

**From:** [Peter Z](#)  
**To:** [Titjen, Penny](#)  
**Cc:** [peterzgipa@yahoo.com.au](mailto:peterzgipa@yahoo.com.au); [sales@issco.com.au](mailto:sales@issco.com.au); [support@issco.com.au](mailto:support@issco.com.au); [admin@isscoed.com.au](mailto:admin@isscoed.com.au); [admin@issco.com.au](mailto:admin@issco.com.au); [support@isscoed.com.au](mailto:support@isscoed.com.au)  
**Subject:** Re: School Order  
**Date:** Thursday, 4 June 2015 15:09:36

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Dear Mrs Titjen,

sorry to bother you again.

I am just investigating why we didn't receive your March 20,2015 email. It is not very good for customers or us if correspondence doesn't get answered or acted on.

Are you sure that your order of March 20,2013 was emailed to us? Our servers cannot find any record of it being received.

Does your school archive email correspondence?(there isn't a SENT folder containing all the correspondence sent?). I ask this as most companies / institutions may have to refer to past correspondence from time to time (if any questions of protocol,etc are raised).

Thanks for your patience & apologies agan for the inconvenience caused  
 Regards  
 Tech support

On Thursday, 4 June 2015, 13:52, "Titjen, Penny" <PENNY.TITJEN@det.nsw.edu.au> wrote:

No, I do not have a copy of original email sent.

*Penny Titjen  
 School Administrative Manager  
 Tumut High School*

*Phone: (02) 6947 0600  
 Fax: (02) 6947 2497*

---

**From:** Peter Z [pzgipa@yahoo.com.au]  
**Sent:** Thursday, 4 June 2015 12:59 PM  
**To:** Titjen, Penny; pzgipa@yahoo.com.au  
**Cc:** peterzgipa@yahoo.com.au; pzgipa@yahoo.com.au; sales@issco.com.au; support@issco.com.au; admin@isscoed.com.au; admin@issco.com.au; support@isscoed.com.au  
**Subject:** Re: School Order

Dear Mrs Titjen,

thanks for your email.

We are just testing our email system.

Could you please do a Reply All email to bounce this back to us?

Also do you still have a copy of the original email sent on March 20,2015?

Thanks for your patience

Regards

On Thursday, 4 June 2015, 10:51, "Titjen, Penny" <PENNY.TITJEN@det.nsw.edu.au> wrote:

Attached please find official school order for goods.

Thanks  
Penny Titjen  
School Administrative Manager  
Tumut High School

Phone: (02) 6947 0600  
Fax: (02) 6947 2497

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**From:** [Peter Z](#)  
**To:** [Titjen, Penny](#); [pzgipa@yahoo.com.au](mailto:pzgipa@yahoo.com.au)  
**Cc:** [peterzgipa@yahoo.com.au](mailto:peterzgipa@yahoo.com.au); [pzgipa@yahoo.com.au](mailto:pzgipa@yahoo.com.au); [sales@issco.com.au](mailto:sales@issco.com.au); [support@issco.com.au](mailto:support@issco.com.au); [admin@isscoed.com.au](mailto:admin@isscoed.com.au); [admin@issco.com.au](mailto:admin@issco.com.au); [support@isscoed.com.au](mailto:support@isscoed.com.au)  
**Subject:** Re: School Order  
**Date:** Thursday, 4 June 2015 12:59:56

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Dear Mrs Titjen,

thanks for your email.

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Also do you still have a copy of the original email sent on March 20,2015?

Thanks for your patience

Regards

On Thursday, 4 June 2015, 10:51, "Titjen, Penny" <PENNY.TITJEN@det.nsw.edu.au> wrote:

Attached please find official school order for goods.

Thanks

*Penny Titjen*

*School Administrative Manager*

*Tumut High School*

*Phone: (02) 6947 0600*

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**From:** [Peter Z](#)  
**To:** [Titjen, Penny](#)  
**Cc:** [pzgipa@yahoo.com.au](mailto:pzgipa@yahoo.com.au)  
**Subject:** Re: School Order  
**Date:** Tuesday, 28 July 2015 10:11:35

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Dear Mrs Titjen,

my apologies for the delays in getting back to you re your order. It has been a bit of a headache for us to work out what we can do in this instance  
(Sorry I have also been away on a business trip)

Regrettably, by the time we finally received your order, the specials had well & truly gone (sold out).

Had we received your order initially, it is quite possible that we may still have had stocks or at least some short term, comparably priced alternatives. The only alternatives we can offer now are considerably more expensive than the specials advertised.

It is not a particularly good situation.

The background to this problem results from alleged criminal conduct by certain very senior DEC staff to inflict damage on our long established company. Your emailed order (other schools have had the same situation) was blocked by DEC (which we believe was done illegally. NSW State Schools have the legitimate right to purchase goods from any Australia companies).

Similarly, due to the alleged illegal blocking of emails from NSW State Schools to our company, many school customers have also missed out on the limited school specials (as well as our general school specials).

We are discovering more & more instances of this.

We have lost considerable business as well as having our reputation damaged (we receive complaints from schools like yourself about non-delivery of orders / delays when we haven't received any details or copies of the orders).

We are attempting to have the NSW Ombudsman & ICAC investigate this matter and we are hoping that there may be some restitution available for schools have been unfairly affected .

In view of the situation, would it be possible for you to make a complaint to DEC about their involvement in unfairly disadvantaging your school and advise us when you have lodged the complaint?

We would then follow this up with them & the NSW Ombudsman

My sincere apologies about the order.

It is something which is clearly outside our control

Thanks for your patience & understanding  
regards

[pzgipa@yahoo.com.au](mailto:pzgipa@yahoo.com.au)

On Friday, 12 June 2015, 15:06, "Titjen, Penny" <PENNY.TITJEN@det.nsw.edu.au> wrote:

Hi Peter

I have deleted my sent box, and permanently deleted all emails with attachments from my account, so am unable to assist. This is necessary as our available space is not huge.

However, we do require the goods. Are you able to provide us with the goods as per our order?

Thanks

*Penny Titjen  
School Administrative Manager  
Tumut High School*

*Phone: (02) 6947 0600*

*Fax: (02) 6947 2497*

---

**From:** Peter Z [pzgipa@yahoo.com.au]  
**Sent:** Friday, 12 June 2015 11:32 AM  
**To:** Titjen, Penny  
**Cc:** peterzgipa@yahoo.com.au; sales@issco.com.au; support@issco.com.au; admin@isscoed.com.au; admin@issco.com.au; support@isscoed.com.au  
**Subject:** Re: School Order

To  
Titjen, Penny

Jun 4  
Dear Mrs Titjen,

sorry to bother you again.  
I am just investigating why we didn't receive your March 20,2015 email.  
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Does your school archive email correspondence?(there isn't a SENT folder containing all the correspondence sent?).  
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Thanks for your patience & apologies agan for the inconvenience caused  
Regards  
Tech support

On Thursday, 4 June 2015, 15:09, Peter Z <pzgipa@yahoo.com.au> wrote:

Dear Mrs Titjen,

sorry to bother you again.

I am just investigating why we didn't receive your March 20,2015 email.  
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Are you sure that your order of March 20,2013 was emailed to us?  
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*Penny Titjen*  
*School Administrative Manager*  
*Tumut High School*

*Phone: (02) 6947 0600*  
*Fax: (02) 6947 2497*

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**Sent:** Thursday, 4 June 2015 12:59 PM  
**To:** Titjen, Penny; pzgipa@yahoo.com.au  
**Cc:** peterzgipa@yahoo.com.au; pzgipa@yahoo.com.au; sales@issco.com.au; support@issco.com.au; admin@isscoed.com.au; admin@issco.com.au; support@isscoed.com.au  
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Thanks for your patience  
Regards

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Attached please find official school order for goods.

Thanks  
*Penny Titjen*

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**From:** [Peter Z](#)  
**To:** [School Enquiry](#); [Walsh, Isobelle](#)  
**Subject:** Re: Servicing of school Microscopes & electronic balances  
**Date:** Thursday, 18 February 2016 12:27:03

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Message received at this email address

Thank you

On Thursday, 18 February 2016, 9:59, School Enquiry <[schoolenquiry@yahoo.com.au](mailto:schoolenquiry@yahoo.com.au)> wrote:

Dear Mrs Walsh,

thanks for your email.

We haven't received any orders or advice re your microscope & balance repairs to date.

Could you please reply to this email address & send details?

Thanks for your patience  
Regards  
Sales / Service

On Wednesday, 17 February 2016, 15:45, "Walsh, Isobelle"  
<[ISOBELLE.WALSH@det.nsw.edu.au](mailto:ISOBELLE.WALSH@det.nsw.edu.au)> wrote:

resending as I had a typo in one of the addresses...

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**From:** Walsh, Isobelle  
**Sent:** Wednesday, 17 February 2016 3:42 PM  
**To:** [pzglpa@yahoo.com.au](mailto:pzglpa@yahoo.com.au); [schoolenquiry@yahoo.com.au](mailto:schoolenquiry@yahoo.com.au); [support@isscoed.com.au](mailto:support@isscoed.com.au)  
**Subject:** Servicing of school Microscopes & electronic balances

Hello Peter

Sorry I have not received any emails regarding servicing of equipment.  
Hope you receive this note on all three addresses and we are now connected electronically.

Regards  
Isobelle Walsh  
Laboratory Manager  
Merewether High School



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**From:** [Peter Z](#)  
**To:** [Hughes, Richard](#)  
**Cc:** [schoolenquiry@yahoo.com.au](mailto:schoolenquiry@yahoo.com.au); [pzgipa@yahoo.com.au](mailto:pzgipa@yahoo.com.au)  
**Subject:** Re: Software for Digital Camera  
**Date:** Friday, 6 November 2015 11:26:48

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Dear Sir,

apologies for the hassles.  
We had some issues with establishing the downloads.

Please copy & paste the following into your URL to download the required software, etc

[http://www.isscoed.com/CameraDrivers/5ProE/Installing\\_steps.txt](http://www.isscoed.com/CameraDrivers/5ProE/Installing_steps.txt)  
[http://www.isscoed.com/CameraDrivers/5ProE/S-Viewer\\_setup\\_150702.exe](http://www.isscoed.com/CameraDrivers/5ProE/S-Viewer_setup_150702.exe)  
[http://www.isscoed.com/CameraDrivers/5ProE/SXY-N500C\\_32bits\\_Driver\\_setup.exe](http://www.isscoed.com/CameraDrivers/5ProE/SXY-N500C_32bits_Driver_setup.exe)  
[http://www.isscoed.com/CameraDrivers/5ProE/SXY-N500C\\_64bits\\_Driver\\_setup.exe](http://www.isscoed.com/CameraDrivers/5ProE/SXY-N500C_64bits_Driver_setup.exe)

If further details are required please advise

Regards  
Support

On Tuesday, 20 October 2015, 11:40, "Hughes, Richard" <[richard.hughes5@det.nsw.edu.au](mailto:richard.hughes5@det.nsw.edu.au)> wrote:

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**From:** Hughes, Richard  
**Sent:** Tuesday, 20 October 2015 12:38 PM  
**To:** [sales@isscoed.com.au](mailto:sales@isscoed.com.au)  
**Cc:** [ipa@yahoo.com.au](mailto:ipa@yahoo.com.au)  
**Subject:** Software for Digital Camera

We received two Elete-E microscopes with Digital cameras .

The microscopes are absolutely wonderful but we are unable to install the software as all NSW DET computers no longer have CD rom drives .

Our IT person has told us that we can't install it on the school server either as only DET approved software will work on it .

So can you supply the software on a USB drive that will have to be installed by our IT person as they are the only ones authorized to install software on DET computers .

If you can't supply software on a USB drive , we may need to send the cameras back for a refund as we can't use them .

Regards Richard Hughes

Lab Assistant

Macksville High School

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**From:** [Peter Z](#)  
**To:** [Hughes, Richard](#)  
**Subject:** Re: Software for Digital Camera  
**Date:** Thursday, 12 November 2015 09:37:01

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Dear Sir,  
thanks for your email.  
I think the other file isn't required for the operation.  
However please find the attached link

[http://www.isscoed.com/CameraDrivers/5ProE/ffdshow\\_rev3452\\_20100524.exe](http://www.isscoed.com/CameraDrivers/5ProE/ffdshow_rev3452_20100524.exe)

Please try and if any problems advise a.s.a.p.  
Regards  
Support

On Tuesday, 10 November 2015, 20:34, "Hughes, Richard" <[richard.hughes5@det.nsw.edu.au](mailto:richard.hughes5@det.nsw.edu.au)> wrote:

Thanks Peter .  
Getting closer

Was unable to access those links from work on the DEC Computer ...lets not go there @#\$\$%

....but now I am home I can .....  
So was able to download the files you put up but in the "installing steps " txt doc it mentions installing " 4. Install ffdshow encoder plugin "

What is this ?

Regards Richard

---

**From:** Peter Z <[pzgipa@yahoo.com.au](mailto:pzgipa@yahoo.com.au)>  
**Sent:** Friday, 6 November 2015 11:26 AM  
**To:** Hughes, Richard  
**Cc:** [schoolenquiry@yahoo.com.au](mailto:schoolenquiry@yahoo.com.au); [pzgipa@yahoo.com.au](mailto:pzgipa@yahoo.com.au)  
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[http://www.isscoed.com/CameraDrivers/5ProE/S-Viewer setup\\_150702.exe](http://www.isscoed.com/CameraDrivers/5ProE/S-Viewer_setup_150702.exe)  
[http://www.isscoed.com/CameraDrivers/5ProE/SXY-N500C 32bits Driver setup.exe](http://www.isscoed.com/CameraDrivers/5ProE/SXY-N500C_32bits_Driver_setup.exe)  
[http://www.isscoed.com/CameraDrivers/5ProE/SXY-N500C 64bits Driver setup.exe](http://www.isscoed.com/CameraDrivers/5ProE/SXY-N500C_64bits_Driver_setup.exe)

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