

Chisholm, Shane

Subject: FW: EBAY / PAYPAL [SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
ACCC Classification: SEC=UNCLASSIFIED

From: Lynda [mailto:
Sent: Monday, 30 June 2008 9:59 AM
To: Adjudication
Subject: EBAY / PAYPAL

To whom it may concern,

I initially thought the Paypal might be OK, while it remains an OPTION for both buyer and seller.

Recent experience of how sick their computer system is, has convinced me that Paypal should be treated with enormous caution at any time, and NEVER be allowed to be a 'Paypal only' method of payment on eBay or anywhere else. I'm a retired computer specialist with a background in development of very large mainframe computer systems and I have rarely, perhaps never, experienced so many serious errors in a system as I see now in Paypal. There appears to little testing of systems before they go into production, and absolutely no ongoing quality control. Worse still, their support? and help? staff just don't seem to care.

I experienced similar frustrations with the computer accounting system used by OneTel some years ago in Australia, and many will remember the sad demise of that company. Paypal will go the same way soon if they don't get their act together.

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 agree with the ACCC's draft notice as I believe eBay's proposed conduct would decrease competition and not have an overall public benefit

Thankyou for accepting my submission.
Lynda Cracknell
<address excluded>

EXCLUDED FROM
PUBLIC REGISTER