

Snapshots of events:
Doc library # 5.9 & 5.10

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

Ms Noëlle Rawé

(By 'Special Delivery – Next day')

29 December 2008

Dear Mr McLuckie

As can be seen, by then Hutchison 3G had been messing me around for 3 months, playing the silent game tactic - because it was hell-bent on helping its mates in the Establishment (My Diary # 2.5), as well as Andrew David Ladsky - to keep me under its control, as well as dish out criminal psychological harassment against me (Persecution # 1) Yet again, neither McLuckie nor Kevin Russell, CEO, replied to my letters - leading me to contact Ofcom: 08.01.09

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

I am opting to copy you on my 29 December 2008¹ 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
Post Label SD		
1	@	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

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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 a search engine icon and the text "Google". The browser's menu bar includes "Edit", "View", "Favorites", "Tools", and "Help". The browser's status bar shows "Welcome to Royal Mail" and a "Page" dropdown menu.

The website header features the Royal Mail logo on the left and navigation links for [Personal Customers](#), [Small & Medium Business](#), and [Corporate & Public Sector](#) on the right. Below these links is a search bar with a "Search" button. A horizontal menu contains buttons for [Delivery Services](#), [Marketing Services](#), [Logistics Services](#), and [Discounts & Payment](#).

The main content area is titled "Home > Track and trace >". It is divided into two columns. The left column, titled "Track & Trace", contains the text: "Please enter your [13 character reference](#) e.g. AA000100019GB". Below this is a text input field containing "ZW047013673GB" and a "Track item" button. A link for [How to find your reference number](#) is also present. The right column, titled "Delivered", contains the text: "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." Below this text is a "View Proof of Delivery" button.

A footer bar at the bottom of the page contains two buttons: "SENDING" and "TRACKING".

Left sidebar menu:

- Home
- Track and trace
- Find a postcode
- Postal prices
- Shop
- Track an item
- Product A-Z
- Work for us
- Customer service

The screenshot shows a web browser window with the URL <http://postcodes.royalmail.com/portal/jm/trackresults?catId=22700601&pageId=t>. The browser's address bar also shows a search engine icon and the word "Google". The browser's menu bar includes "Edk", "View", "Favorites", "Tools", and "Help". The browser's status bar shows "Welcome to Royal Mail".

The website header features the Royal Mail logo on the left and navigation links for [Personal Customers](#), [Small & Medium Business](#), and [Corporate & Public Sector](#) on the right. Below these links is a search bar and a "Search" button. A horizontal menu contains buttons for [Delivery Services](#), [Marketing Services](#), [Logistics Services](#), and [Discounts & Payment](#). A shopping cart icon is visible in the bottom right corner of the header.

The main content area shows a breadcrumb trail: [Home](#) > [Track and trace](#) >. The page is titled "Track & Trace" and "Delivered".

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](#)

At the bottom of the page, there are two red buttons: "SENDING" and "TRACKING".

Left sidebar:

- me
- [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](#)