

Mr Allan McLuckie
Director of Customer Service
Hutchinson 3G UK Ltd
Star House
20 Grenfell Road
Maidenhead
Berkshire SL6 1EH

Ms Noëlle Rawé
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[]
[]

(By 'Special Delivery – Next day')

29 December 2008

Dear Mr McLuckie

PORT AUTHORISATION CODE FOR MOBILE [3<] REQUIRED BY RETURN OF POST

I am opting to copy you on my 29 December 2008 ¹ letter to your Chief Operating Officer, Mr Kevin Russell, for the purpose of requesting your assistance in ensuring that I am provided with the PAC number for my mobile phone - by return of post.

As you can see from my letter and the enclosures, as well as previous enclosures – detailed below - your company has been messing me around for the last three months. I want to know why.

I trust you are aware that I have the right to take my mobile number to another mobile phone network provider - as stated on the Ofcom website, www.ofcom.org.uk/consumeradvice/mobile/switching - at December 2008:

“Mobile phone customers have the right to take their mobile phone number with them when they switch from one mobile company to another”

List of other enclosures:

1. My 29 October 2008 letter to 3 'Customer Service'
2. 4 November 2008 letter from 3 Customer Services
3. 6 November 2008 letter from 3 sent with the SIM card
4. 6 November 2008 delivery note from 3 sent with the SIM card
5. My 8 December 2008 letter to Mr Kevin Russell, and copy of self-addressed 'Special Delivery – Next Day 1 pm' envelop – [3<]
6. 9 December 2008 proof of delivery of my 8 December 2008 letter

Thank you in anticipation of your assistance in ensuring that I am provided with the PAC number by return of post, and that my expectations and questions in my 29 December 2008 and 8 December 2008 letters to Mr Kevin Russell are dealt with.

Yours sincerely,

Noëlle Rawé

cc. Mr Kevin Russell, CEO, Hutchinson 3G UK

¹ My 29 December 2008 letter to Mr Kevin Russell, CEO, 3 mobile phone network



Post Office Ltd.
Your Receipt

Knightsbridge
6 Raphael Street

London
Greater London
SW7 1DL

Date and Time: 29/12/2008 15:15
Session Prefix: 5-2258522
Dest: UK (E.U.)
Quantity: 1
Weight: 0.055 kg

Special D by 1 £4.60

Total Cost of Services £4.60

Posted after Last Collection? No

Guaranteed Delivery Date: 30/12/2008

Barcode: ZW0470136736B

DESTINATION ADDRESS

Building Name or Number	Postcode
Hutchison 3 G UK Ltd	SL6 1EH
Address Validated?	Y

IT IS IMPORTANT THAT YOU RETAIN THIS RECEIPT AS IT IS YOUR PROOF OF POSTING

PLEASE REFER TO SEPARATE TERMS AND CONDITIONS

Special Delivery is an express next day service for the UK, offering a money back guarantee for delay and compensation for loss and damage to your item. Check delivery at www.postoffice.co.uk or call 08459 272100 quoting your ref number.

This is not a VAT receipt
Thank You

YOUR RECEIPT

Knightsbridge
6 Raphael Street
London
Greater London
SW7 1DL

VAT REG No. 243 1700 02
29/12/2008 15:16
SESSION : 5-2258516-2

Post Label SD		
1 @	4.60	4.60
Post Label SD		
1 @	4.60	4.60

TOTAL DUE TO POST OFFICE 9.20

Cash	FROM CUSTOMER	10.02
Cash	TO CUSTOMER	0.82
BALANCE		0.00

Thank You

Post Office Ltd.
Your Receipt

Knightsbridge
6 Raphael Street

London
Greater London
SW7 1DL

Date and Time: 29/12/2008 15:13
Session Prefix: 5-2258516
Dest: UK (E.U.)
Quantity: 1
Weight: 0.070 kg

Special D by 1 £4.60

Total Cost of Services £4.60

Posted after Last Collection? No

Guaranteed Delivery Date: 30/12/2008

Barcode: ZW0470136606B

DESTINATION ADDRESS

Building Name or Number	Postcode
Hutchison 3 G UK Ltd	SL6 1EH
Address Validated?	Y

IT IS IMPORTANT THAT YOU RETAIN THIS RECEIPT AS IT IS YOUR PROOF OF POSTING

PLEASE REFER TO SEPARATE TERMS AND CONDITIONS

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This is not a VAT receipt
Thank You

The screenshot shows a web browser window with the URL <http://postcode.royalmail.com/portal/rm/trackresult?catId=22700601&pageId=rt>. The browser's address bar also contains the text "Google". The page header includes navigation links for [Personal Customers](#), [Small & Medium Business](#), and [Corporate & Public Sector](#). The Royal Mail logo is prominently displayed on the left. Below the logo are several service categories: [Delivery Services](#), [Marketing Services](#), [Logistics Services](#), and [Discounts & Payment](#). A search bar with a "Search" button is located to the right of the logo. The main content area is titled "Track & Trace" and "Delivered". It provides the following information: "Please enter your 13 character reference e.g. AA000100019GB", a text input field containing "ZW047013673GB", and a "Track item" button. Below this, there is a link for "How to find your reference number". The "Delivered" section states: "Your item with reference ZW047013673GB was delivered from our MAIDENHEAD Delivery Office on 30/12/08. Thank you for using this service. We can confirm that this item was delivered before the guaranteed time. The electronic Proof of Delivery may not be available for this item yet. Please allow up to 72 hours after delivery before checking." A "View Proof of Delivery" button is located at the bottom right of the main content area. The footer of the page features two large red buttons: "SENDING" and "TRACKING".

Home > Track and trace >

Track & Trace

Please enter your [13 character reference](#)
e.g. AA000100019GB

[How to find your reference number](#)

Delivered

Your item with reference ZW047013673GB was delivered from our MAIDENHEAD Delivery Office on 30/12/08 .

Thank you for using this service.

We can confirm that this item was delivered before the guaranteed time.

The electronic Proof of Delivery may not be available for this item yet. Please allow up to 72 hours after delivery before checking.

SENDING **TRACKING**

http://postcodes.royalmail.com/portal/jm/trackresults?catId=22700601&pageId=t

Edk View Favorites Tools Help

Welcome to Royal Mail

Personal Customers | Small & Medium Business | Corporate & Public Sector

Royal Mail

Search

Delivery Services | Marketing Services | Logistics Services | Discounts & Payment

Home > Track and trace >

Track & Trace

Please enter your [13 character reference](#)
e.g. AA000100019GB

[Track item](#)

[How to find your reference number](#)

Delivered

Your item with reference ZW047013660GB was delivered from our MAIDENHEAD Delivery Office on 30/12/08.

Thank you for using this service.

We can confirm that this item was delivered before the guaranteed time.

The electronic Proof of Delivery may not be available for this item yet. Please allow up to 72 hours after delivery before checking.

[View Proof of Delivery](#)

SENDING TRACKING

Home
Track and trace
Finding tracked mail
Tracking your mail
Useful links
Find a postcode
Postal prices
Shop
Track an item
Product A-Z
Work for us
Customer service