

Mr Kevin Russell, CEO  
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 Russell

**FOR THE THIRD TIME IN TWO MONTHS: SUPPLY THE PORT AUTHORISATION CODE FOR MY MOBILE [✕]**

On 8 December 2008, I sent you, by 'Special Delivery', the enclosed 8 December 2008 <sup>1</sup> letter. As can be seen from the enclosed printscreen of the Royal Mail website <sup>2</sup>, my letter was delivered to your office on 9 December 2008. With the letter, I also enclosed a self-addressed 'Special Delivery' envelop – copy enclosed <sup>3</sup> - for you to "ensure that the Port Authorisation Code is posted to me BY RETURN OF POST".

To date, i.e. three weeks on, I have not received the PAC number. **Why not?** (Nor, indeed, have I received any communication from your company).

It is now two months since I have asked your company to supply me with the PAC number – as evidenced by my enclosed letter of 29 October 2008 <sup>4</sup>

As you appear to be unaware of it, I draw your attention to the following on the Ofcom website, [www.ofcom.org.uk/consumeradvice/mobile/switching](http://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"***

As detailed in my 8 December 2008 letter, your company has now been messing me around for the last three months. **Why?**

1. Who has asked you to do this? I want the name of the individual/s, position / rank and contact details.
2. What reason/s has / have the individual/s given you to do this?
3. Why are you complying?

I am copying Mr Allan McLuckie, Director of Customer Services on this letter – including enclosures, as well as those sent to you with my 8 December 2008 letter.

Having demonstrated an enormous amount of patience, I am now opting to put this letter and previous correspondence on my website [www.leasehold-outrage.com](http://www.leasehold-outrage.com) under My Diary 2008. Not surprisingly, in light of my experience with your company, added to my experience with the police, the courts, etc. (e.g. My Diary 6 May 2008 at [http://www.leasehold-outrage.com/pg\\_home/my\\_diary\\_2008.htm](http://www.leasehold-outrage.com/pg_home/my_diary_2008.htm) ), I have come to the conclusion that events with your company are linked to my case, and are therefore of public interest as additional evidence of what can happen to an honest, law-abiding individual with moral principles and integrity who 'dares' to challenge fraud, collusion, malpractice and incompetence.

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<sup>1</sup> My 8 December 2008 letter to Mr Kevin Russell

<sup>2</sup> 9 December 2008 proof delivery of my 8 December 2008 letter

<sup>3</sup> Copy of self-addressed 'Special Delivery' envelop

<sup>4</sup> My 29 October 2008 letter to 3 'Customer Service'

If I do not receive the PAC code by return of post, I will also contact Ofcom – and will likewise put all the correspondence on my website.

In light of events, I also expect:

1. To be reimbursed of my £41.25 credit
2. Compensated for the aggravation and financial loss suffered.

Lastly, I also draw your attention to the following - also on the Ofcom website:

*“All mobile phone companies are required to transfer a customer’s number within two business working days of being asked to make the switch”*

Yours sincerely,

Noëlle Rawé

cc. Mr Allan McLuckie, Director of Customer Services – as well as in closures.



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](http://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 shows the status "Delivered". The text reads: "Your item with reference ZW047013673GB was delivered from our MAIDENHEAD Delivery Office on 30/12/08." Below this, it says "Thank you for using this service." and "We can confirm that this item was delivered before the guaranteed time." A note states: "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 visible at the bottom right of the tracking information. On the left side of the page, there is a sidebar with various links: "Home", "Track and trace", "Finding tracked mail", "Packaging your mail", "Help links", "Find a postcode", "Postal prices", "Shop", "Track an item", "Product A-Z", "Work for us", and "Customer service". At the bottom of the page, there are two red buttons: "SENDING" and "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

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