

OFCOM

Consumer Support Department
Riverside House
2a Southwark Bridge Road
London
SE19 9HA

Ms Noëlle Rawé

[✂]

(By 'Special Delivery')

8 January 2009

9

Should

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)
Luckily, this letter landed on the desk of Ms Charlotte Cullen, an individual with integrity and compassion who sent a letter to Hutchison: 21.01.09 - leading it to finally send me the PAC: 22.01.09

Dear Madam / Sir

ASSISTANCE REQUIRED IN GETTING THE PORT AUTHORISATION CODE FROM HUTCHINSON 3G, THE 3 MOBILE PHONE NETWORK – FOR MOBILE NUMBER [✂]

Over the last two and a half months I have – in vain – tried to obtain the PAC number for my mobile phone from the 3 mobile phone network provider i.e. Hutchinson 3G - in order to switch to another mobile phone network provider.

These attempts have included:

- Two telephone calls to the 'Customer Service' department on 7 and 8 November 2008
- Four (Special Delivery) letters (enclosed – including proof of postage and delivery):
 - **29 October 2008** to 3 'Customer Service' ¹ asking for the PAC number
 - **8 December 2008** to Mr Kevin Russell, Chief Operating Officer, Hutchinson 3G ² - in which I relate events since August 2008, following the text message from 3 that "Your 3SIM won't work in this mobile" – and ask to be provided with the PAC number "by return of post".

With my correspondence, I also supplied a 'self-addressed, pre-paid, Special Delivery envelop (copy enclosed ³) stating that I was doing this for the purpose of "avoiding any more games"

- **29 December 2008** to Mr Kevin Russell, Chief Operating Officer, Hutchinson 3G ⁴ in which, against the silence from his company, I quote from your website www.ofcom.org.uk/consumeradvice/mobile/switching that "Mobile phone customers have the right to take their mobile phone number with them when they switch from one mobile company to another"

I also state that, in light of events, I assume that my being messed around by Hutchinson 3G is linked with my case (detailed on www.leasehold-outrage.com), and ask:

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 certainly want an answer to these questions.

¹ My 29 October 2008 letter to 3 'Customer Service'

² My 8 December 2008 letter to Mr Kevin Russell, CEO, Hutchinson 3G

³ Copy of the self-addressed, pre-paid, Special Delivery envelop sent to Hutchinson 3G with my 8 December 2008 letter

⁴ My 29 December 2008 letter to Mr Kevin Russell, CEO, Hutchinson 3G

- o **29 December 2008** to Mr Allan McLuckie, Director of Customer Service, Hutchinson 3G ⁵ to ask for his assistance, and copying him on the various correspondences.

Other than:

- my correspondence of 29 October 2008 which was acknowledged by the (enclosed) letter of 4 November 2008 ⁶ from 3 'Customer Service' (the black stains all alongside the left-hand margin are on the original letter), and
- the 3G SIM card covering note and Delivery Note of 6 November 2008 (both enclosed ⁷),

my follow-on letters have not been acknowledged, and nor has there been any follow-up to the promise made to me on the phone, by a 3 employee, on Monday 10 November 2008 that he "will contact [me] in the next 48 hours" (as detailed in my 8 December 2008 letter to Mr Kevin Russell, (page 4, lines 22-24).

The outcome is that I have been unable to use my mobile number for two and a half months.

I trust that, as the Regulator, you will take sanctions against Hutchinson 3G for its appalling conduct.

Needless to say that I **require the PAC number as a matter of urgency**, and would appreciate your kind assistance in obtaining the number for me.

Please note that I expect to be compensated for my costs and the aggravation I have suffered as a result of the appalling conduct of Hutchinson 3G – as detailed on page 2 of my 29 December 2008 letter to Mr Kevin Russell.

I re-emphasise my expectation of being provided with:

1. an explanation for being messed around by Hutchinson 3G since September 2008
2. an answer to my three questions in my 29 December 2008 letter to Mr Kevin Russell

Lastly, I bring to your attention Hutchinson 3G's insistence that I buy one of its phones as a (new) requirement to being able to use its 'service'. As I communicated, among other, in my 8 December 2008 letter to Mr Kevin Russell (page 1, line 35 to page 2, lines 1-7), it seems to me that this "*must surely be against competition rules*".

Thank you in anticipation of your kind assistance.

Yours faithfully

Noëlle Rawé

⁵ My 29 December 2008 letter to Mr Allan McLuckie, Director of Customer Service, Hutchinson 3G

⁶ 4 November 2008 letter from 3 'Customer Service'

⁷ 6 November 2008 covering note and 6 November 2008 Delivery Note for the 3G SIM card



Post Office Ltd.
Your Receipt

Knightsbridge
6 Raphael Street

London
Greater London
SW7 1DL

Date and Time: 08/01/2009 16:24
Session Prefix: 5-2269503
Dest: UK (E.U.)
Quantity: 1
Weight: 0.105 kg

Special D by 1 £5.05

Total Cost of Services £5.05

Posted after Last Collection? No

Guaranteed Delivery Date: 09/01/2009

Barcode: ZW0470130416B

DESTINATION ADDRESS

Building Name or Number Postcode
Ofcom SE1 9HA
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

Post Office Ltd.
Your Receipt

Knightsbridge
6 Raphael Street
London
Greater London
SW7 1DL

VAT REG No. 243 1700 02
08/01/2009 16:25
SESSION : 5-2269503-2

Post Label SD		
1 @	5.05	5.05
TOTAL DUE TO POST OFFICE		5.05
Cash	FROM CUSTOMER	5.05
BALANCE		0.00

Thank You



- [a postcode](#)
- [al prices](#)
- [?](#)
- [k an item](#)
- [tuct A-Z](#)
- [k for us](#)
- [omer service](#)

Delivered

Your item with reference ZW047013041GB was delivered from our SOUTHWARK Delivery Office on 09/01/09 .

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](#)

SENDING