

Mr Stuart Borland
3, Executive Office
Hutchinson 3G UK Ltd
123 St Vincent Street
Glasgow G2 5EA

Ms Noëlle Rawé
[]

(By 'Recorded Delivery')

Your ref : 6841205/E

25 January 2009

Dear Mr Borland

I acknowledge receipt of your letter dated 22 January 2009 in which you – finally – supply me with the PAC number for transferring my mobile number.

Very clearly, this outcome is due to the intervention by Ofcom following my request for assistance.

In total, my finally getting the PAC number from you will have taken:

- Three months since my original (Special Delivery) letter of 29 October 2008 in which I asked for the PAC number.
- Two phone calls: on 7 and 8 November 2008
- A further three (Special Delivery) letters (8 December 2008 to your CEO, Mr Kevin Russell; 29 December 2008 also to Mr Russell; 29 December 2008 to Mr McLuckie)
- A 'cry for help' to Ofcom, in my 8 January 2009 letter.

Against the above, I quote from Ofcom's reply to me of 21 January 2009:

"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"

In relation to your letter, of which I have numbered the paragraphs:

Para 4 – *"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."*

I refer you to my 8 December 2008 letter addressed to your CEO, Mr Kevin Russell: page 2, lines 1-3 *"(i) when I moved to the 3 network at end August 2007, I kept the phone I had been using with the previous mobile phone service provider. There was no requirement for me to buy a 3 phone. Had there been: I would have gone somewhere else"*

Para 6 – *"The replacement SIM card, due to be ordered on 23rd October 2008...was regrettably not processed. It appears that this was due to the call on that date dropping and the order not being finalised"*

"The call dropping": an 'interesting' euphemism for slamming the phone in my face – twice.

As detailed in my 8 December 2008 letter, page 2, lines 17-21, there was also a third call – and that one did not "drop". On that call, a new SIM card was promised to me *"at the latest by 27 October"*.

Furthermore, the content of the calls had very clearly been recorded - as detailed on page 3, lines 29-34 of my 8 December 2008 letter.

Para 7 – *"Due to internal system limitations, our Customer Services were then unable to provide you with your Port Authorisation Code on 7th 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"*

Firstly, it is very clear that your requiring that I had received the SIM card had no objective other than add to your 'fun factor' - using it as an excuse to delay giving me the PAC number.

Secondly, the “*internal system limitations*” continued on 10 November 2008, and thereafter, as the “*agent*” who promised to get back to me “*within the next 48 hours*” never did: page 4, lines 22-24 of my 8 December 2008 letter.

And obviously, the “*internal system limitations*” have been ‘so severe’ that they continued for the following two months, and were miraculously resolved when you were approached by Ofcom – as you also ignored my letter of 8 December 2008, and my two letters of 29 December 2008.

Para 7 – “*I can assure you that there was no intention to delay the issuing of this code by our agents*”

On page 4, lines 27-28 of my 8 December 2008 letter I wrote “*Any fair minded, reasonable person would conclude, as I have, from the above events, that ‘a game’ is being played*”.

As further evidenced by the above, your ‘explanations’ confirm this conclusion, leading me to repeat my questions in my 29 December 2008 letter to Mr Kevin Russell - to which you have not replied:

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 did you comply?

In my 29 December 2008 letter, I stated that “*in light of events, I also expect to be reimbursed of my £41.25 credit; compensated for the aggravation and financial loss suffered*”. The following are my costs:

| | Personal time (1) | Postage | Total |
|--|-------------------|--------------|---------------|
| | £ | £ | £ |
| 1 Phone calls on 7 and 8 November 2008 to ‘Customer Service’ Personal time: 0.5 hours | 4.63 | | |
| 2 8 December 2008 ‘Special Delivery’ letter to Mr Kevin Russell, CEO – writing letter; copying enclosures; posting letter Personal time: 4.5 hours Special Delivery @ £4.60 Self-addressed Special Delivery envelop, sent with the 8 December 2008 letter – OR , return it to me | 41.63 | 4.60 5.05 | |
| 3 29 December 2008 ‘Special Delivery’ letter to Mr Russell, and Mr McLuckie – writing letters; copying enclosures; posting letters Personal time: 3 hours Special Delivery @4.60 x 2 = £9.20 | 27.75 | 9.20 | |
| 4 8 January 2009 letter to Ofcom – writing letter; copying enclosures Personal time: 2 hours | 18.50 | | |
| 5 25 January 2009 reply to Mr Stuart Borland, and ‘thank you’ letter to Ofcom – writing letters; posting Recorded delivery letter Personal time: 3 hours Recorded delivery letter | 27.75 | 1.04 | |
| Summary (£) | 120.25 | 19.89 | |
| Total - Costs (£) | | | 140.14 |
| Reimbursement of outstanding credit (£) | | | 41.25 |
| Overall total (£) | | | 181.39 |

(1) I am charging my time at £9.25 per hour. (It is the rate allowed by the courts for a Litigant in Person, (under Rule 46.3(5) of the Civil Procedure Rules) – and should therefore be perceived as reasonable)

I remind you that you have deprived me of my mobile number for more than three months.

Yours sincerely,

Noëlle Rawé



Post Office Ltd.
Your Receipt

Knightsbridge
6 Raphael Street

London
Greater London
SW7 1DL

Date and Time: 26/01/2009 16:53
Session Prefix: 6-2392604
Dest: UK (E.U.)
Quantity: 1
Weight: 0.015 kg

| | |
|------------------|--------|
| 1st Class Letter | £0.36 |
| Receipt | £0.00 |
| Recorded | £36.00 |
| | £0.72 |

Total Cost of Services £1.08

Posted after Last Collection? No

Barcode: DL6403460016B

DESTINATION ADDRESS
Building Name or Number Postcode
HUTCHINSON 36 UK LTD ST V G2 5EA
Address Validated? N

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RECEIPT AS IT IS YOUR PROOF OF POSTING

PLEASE REFER TO SEPARATE TERMS AND
CONDITIONS

We do not pay compensation for
money, jewellery or valuables sent by
Recorded Signed For. Check
delivery at www.postoffice.co.uk
or call 08459 272100, quoting your
reference number.

This is not a VAT receipt
Thank You