

Ofcom reference: 1-87169892

21 January 2009

Took delivery
on 23 Jan

Ms Noelle Rawe

Dear Ms Rawe

Thank you for your letter to Ofcom dated 8 January 2009 regarding the ongoing difficulties you have recently experienced with 3.

I understand the frustration that this issue has caused and can confirm that a record of your complaint has been registered here. Unfortunately **Ofcom does not become involved in individual complaints** but aims to provide information to the consumer that will hopefully assist them to resolve their dispute themselves.

Ofcom regulations state that a PAC (or the reason why it can't be provided) must be sent to the customer within 2 working days from receipt of the customer's request.

The service provider can refuse to provide a PAC if all contractual obligations have not been met by the customer. These can include minimum length of contract, cancellation notice period and any outstanding payments. Once provided, the PAC is valid for 30 days, during which time you will need to give it to your new provider.

Further information regarding mobile number portability is available through the Ofcom website: http://www.ofcom.org.uk/telecoms/loi/numbers/num_port_info/.

Due to the difficulties you have recently experienced with 3 regarding this issue, I have escalated a copy of your complaint to them for review. They will now be expected to make direct contact with you in reply.

To escalate a formal complaint with 3 regarding this issue, or dispute any costs incurred as a result, I would suggest following their formal complaints procedure. The 3 Code of Practice outlines their complaints process and is available through their website: www.three.co.uk or directly from customer services.

If you have followed this process and you are not happy with their final reply, or if your dispute has been ongoing for more than 12 weeks, then you may want to consider contacting the **Office of Telecommunications Ombudsman (Otelo)**. Otelo can be contacted at: Otelo, PO Box 730, Warrington, WA4 6WU. Phone: 01925 430 049. Website: www.otelo.org.uk.

Ofcom does not have regulatory control over the quality of customer service that is provided by any telecoms company. **However, Ofcom does record all complaints that**

we receive under relevant categories and against the particular provider. This helps us to identify trends in issues of general consumer concern. If we notice a particular increase in similar complaints against the same provider then we will raise this with the company.

I hope this information proves useful.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Charlotte Cullen', with a long horizontal flourish extending to the right.

Charlotte Cullen
Telecoms Team, Ofcom Consumer Services

Ofcom are continually aiming to improve customer service levels, as such your details may be passed to a research agency who will be conducting some research for us. If you would prefer not to be contacted for research purposes you can telephone Ofcom on 0800 169 7670. Please note this is a voicemail service only and we will not be able to discuss your complaint or query on this number. Alternatively you can e-mail your Ofcom reference and full name with the message No contact to market.research@ofcom.org.uk