

Executive Office  
Hutchison 3G UK Limited  
123 St Vincent Street  
Glasgow  
G2 5EA

T +44 (0)870 733 0295  
F +44 (0)141 204 8773  
www.three.co.uk



Ref. 6841205/E

Ms Noelle Rawe

(Took delivery on  
23 Jan 09)

22<sup>nd</sup> January 2009

Dear Ms Rawe,

Re: Account

My letters of:  
29 October 2008 to Customer Service  
8 December 2008 to Mr Russell, CEO  
29 December 2008 to Mr Russell, CEO  
29 December 2008 to Mr McLuckie, Dir Customer Service

I am writing further to **your recent correspondence**, regarding your request for a Porting Authorisation Code and highlighting level of service you received, in relation to your 3 SIM card. Please accept my apologies on behalf of 3 for any frustrations you may have experienced, as a result of the issues raised.

Firstly, I can confirm that your Porting Authorisation Code is \_\_\_\_\_ and this is valid until 13<sup>th</sup> February 2009. If you cannot provide this code to your new network provider before that date, you will have to contact 3 again for another code to be generated.

All SIM cards sold on the 3 network are subject to the Terms for 3 Services. The booklet containing the Terms for 3 Services is provided with every SIM card sold and the terms are also available on our website at [www.three.co.uk](http://www.three.co.uk).

Section 5.3 of the Terms for 3 Services states that: -

"Each SIM may only be used in Handsets which are enabled for 3 Services and are authorised by us for Connection to the 3 network. Any attempt to use the SIM in other Handsets may result in serious damage to the Handset and may prevent you from being able to use it, including the making of emergency calls. In these instances, we are not responsible for any such damage or usage problems."

All SIM's on our network are solely 3G and are therefore are unlike the SIM's issued on other networks. As a result, we cannot guarantee the performance of SIM cards that are used in handsets not authorised by us.

**The replacement SIM card, due to be ordered on 23<sup>rd</sup> October 2008 and issued to you, was regrettably not processed. It appears that this was due to the call on that date dropping and the order not being finalised**

**Due to internal system limitations, our Customer Services were then unable to provide you with your Porting Authorisation Code on 7<sup>th</sup> November 2008, as your replacement SIM card order was still outstanding. I can assure you that there was no intention to delay the issuing of this code by our agents.**

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It is regrettable that you have had unsatisfactory experiences with 3 and I can understand the level of frustration this must have caused you. I do thank you however for the comments you have provided, as this valuable feedback will be used to improve the level of service we offer in the future.

If you do have any further concerns regarding this matter, please contact me at the Executive Office on 08707 330295. Our business hours are 9am until 6.30pm, Monday to Friday.

Thank you for bringing your concerns to my attention and I trust that my response will meet with your approval.

Yours sincerely,



Stuart Borland  
3, Executive Office