

Liz Roberts
Ofcom
Riverside House
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London SE1 9HA

C T Shyne

Dear Ms Roberts,

30/04/2017

Re- Call For Inputs

Please find details of my contribution for your request for information of experiences with Ombudsman Services(Communications). This so called 'Services(Communications)' is not only not fit for purpose, is a 'Contradiction in Terms', and Approval for it's continued Operation should be immediately withdrawn by Ofcom. I am aware that Ombudsman Services(Communications) is a non-statutory Organisation which is fully funded by the same Organisations about which it receives complaints. When a complainant approaches this Organisation with a complaint about their Provider then they would normally believe the description and the undertakings that this same Organisation attributes to itself.

In August 2016, I attempted to transfer my telephone line and number, along with Broadband, from Sky Talk to Plusnet. Following assurances from Sky Talk and Plusnet that I would not lose my telephone number which I had held for over 35 years, not only did I lose my number, I also lost my telephone line for 11 days. As a 73 year old, immobile, disabled widower who lives on his own and received daily telephone calls to check on my welfare, this action was a disaster. I was registered on the 'Sky Accessibility Service' which informs Sky of my vulnerability but this was completely ignored.

I submitted an extensive complaint to Sky, including all supportive evidence of their actions including written assurances from themselves that this would not happen and they have maintained a state of total denial.. I had to stay with Sky to have my telephone line re-connected but they have refused to recover my telephone number which is critically important to me. They even had the audacity to charge me £20-00 for a line re-connection.

In October 2016, I contacted the Ombudsman Services(Communications) to launch a formal complaint about Sky Talk and was re-assured by their Web-Site information that

the matter would be dealt with quickly and with impartiality with my only objective to recover my original telephone number of [REDACTED] which I had held for over 35 years.

Having made my initial contact on or about the 26/10/2016, I submitted by Post a large package of written evidence in my support, including copies of correspondence and emails with Sky and Plusnet, and this amounted to some 50 pages and the following is a chronological order of events showing the absolute and utter failings of an Organisation that is supposed to be addressing the failings of another Organisation. I am also aware that Ombudsman Services(Communications) does not deal with Plusnet but I was still asked to supply them as supporting evidence.

- 21/11/16 Email received from an enquiry officer, Ombudsman Services(Communications) asking me what I would like as a resolution and that £50-00 to £100-00 was normal. Do they NOT read what I have sent, I am trying to recover my telephone number.
- 22/11/16 I sent an email seeking clarification of their email as the contents were ambiguous.
- 23/11/16 10-23. I received an email from [REDACTED], enquiry officer, with explanation.
- 23/11/16 15-48. Email received with information for "Portal Access".
- 23/11/16 15-49. Email received with "log-in and password details for Portal". What the "Portal" is, I just haven't a clue.
- 19/12/16 12-20pm. Email received telling me automated response status changed "ready for investigation." What?
- 19/12/16 12-20pm. Email received telling me my case has been assigned to an Investigation officer and NOT to contact them until the officer by the name of [REDACTED] has been in touch.

- 20/03/17 16-05. Long email received from [REDACTED] with her findings in favour of Sky. If I do not agree, respond within 14 days. It has just taken 5 months for this Organisation to come up with a finding based on "no supporting evidence" and is giving me 14 days to respond. It is blindingly obvious that my evidence has NOT been read. They also had suggested at the beginning of all this that the matter would be dealt with in a matter of weeks. Something definitely wrong.
- 20/03/17 16-10. Email received as a reminder that any response is due. 5 minutes before, I was given 14 days and now they want a response? Just who are these people?
- 23/03/17 11-31. I sent email asking "how do I access 'Portal' " having wasted over 1 trying to find out on the Web. Ombudsman Services(Communications) never responded.
- 23/03/17 16-43. I sent an email to [REDACTED] to inform her that I would be responding to her findings/decision.
- 29/03/17 07-55. I received an email telling me that my response is due.
- 29/03/17 14-57. I sent a FULL email response to [REDACTED] with 13 attachments.
- 4/04/17 13-47. I received an email telling me that I have failed to respond. They have made a decision with 'no appeal' . Also request me to contact [REDACTED] on [REDACTED] with my decision no later than 14 days from this date.
- 4/04/17 13-53. Email received from 'Ombudsman Services' telling me they have reached the end of investigation with no appeal. Just how this Organisation maintains any credibility, I do not know. It is the blind leading the blind.

- 5/04/17 10-13. I telephoned [REDACTED]. Answered by a 'recording' that said my call could not be answered.
- 5/04/17 10-17. I again rang [REDACTED] and left a message on her answerphone asking for her to contact me. [REDACTED] NEVER returned my call.
- 6/04/17 10-15am. I again rang [REDACTED] and left a further message on her answerphone for her to contact me as she had requested in her email. Again there was no response. I then rang the Ombudsman Services (Communications) at their Head Office at Warrington and spoke to an enquiry officer by the name of [REDACTED]. I told her the full story and she wasn't interested. She said that they had not received my emails and the Decision was made. I had wasted another 25 minutes and was just banging my head against a brick wall.
- 7/04/17 I filled in and sent an Ofcom on-line Complaint Form.
- 11/04/17 Email response from Ofcom. The contents were very polite.
- 13/04/17 07-35. Email received from Ombudsman Services(Communications) to tell me they have sent me the decision about my Complaint and had invited me to respond in 14 days. They are now telling me to "respond in 7 days or the decision will not be binding on Sky". Does anyone know what they are doing in the Communications Industry.
- 13/04/17 08-30. I responded to the above email with an email which message was as follows:-
I have replied to your email messages 3 TIMES. I have left telephone messages with your Investigation Officer, [REDACTED], 3 TIMES on her answerphone and ALL HAVE BEEN IGNORED. I have even telephoned Warrington Head Office and spoken to [REDACTED] an enquiry officer. This was on Thursday the 5th of April at 10-15am, and I told her how I had tried to 'respond' without success and

after 24 minutes she told me that the decision had been made and I could not do anything about it. My messages have all been ignored and I expect that to happen to this email and I have now reported the matter to Ofcom and have told them that your 'Organisation' is a joke and not fit for purpose. You are in the 'Communications' industry and what you cannot do is COMMUNICATE.

██████████

24/04/17

15-19. I receive an email from ██████████, Investigation Officer at the Ombudsman Services(Communications) which read:- I have attempted to contact you today on ██████████: However it states the number is not in service."

I have not just spent hours but days, if not weeks, a tremendous amount of my time, and at some expense, collating ALL the information submitted with my Complaint to the Ombudsman Service(Communications) that Sky had removed my telephone number of ██████████ on the 11th of September 2016, a number that I had had for over 35 years. For the last 8 months, I have been trying to recover this number. It is abundantly clear in all my paperwork and I am now being told that they are unable to contact me on this number. I have said for a long time that complaint letters are NOT READ and this is a perfect example of someone in a specific job failing to even read the correct contact details and completely ignore what is the basis of the whole Complaint.

24/04/17

15-26am. I immediately telephoned the number on the email, ██████████ to speak to ██████████, the name on the email. The phone was answered by ██████████ and I explained everything and she then tried to contact ██████████ ██████████ by phone. I was put on 'hold' for about 8 minutes. She told me there wasn't any response and had sent her an email to which she had received an immediate response asking for my proper telephone contact details. These were provided and I then awaited the outcome.

25/04/17

8-30am. I was telephoned by ██████████ She told me that ██████████ was the number that was on the Contact Form. I told her that was NOT given by me and I explained that the whole Complaint was based on the fact that

this number was cancelled by Sky and I again explained all the circumstances. I had to persist with my explanation even though [REDACTED] did interrupt me a number of times. She told me that she had not read all my Complaint and that they had not received 2 of my 3 emails and she questioned whether I had put the complaints number on the email 'Subject' line. I said I would check and send them to her again and asked her to call me back. Having checked, 2 of the emails did not have the number in the 'subject' line so although they are self explanatory with all the information, if the number is not in the appropriate place, they must just discard them instead of reading them and not responding to point out the mistake. Is this what they call Customer Service and do they not have a Duty of Care to assist a Complainant in what is a very challenging issue. I then again sent the 2 emails with the correct information in the 'subject line'. At approximately 12-15pm, I received a telephone call from [REDACTED] who informed me that she had received 1 of the emails but the main one with the 13 attachments had not arrived. The strange thing about all this is that not once have any of these emails been returned as 'undelivered'. I said I would now send all the email/attachments as individual, 14 in all, and for her to respond by email on receipt. This she later did. [REDACTED] also told me not to get too much hope up of recovering the original telephone number. I told her that I had been dealing with the Ombudsman Services(Communications) for nearly 6 months and that I had already provided over 50 pages of evidence and that Sky was totally at fault to which her response was that she "WOULD NOT HAVE TIME TO READ ALL THE INFORMATION THAT I HAD PROVIDED AS SHE WAS TOO BUSY". I told her that it was necessary that she did read all the information and her response again was "NOT TO GET MY HOPES UP THAT I WOULD RECOVER MY NUMBER".

This Organisation initially asks the Complainant for ALL the information they can supply in support of their Complaint and now I am told it will not be read. Not only is the Organisation not fit for purpose, it is misleading complainants and must be totally oblivious of the 'Duty of Care' requirement of any Organisation to its customers. I informed [REDACTED] that as a result of the activity/inactivity of Ombudsman Services(Communications), I had already referred the matter to Ofcom and will continue

taking the matter to the Secretary of State for Culture which will only be slowed as a result of the calling of the General Election.

As things stand, the general public have no recourse against Communication Providers in this Country, who can get away with anything to the detriment of their customers. Ofcom must address this matter and bring some sort of security and assurance to people such as myself.

I hope this has been of assistance to you and if you do need copies of correspondence with Sky and Plusnet then please do not hesitate to inform me.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'C T Shyne', with a long horizontal flourish extending to the right.

C T Shyne