***Transforming Garden Space To Suit Your Needs***



Three

Star House

20 Grenfell Road

Maidenhead

SL6 1EH

RHS

Medal Winner



# 26th February 2020 (wrong date)

# Dear Sirs

REF: Phone Number 07309-099976

Account Number 9828725474

Thank you for your communication dated 10th June 2020.

I would 1st like to point out that that you have heard from me several times regarding this matter with the last being a reply to an email you sent (please refer to enclosed marked (1))

I would strongly urge you to have a proper look at this situation before you proceed with the actions stated in said letter. Please note that all communications I have made via my phone to you (call and App) have been done through 07976-293648.

I will take the time to detail the shenanigans you have put me through till this point.

* To start, please note the number on my contact details on the foot of this letter. It is the number I have had for many years and is the main contact number for my business I have had for some 20 years. The number is all over my website and several index listings (some I have created but most are automatically made). I have been with yourselves (3) for well over 10 years. My previous SIM only contract was costing me £25/m
* At some point around the start of November 2019 I noticed, through using the Three App, there was a better ‘deal’ for £18/month. I believe through using the Three App on the 17th Nov 2020 (please note the portal used was from afore stated and current number. Going through the options it clearly asked if I would like to keep my current number to which I said yes and entered the correct PAC code which was requested. Please refer to screenshot of ‘Text From Three’ which proves date and fact.
* I then received new SIM (I believe on 20th November 2020) but was appalled to find out you had issued me with a new number. Absolutely no use to me. Would I wish to alter some 50 pages of my own website and many index sites? No!
* On 21st November 2019 at 4.42pm I had a lengthy conversation with one of your representatives (please refer to screenshot of ‘333’ showing proof of fact). In this conversation the gent fully understood the reason why this new SIM was of no use to me and he said he would cancel that contract. He also then put me on the same deal of £18/m on afore stated and current number. Your records WILL show these facts and I assume a recording of said conversation.
* I thought that was it but then around April 2020 I noticed that you were taking 2 amounts of £18/m from my account. Please see again screenshot of ‘333’ showing 2 min call on 13th April. If I recall your OGM was stating the fact that no representatives were available due to Covid and I was directed to use the online chat through the Three App on my phone, which I did. Now please refer to your records for clarification of what was said. I only have the reference I was given which is 28881207. In this chat, your representative said [1] He was going to resolve problem of unwanted and unused SIM and cancel [2] He was going to refund me some £76+ of payments you had taken to this point [3] For me to cancel my monthly payments to you of the defunct debit. He was very helpful in guiding me to cancel the correct £18 monthly debit to which I actioned his guidance.
* As I had not received a refund I again used the online chat through the Three App on my phone on the 25th April 2020 to try and find out why I had not had refund. Luckily, I screenshotted the conversation before your incredibly slow representative, Ashutosh, ‘hung up’ on me. Please refer to the screenshots ‘Ashutosh’.
* Since then I have already stated I replied to your email.

I state that as it is you (3) that as you clearly failed to provide me with what I requested to be contracted (a new SIM only £18/m deal USING MY NUMBER 07976-293648) it is you that is at fault, not I.

I will expect a reply from you by Monday 29th of June 2020 which will state you have fully reviewed this case.

In the reply I also look forward to the £76+ refund stated by your representative in the online conversation (28881207) plus a compensatory amount of £200 for what you have put me through and with the fact that I have now had to write this letter.

In looking forward to hearing from you, I remain,

Yours Faithfully,

Mr S M Purnell

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