the ACCC.

I hereby wish to lodge my whole hearted support for the ACCC's draft notice to revoke Immunity for eBay's PayPal only Policy (Notified Conduct Parts 1. And 2.)

**Poor Service to Paypal and eBay customers**

If eBay/PayPal's true reason for this change is for customer safety then I believe we should be allowed to use other online payment systems, if we desire to do so, such as Qpay or Bpay, Paymate and any other on line payment systems that may propagate in the future. These companies all offer equal and in most cases, better security and are regulated by Australian Financial laws. These companies also have direct phone numbers and an office where you can speak directly to a consultant. PayPal has no office in Australia that I am aware of, or a direct phone number where you can actually speak to a consultant. This means poor service for all eBay customers in the event of a dispute.

I agree with section 5.127 of the ACCC draft notice where it states " Submissions suggest that many users are dissatisfied with PayPal's support systems and complain that the primary contact with PayPal is by email and often responses are slow, automated and/or do not address the query. The ACCC notes that, unlike PayPal, many banks and other online payment services offer telephone and in-person support. This is the one reason why I will not sign up to PayPal.

**Australians deserve a choice**

I thank you for allowing me to lodge my support of the ACCC's Draft Notice to deny eBay Immunity. I trust that the ACCC will act in the best interests of all Australians and deny immunity to eBay from prosecution under the Trade Practices Act 1974 forthwith.

Kind Regards  
Tammy Smith