

3 Customer Services  
Hutchison 3G UK Limited  
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www.three.co.uk

Ms Noelle Rawe

Mobile number:  
Account number:

4 November 2008

Dear Ms Rawe

I'm sorry to hear that you've decided to leave 3. I can understand how upsetting it is for you not able to use your phone. I apologise for the delay in replying to you.

I do realise how frustrating it is because you can't use your services even though you have cash credit on your account. I'm sorry about the hassle this matter is causing you. We did send you a message on 12 August and again a reminder message on 16 September informing you that we'll suspend your services. We suspended your services due to the reason that you were using a 2G Sim card in a 2G phone.

We've designed our network to use it exclusively with 3G phones and we've recently made some improvements to it. Also according to 3's terms & conditions we allow the usage of our Sim in phones which are enabled for 3 Services and are authorised by us for connection to the 3 network. This will also help you to avoid any serious damage to your phone.

As of today you have £41.25 cash credit available on your account. A port authorisation code (PAC) is valid for 30 days from the date we issue it for you. Once you use this PAC you lose the credit available on your account. We surely want you to use the cash credit you've added to your account.

So in the light of the above reason I've haven't issued you a PAC and have arranged to unsuspend your services. As soon as we activate your services we'll send you a replacement Sim card which you can use it in a 3 phone and use the credit on your account. It will take us three days to activate your services and three days to send you a replacement Sim card.

I'm sorry about the misinformation given to you at a 3 store. We'd be happy to continue our customs with you. If you're still unhappy and want a PAC please call us or write to us and we'll get this arranged for you.

I hope I've managed to explain everything clearly. If there is anything else we can help you with, give us a call free on 333 from any 3 mobile or at national rate on 08707 330 333 from any other phone.

We hope you'll reconsider your decision leaving us.

You can tell us what you thought about our reply by doing a quick survey - just go to <http://www.three.co.uk/responsesurvey>. We'd love to hear from you, and we'll use your feedback to help improve the way we do things.

Yours sincerely,



Tasneem Mithi  
3 Customer Services