

Snapshots of events:  
Doc library # 5.9 & # 5.10

Mrs / Ms Charlotte Cullen  
Telecoms Team, Ofcom Consumer Services  
Ofcom

Ms Noëlle Rawé  
[ ]

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My luck that my 08.01.09 'cry for help' landed on Ms Cullen's desk; she demonstrated integrity and compassion

Your ref: 1-87169892

25 January 2009

Dear Madam

**THANK YOU VERY MUCH**

Thank you for your letter of 21 January 2009, in reply to mine of 8 January 2009.

I am particularly grateful for your contacting Hutchinson 3G, especially in light of the fact that you do not get involved in individual complaints. (My apology for making this erroneous assumption).

Your involvement resulted in a positive outcome: in its 22 January 2009 letter, Hutchinson 3G – finally - supplied me with the PAC number.

As it does not address my questions, nor expectations, I am going to write back. Considering its conduct, the contact details for Otelo, which you kindly supplied in your letter, might prove of use.

Lastly, regarding the note at the end of your letter: I am happy to be contacted for research purposes commissioned by Ofcom, for the purpose of assisting it. (If you have looked at my website, [www.leasehold-outrage.com](http://www.leasehold-outrage.com), you might have seen my horrendous, nightmare experience following my numerous 'cries for help' / complaints to regulators, ombudsmen, etc. (summary in 'My Diary 6 May 2008')). It really is wonderful to find a regulator / 'watchdog' respond as you have. Thank you once again.

Best wishes

It really was - considering my experience by then - as reported e.g. under the Doc library

See Doc library instead

Yours faithfully

Noëlle Rawé