

Snapshots of events:
Doc library # 5.9 & # 5.10

Mr Kevin Russell, CEO
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 Russell

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 Kevin Russell, nor Allan McLuckie replied to my letters - leading me to contact Ofcom: 08.01.09

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 2008¹ letter. As can be seen from the enclosed printscreen of the Royal Mail website², my letter was delivered to your office on 9 December 2008. With the letter, I also enclosed a self-addressed 'Special Delivery' envelop – copy enclosed³ - 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 2008⁴

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 - 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 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), 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.

¹ My 8 December 2008 letter to Mr Kevin Russell

² 9 December 2008 proof delivery of my 8 December 2008 letter

³ Copy of self-addressed 'Special Delivery' envelop

⁴ My 29 October 2008 letter to 3 'Customer Service'

Instead of 'My Diary 6 May 08' - see:
- Police
- Kangaroo courts
- Summary of my complaints / 'cries for help'

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 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=1>. 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 buttons for [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 breadcrumb trail reads "Home > Track and trace >". The main content area is split into two columns. The left column, titled "Track & Trace", prompts the user to enter a 13-character reference number, with an example "AA000100019GB". The reference number "ZW047013673GB" is entered in a text box, and a "Track item" button is visible. A link for "How to find your reference number" is also present. The right column, titled "Delivered", states: "Your item with reference ZW047013673GB was delivered from our MAIDENHEAD Delivery Office on 30/12/08." It includes a thank you message and a confirmation: "We can confirm that this item was delivered before the guaranteed time." A note mentions that the electronic Proof of Delivery may not be available yet. A "View Proof of Delivery" button is located at the bottom of this column. A footer bar at the bottom of the page contains the words "SENDING" and "TRACKING" in red boxes. A left-hand navigation menu includes links for "Home", "Track and trace", "Finding tracked mail", "Packaging your mail", and "Help links" with sub-links for "Find a postcode", "Postal prices", "Shop", "Track an item", "Product A-Z", "Work for us", and "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 labeled 'Google'. The page header includes navigation links: 'Edk', 'View', 'Favorites', 'Tools', and 'Help'. Below the header is a 'Welcome to Royal Mail' message and a search bar with a 'Search' button. The main navigation menu includes 'Personal Customers', 'Small & Medium Business', and 'Corporate & Public Sector'. A secondary menu features 'Delivery Services', 'Marketing Services', 'Logistics Services', and 'Discounts & Payment'. A shopping cart icon is visible in the bottom right of the navigation area.

The main content area is titled 'Home > Track and trace >'. On the left, there is a sidebar with the following links: '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', and 'Customer service'.

The central content area is divided into two columns. The left column is titled 'Track & Trace' and contains the text: 'Please enter your 13 character reference e.g. AA000100019GB'. Below this is a text input field containing 'ZW047013660GB' and a 'Track item' button. A link 'How to find your reference number' is also present. The right column is titled 'Delivered' and contains the text: '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.' A 'View Proof of Delivery' button is located at the bottom of this column.

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