

Logged In

You are currently logged in
as **James Little**

[Log Out](#)

Menu

[My Orders](#)

[My Messages](#)

[My Details](#)

[My Numbers](#)

[My Statement](#)

[Recommend a Friend](#)

Useful links

[Handset](#)

[Troubleshooting](#)

[Useful Contact](#)

[Numbers](#)

[Contact Us](#)

[Help & Information](#)

HUGE
selection of
Pay & Go
Mobiles
[CLICK HERE](#)



SAMSUNG
E900
UP TO £80
FOR YOUR OLD MOBILE
[CLICK FOR MORE INFO »](#)



My Messages

Listed here is a complete list of all emails and sms messages we have sent to you. You can also see messages we have played to through our automated phone system and shown to you here on My Account.

Click on an item below to read the message.

You have no new messages.

Date	Title	Message
Mar 10 2010 11:59PM	Delivery Postponed Again	Delivery Postponed Again
Mar 10 2010 11:56PM	Update	Further to our recent communication, we regret to ...
Mar 9 2010 3:48PM	Update	Further to our recent communication, we regret to ...
Mar 8 2010 11:53PM	Delivery Postponed Again	Delivery Postponed Again
Mar 8 2010 8:49PM	Update	Further to our recent communication, we regret to ...
Mar 6 2010 12:07AM	Delivery Postponed Again	Delivery Postponed Again
Mar 5 2010 12:53AM	Delivery Postponed Again	Delivery Postponed Again
Mar 4 2010 11:49AM	Delivery Postponed Again	Delivery Postponed Again
Mar 4 2010 9:24AM	Update	Further to our recent communication, we regret to ...
Mar 3 2010 11:49AM	Update	Further to our recent communication, we regret to ...
Mar 3 2010 12:10AM	Delivery Postponed Again	Delivery Postponed Again
Mar 2 2010 8:59AM	Update	Further to our recent communication, we regret to ...
Mar 2 2010 1:59AM	Delivery Postponed Again	Delivery Postponed Again
Feb 27 2010 8:35AM	Update	Due to an unforeseen processing problem, there has...
Feb 27 2010 4:04AM	Postage Refund Paid	Postage Refund Paid
Feb 26 2010 10:33PM	Delivery Postponed Email	Delivery Postponed Email
Oct 19 2009 4:10PM	Update	I am pleased to advise that your redemption paymen...
Oct 7 2009 10:04AM	Redemption Received Cheque	Thanks for sending us your claim - you should rece...
Mar 30 2009 5:41AM	CCI Login Details Initial or Reminder Email	CCI Login Details Initial or Reminder Email
Mar 22 2009 11:00PM	Mobile Phone Exchange Marketing Email	Mobile Phone Exchange Marketing Email
Mar 20 2009 6:20AM	O2 Customer Mobile Number Updated	O2 Customer Mobile Number Updated
Mar 19 2009 11:08PM	Update	I am pleased to advise your phone has been despatc...
Mar 19 2009 4:48PM	Order Despatched Event	Order Despatched Event
Mar 19 2009 1:48PM	Update	We are pleased to inform you that your order has b...
Mar 19 2009 12:12PM	Credit Check Pass Event	Credit Check Pass Event
Mar 18 2009 6:43PM	Update	Your mobile phone order is currently being process...
Mar 18 2009 4:52PM	Order Confirmation	Order Confirmation

From: DialaphoneCC (dialaphonecc@dialaphonecustserv.com)

To: jkal@talk21.com

Date: Thursday, 11 March, 2010 13:15:43

Subject: Customer Reference: 36795944

Dear Mr Little

Customer Reference: 36795944

Thank you for recently contacting Dial-a-Phone Customer Care

We have looked into your account and can confirm that the stock for the Sony Ericsson is not available. As a result, we can offer an alternative handset. We can offer one of the following handsets:

Nokia 5800

Nokia 6700

Samsung Jet

Samsung Tocco Ultra

Please confirm one of the handsets above that you like.

We apologise for inconvenience that may be caused.

Should you have any further queries, please feel free to contact us at cc@dialaphone.com.

Yours sincerely,

Davey Walker

Dial-a-Phone Customer Care

Phones 4u Limited is a company registered in England and Wales under no. 3154198. Registered Office: Osprey House, Ore Close, Lymedale Business Park, Newcastle-under-Lyme, Staffordshire ST5 9QD

Confidentiality Notice

This e-mail is confidential and intended for the use of the named recipient only. If you are not the intended recipient please notify us by telephone immediately on +44(0)1782 677600 or return it to us by e-mail. Please then delete it from your system and note that any use, dissemination, forwarding, printing or copying is strictly prohibited. Any views or opinions are solely those of the author and do not necessarily represent those of Phones 4u Ltd.

Encryptions and Viruses

Please note that this e-mail and any attachments have not been encrypted. They may therefore be liable to be compromised. Please also note that it is your responsibility to scan this e-mail and any attachments for viruses. We do not, to the extent permitted by law, accept any liability (whether in contract, negligence or otherwise) for any virus infection and/or external compromise of security and/or confidentiality in relation to transmissions sent by e-mail.

Monitoring

Activity and use of Phones 4u Ltd's systems is monitored to secure its effective use and operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective use and operation and for other lawful business purposes.

--

Scanned by iCritical.

From: James Little (jkal@talk21.com)
To: DialaphoneCC
Date: Wednesday, 10 March, 2010 16:57:59
Subject: Re: Customer Reference: 36795944

Hi,

Thanks for your reply.

I'm now confused - as I got an e-mail from you earlier saying that due to issues the phone being sent out would **not** be a like-for-like (*see below*).

Could you clarify this and provide a **realistic** estimate of when the phone will ship, rather than just an increase of +1 day - i.e. is the phone not in stock and has a 5 day wait?

Thank you very much for your help,

James Little.

*Dear Mr Little, Customer Reference: 36795944
Thank you for recently contacting Dial-a-Phone Customer Care.*

*Please be advised that your handset is now scheduled to be delivered on the 9th March.
Unfortunately we are unable to offer a non like for like exchange at this stage. Please accept our sincere apologies for any inconvenience that this may have caused.*

In the unlikely event of you needing to contact us in the meantime, please email us at cc@dialaphone.com, quoting the reference number above.

Yours sincerely

*Maxine Nawaz
Dial-a-Phone Customer Care*

----- Original Message -----

> From: DialaphoneCC <dialaphonecc@dialaphonecustserv.com>
> To: jkal@talk21.com
> Sent: Tuesday, 9 March, 2010 14:49:44
> Subject: Customer Reference: 36795944
>
> Go to Dial-a-Phone [Click here](#)
> to visit our NEW Customer Care
> Website
>
>
> Dear Mr Little, Customer Reference: 36795944
> Thank you for recently contacting Dial-a-Phone Customer Care.
>
> Please be advised that a non like for like means a handset that is different
> from the handset that you have ordered. Once the exchange is successful you will
> receive a Sony Ericsson C905 which is like for like. Please accept our apologies
> for the delay.

>
> In the unlikely event of you needing to contact us in the meantime, please email
> us at cc@dialaphone.com, quoting the reference number above.
>
> Yours sincerely
>
> Maxine Nawaz
> Dial-a-Phone Customer Care
>
> Dial-a-Phone, A Trading Division of Phones 4U Limited.
> Registered office: Osprey House Ore Close Lymedale Business Park
> Newcastle-U-Lyme ST5 9QD
> Registered in England no 3154198
>
> Phones 4u Limited is a company registered in England and Wales under no.
> 3154198. Registered Office: Osprey House, Ore Close, Lymedale Business Park,
> Newcastle-under-Lyme, Staffordshire ST5 9QD
>
> Confidentiality Notice
>
> This e-mail is confidential and intended for the use of the named recipient
> only. If you are not the intended recipient please notify us by telephone
> immediately on +44(0)1782 677600 or return it to us by e-mail. Please then
> delete it from your system and note that any use, dissemination, forwarding,
> printing or copying is strictly prohibited. Any views or opinions are solely
> those of the author and do not necessarily represent those of Phones 4u Ltd.
>
> Encryptions and Viruses
>
> Please note that this e-mail and any attachments have not been encrypted. They
> may therefore be liable to be compromised. Please also note that it is your
> responsibility to scan this e-mail and any attachments for viruses. We do not,
> to the extent permitted by law, accept any liability (whether in contract,
> negligence or otherwise) for any virus infection and/or external compromise of
> security and/or confidentiality in relation to transmissions sent by e-mail.
>
> Monitoring
>
> Activity and use of Phones 4u Ltd's systems is monitored to secure its effective
> use and operation and for other lawful business purposes. Communications using
> these systems will also be monitored and may be recorded to secure effective use
> and operation and for other lawful business purposes.
>
> --
>
> Scanned by iCritical.

From: DialaphoneCC (dialaphonecc@dialaphonecustserv.com)
To: jkal@talk21.com
Date: Tuesday, 9 March, 2010 14:49:44
Subject: Customer Reference: 36795944

Go to Dial-a-Phone <<http://www.dialaphone.co.uk/>> Click here <<https://www.dialaphone.co.uk/myaccount/>> to visit our NEW Customer Care Website

<<http://www.dialaphone.co.uk/images/newemails/dap/spc.gif>>

Dear Mr Little, Customer Reference: 36795944

Thank you for recently contacting Dial-a-Phone Customer Care.

Please be advised that a non like for like means a handset that is different from the handset that you have ordered. Once the exchange is successful you will receive a Sony Ericsson C905 which is like for like. Please accept our apologies for the delay.

In the unlikely event of you needing to contact us in the meantime, please email us at cc@dialaphone.com, quoting the reference number above.

Yours sincerely

Maxine Nawaz
Dial-a-Phone Customer Care

Dial-a-Phone, A Trading Division of Phones 4U Limited.
Registered office: Osprey House Ore Close Lymedale Business Park Newcastle-U-Lyme ST5 9QD
Registered in England no 3154198

Phones 4u Limited is a company registered in England and Wales under no. 3154198. Registered Office: Osprey House, Ore Close, Lymedale Business Park, Newcastle-under-Lyme, Staffordshire ST5 9QD

Confidentiality Notice

This e-mail is confidential and intended for the use of the named recipient only. If you are not the intended recipient please notify us by telephone immediately on +44(0)1782 677600 or return it to us by e-mail. Please then delete it from your system and note that any use, dissemination, forwarding, printing or copying is strictly prohibited. Any views or opinions are solely those of the author and do not necessarily represent those of Phones 4u Ltd.

Encryptions and Viruses

Please note that this e-mail and any attachments have not been encrypted. They may therefore be liable to be compromised. Please also note that it is your responsibility to scan this e-mail and any attachments for viruses. We do not, to the extent permitted by law, accept any liability (whether in contract, negligence or otherwise) for any virus infection and/or external compromise of security and/or confidentiality in relation to transmissions sent by e-mail.

Monitoring

Activity and use of Phones 4u Ltd's systems is monitored to secure its effective use and operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective use and operation and for other lawful business purposes.

--

Scanned by iCritical.

From: James Little (jkal@talk21.com)
To: DialaphoneCC
Date: Monday, 8 March, 2010 21:08:23
Subject: Customer Reference: 36795944

Dear Maxine,

Thanks for your reply.

Could you be specific about what a non-like-for-like return actually means - does this mean a particular phone will be shipped as a replacement?

If I had known that a like for like replacement was not possible I would not have sent my original phone in.

Please bear in mind that the phone original sent in was a Sony Ericsson c905 with a xenon flash - which I would expect any non-like for like to be Sony Ericsson and have a xenon flash.

Regards,

James Little.

----- Original Message -----

> From: DialaphoneCC <dialaphonecc@dialaphonecustserv.com>

> To: jkal@talk21.com

> Sent: Monday, 8 March, 2010 12:00:22

> Subject: Customer Reference: 36795944

>

> Dear Mr Little, Customer Reference: 36795944

> Thank you for recently contacting Dial-a-Phone Customer Care.

>

> Please be advised that your handset is now scheduled to be delivered on the 9th

> March. Unfortunately we are unable to offer a non like for like exchange at this

> stage. Please accept our sincere apologies for any inconvenience that this may

> have caused.

>

> In the unlikely event of you needing to contact us in the meantime, please email

> us at cc@dialaphone.com, quoting the reference number above.

>

> Yours sincerely

>

> Maxine Nawaz

> Dial-a-Phone Customer Care

>

> Dial-a-Phone, A Trading Division of Phones 4U Limited.

> Registered office: Osprey House Ore Close Lymedale Business Park

> Newcastle-U-Lyme ST5 9QD

> Registered in England no 3154198

> --

> Scanned by iCritical.

From: DialaphoneCC (dialaphonecc@dialaphonecustserv.com)
To: jkal@talk21.com
Date: Monday, 8 March, 2010 12:00:22
Subject: Customer Reference: 36795944

Dear Mr Little, Customer Reference: 36795944
Thank you for recently contacting Dial-a-Phone Customer Care.

Please be advised that your handset is now scheduled to be delivered on the 9th March. Unfortunately we are unable to offer a non like for like exchange at this stage. Please accept our sincere apologies for any inconvenience that this may have caused.

In the unlikely event of you needing to contact us in the meantime, please email us at cc@dialaphone.com, quoting the reference number above.

Yours sincerely

Maxine Nawaz
Dial-a-Phone Customer Care

Dial-a-Phone, A Trading Division of Phones 4U Limited.
Registered office: Osprey House Ore Close Lymedale Business Park Newcastle-U-Lyme ST5 9QD
Registered in England no 3154198

--

Scanned by iCritical.

From: James Little (jkal@talk21.com)
To: DialaphoneCC
Date: Friday, 5 March, 2010 9:18:31
Subject: Re: Customer Reference: 36795944

Dear Customer Services Team,

Could I have a realistic estimate of when you expect the Sony Ericsson C905 to be back in stock?

I am currently without a phone, and had I been told that none were in stock I probably would have delayed the replacement process.

If this is likely to be out of stock for the foreseeable future would you consider sending out a different model of phone ?

So it's been 28 days in total due to repair and replacement issues I've been without a phone.

Regards,

James Little..

From: "CS@Dialaphone.com" <CS@Dialaphone.com>
To: jkal@talk21.com
Sent: Friday, 5 March, 2010
0:53:27
Subject: Delivery Postponed Again

Dial-a-Phone

[Click here to visit our NEW Customer Care Website](#)

Dear Mr Little, Customer Reference: 36795944

Thank you for your recent order.

Further to our recent communication, we regret to inform you that we are still experiencing delays in processing your order.

We are working to resolve this issue as a matter of urgency to prevent any further delay in your delivery.

Your new delivery date is now 08 March 2010.

Please don't worry if you are not available to take delivery on this date, the courier will leave a card explaining how to arrange a collection or re-delivery of the package.

As we use the Royal Mail for nearly all our deliveries, parcels can be collected from your local sorting office or re-delivered at your convenience.

Please accept our apologies for this delay and any inconvenience caused. Thank you for your patience and understanding.

Please note that if you have been charged for a premium delivery then this money will automatically be refunded.

Yours sincerely
Customer Service Team
Dial-a-Phone, A Trading Division of Phones 4U Limited.
Registered office: Osprey House Ore Close Lymedale Business Park
Newcastle-U-Lyme ST5 9QD
Registered in England no 3154198

----- Original Message -----

> From: DialaphoneCC <dialaphonecc@dialaphonecustserv.com>

> To: jkal@talk21.com

> Sent: Tuesday, 23 February, 2010 11:37:49

> Subject: Customer Reference: 36795944

>

> Dear Mr Little, Customer Reference: 36795944

> Thank you for recently contacting Dial-a-Phone Customer Care, we are sorry to
> hear that your phone has developed a fault.

>

> We are keen to ensure that all customers have a positive experience and we take
> all customer comments seriously, our aim is to offer a friendly and helpful
> service, on every occasion.

>

> We are happy to exchange the handset for you, providing that the handset is not
> physically or water/liquid damaged.

>

> Please parcel up and return all the items that you received inside the mobile
> phone box, via Royal Mail Special Delivery. The postal cost will automatically
> be refunded within 7 -10 days of receipt of the package.

>

> The address to return the phone to is:

>

> Technical Department

>

> 20:20 Logistics

>

> Bay 10, Duchy Road

>

> Crewe

>

> CW1 6BU

>

> Please include a cover note including your name, mobile number and a description
> of the fault and return your handset within 7 days.

>

> Make sure you DO NOT return your sim card and DO NOT use any new SIM cards you
> may receive with your replacement, please place your original SIM into the
> replacement received.

>

> When we receive your mobile phone back, we will send a replacement to your home
> address.

>

> Should you wish to discuss this further, please contact our Customer Resolutions
> Team on 0844 871 2244. This line is available 9am to 6pm Monday to Friday.
>
> Yours sincerely
>
> Maxine Nawaz
>
> Dial-a-Phone Customer Care
>
> Dial-a-Phone, A Trading Division of Phones 4U Limited.
> Registered office: Osprey House Ore Close Lymedale Business Park
> Newcastle-U-Lyme ST5 9QD
> Registered in England no 3154198
>
>
> Phones 4u Limited is a company registered in England and Wales under no.
> 3154198. Registered Office: Osprey House, Ore Close, Lymedale Business Park,
> Newcastle-under-Lyme, Staffordshire ST5 9QD
>
> Confidentiality Notice
>
> This e-mail is confidential and intended for the use of the named recipient
> only. If you are not the intended recipient please notify us by telephone
> immediately on +44(0)1782 677600 or return it to us by e-mail. Please then
> delete it from your system and note that any use, dissemination, forwarding,
> printing or copying is strictly prohibited. Any views or opinions are solely
> those of the author and do not necessarily represent those of Phones 4u Ltd.
>
> Encryptions and Viruses
>
> Please note that this e-mail and any attachments have not been encrypted. They
> may therefore be liable to be compromised. Please also note that it is your
> responsibility to scan this e-mail and any attachments for viruses. We do not,
> to the extent permitted by law, accept any liability (whether in contract,
> negligence or otherwise) for any virus infection and/or external compromise of
> security and/or confidentiality in relation to transmissions sent by e-mail.
>
> Monitoring
>
> Activity and use of Phones 4u Ltd's systems is monitored to secure its effective
> use and operation and for other lawful business purposes. Communications using
> these systems will also be monitored and may be recorded to secure effective use
> and operation and for other lawful business purposes.
>
> --
>
> Scanned by iCritical.

From: DialaphoneCC (dialaphonecc@dialaphonecustserv.com)
To: jkal@talk21.com
Date: Friday, 5 March, 2010 10:19:55
Subject: Customer Reference: 36795944

Dear Mr Little,

Customer Reference: 36795944

Thank you for contacting Dial a Phone.

Please be advised that your handset is scheduled to be delivered on the 8th March 2010, and so please accept our apology for the delay.

Should you require further help, please do not hesitate to contact us.

Kind Regards,

Alan Willis

Dial-a-Phone Customer Care

Phones 4u Limited is a company registered in England and Wales under no. 3154198. Registered Office: Osprey House, Ore Close, Lymedale Business Park, Newcastle-under-Lyme, Staffordshire ST5 9QD

Confidentiality Notice

This e-mail is confidential and intended for the use of the named recipient only. If you are not the intended recipient please notify us by telephone immediately on +44(0)1782 677600 or return it to us by e-mail. Please then delete it from your system and note that any use, dissemination, forwarding, printing or copying is strictly prohibited. Any views or opinions are solely those of the author and do not necessarily represent those of Phones 4u Ltd.

Encryptions and Viruses

Please note that this e-mail and any attachments have not been encrypted. They may therefore be liable to be compromised. Please also note that it is your responsibility to scan this e-mail and any attachments for viruses. We do not, to the extent permitted by law, accept any liability (whether in contract, negligence or otherwise) for any virus infection and/or external compromise of security and/or confidentiality in relation to transmissions sent by e-mail.

Monitoring

Activity and use of Phones 4u Ltd's systems is monitored to secure its effective use and operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective use and operation and for other lawful business purposes.

--

Scanned by iCritical.

From: James Little (jkal@talk21.com)
To: CS@Dialaphone.com
Date: Thursday, 4 March, 2010 10:28:30
Subject: Fw: Delivery Postponed Again

Dear Customer Services Team,

Could I have a realistic estimate of when you expect the Sony Ericsson C905 to be back in stock?

I am currently without a phone, and had I been told that none were in stock I probably would have delayed the replacement process.

If this is likely to be out of stock for the foreseeable future would you consider sending out a different model of phone ?

So it's been 27 days in total due to repair and replacement issues I've been without a phone.

Regards,

James Little..

From: "CS@Dialaphone.com" <CS@Dialaphone.com>
To: jkal@talk21.com
Sent: Tuesday, 2 March, 2010 1:59:43
Subject: Delivery Postponed Again

[Click here](#) to visit our **NEW** Customer Care Website



Dear Mr Little,

Customer Reference: 36795944

Thank you for your recent order.

Further to our recent communication, we regret to inform you that we are still experiencing delays in processing your order.

We are working to resolve this issue as a matter of urgency to prevent any further delay in your delivery.

Your new delivery date is now 03 March 2010.

Please don't worry if you are not available to take delivery on this date, the courier will leave a card explaining how to arrange a collection or re-delivery of the package.

As we use the Royal Mail for nearly all our deliveries, parcels can be collected from your local sorting office or re-delivered at your convenience.

Please accept our apologies for this delay and any inconvenience caused. Thank you for your patience and understanding.

Please note that if you have been charged for a premium delivery then this money will automatically be refunded.

Yours sincerely
Customer Service Team

Dial-a-Phone, A Trading Division of Phones 4U Limited.

Registered office: Osprey House Ore Close Lymedale Business Park Newcastle-U-Lyme ST5 9QD
Registered in England no 3154198

Phones 4u Limited is a company registered in England and Wales under no. 3154198.
Registered Office: Osprey House, Ore Close, Lymedale Business Park, Newcastle-
under-Lyme, Staffordshire ST5 9QD

Confidentiality Notice

This e-mail is confidential and intended for the use of the named recipient only. If you are not the intended recipient please notify us by telephone immediately on +44(0)1782 677600 or return it to us by e-mail. Please then delete it from your system and note that any use, dissemination, forwarding, printing or copying is strictly prohibited. Any views or opinions are solely those of the author and do not necessarily represent those of Phones 4u Ltd.

Encryptions and Viruses

Please note that this e-mail and any attachments have not been encrypted. They may therefore be liable to be compromised. Please also note that it is your responsibility to scan this e-mail and any attachments for viruses. We do not, to the extent permitted by law, accept any liability (whether in contract, negligence or otherwise) for any virus infection and/or external compromise of security and/or confidentiality in relation to transmissions sent by e-mail.

Monitoring

Activity and use of Phones 4u Ltd's systems is monitored to secure its effective use and operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective use and operation and for other lawful business purposes.

Scanned by iCritical.

From: James Little (jkal@talk21.com)
To: CS@Dialaphone.com
Date: Tuesday, 2 March, 2010 9:20:40
Subject: Re: Delivery Postponed Again

Dear Customer Services Team,

If this is delayed again (after the 3rd March) I'm assuming the problem is that none of these handsets are in stock. If this is likely to be the case for the foreseeable future would you consider sending out a different model of phone - as I'm currently without one? So it's been 25 days in total due to repair and replacement issues I've been without a phone.

Regards,

James Little..

From: "CS@Dialaphone.com" <CS@Dialaphone.com>
To: jkal@talk21.com
Sent: Tuesday, 2 March, 2010 1:59:43
Subject: Delivery Postponed Again



[Click here](#) to visit our **NEW** Customer Care Website

Dear Mr Little,

Customer Reference: 36795944

Thank you for your recent order.

Further to our recent communication, we regret to inform you that we are still experiencing delays in processing your order.

We are working to resolve this issue as a matter of urgency to prevent any further delay in your delivery.

Your new delivery date is now 03 March 2010.

Please don't worry if you are not available to take delivery on this date, the courier will leave a card explaining how to arrange a collection or re-delivery of the package.

As we use the Royal Mail for nearly all our deliveries, parcels can be collected from your local sorting office or re-delivered at your convenience.

Please accept our apologies for this delay and any inconvenience caused. Thank you for your patience and understanding.

Please note that if you have been charged for a premium delivery then this money will automatically be refunded.

Yours sincerely
Customer Service Team

Dial-a-Phone, A Trading Division of Phones 4U Limited.

Registered office: Osprey House Ore Close Lymedale Business Park Newcastle-U-Lyme ST5 9QD
Registered in England no 3154198

Phones 4u Limited is a company registered in England and Wales under no. 3154198. Registered Office: Osprey House, Ore Close, Lymedale Business Park, Newcastle-under-Lyme, Staffordshire ST5 9QD

Confidentiality Notice

This e-mail is confidential and intended for the use of the named recipient only. If you are not the intended recipient please notify us by telephone immediately on +44(0)1782 677600 or return it to us by e-mail. Please then delete it from your system and note that any use, dissemination, forwarding, printing or copying is strictly prohibited. Any views or opinions are solely those of the author and do not necessarily represent those of Phones 4u Ltd.

Encryptions and Viruses

Please note that this e-mail and any attachments have not been encrypted. They may therefore be liable to be compromised. Please also note that it is your responsibility to scan this e-mail and any attachments for viruses. We do not, to the extent permitted by law, accept any liability (whether in contract, negligence or otherwise) for any virus infection and/or external compromise of security and/or confidentiality in relation to transmissions sent by e-mail.

Monitoring

Activity and use of Phones 4u Ltd's systems is monitored to secure its effective use and operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective use and operation and for other lawful business purposes.

Scanned by iCritical.

From: DialaphoneCC (dialaphonecc@dialaphonecustserv.com)
To: jkal@talk21.com
Date: Tuesday, 2 March, 2010 17:14:10
Subject: Customer Reference: 36795944

Go to Dial-a-Phone <<http://www.dialaphone.co.uk/>> Click here <<https://www.dialaphone.co.uk/myaccount/>> to visit our NEW Customer Care Website

<<http://www.dialaphone.co.uk/images/newemails/dap/spc.gif>>

Dear Mr Little, Customer Reference: 36795944

Thank you for recently contacting Dial-a-Phone Customer Care.

Please be advised that your handset is scheduled to be delivered on the 3rd March 2010.

Please accept our sincere apologies for any inconvenience that this may have caused, this is due to the high demand for this handset and the stock levels.

In the unlikely event of you needing to contact us in the meantime, please email us at cc@dialaphone.com, quoting the reference number above.

Yours sincerely

Maxine Nawaz
Dial-a-Phone Customer Care

Dial-a-Phone, A Trading Division of Phones 4U Limited.
Registered office: Osprey House Ore Close Lymedale Business Park Newcastle-U-Lyme ST5 9QD
Registered in England no 3154198

--

Scanned by iCritical.

From: James Little (jkal@talk21.com)
To: CS@Dialaphone.com
Date: Monday, 1 March, 2010 16:17:46
Subject: Re: Delivery Postponed

Hi,

Could I confirm that this is going to make the new delivery date - as it's still showing awaiting dispatch in the customer account area (as I'm currently without a phone).

Thanks,

James.

From: "CS@Dialaphone.com" <CS@Dialaphone.com>
To: jkal@talk21.com
Sent: Friday, 26 February, 2010 22:33:16
Subject: Delivery Postponed

[Click here](#) to visit our **NEW** Customer Care Website

[Go to Dial-a-Phone](#)

Dear Mr Little,

Customer Reference: 36795944

Thank you for your recent order.

Unfortunately due to an unforeseen processing problem, there has been a delay in despatching your order as expected.

Your new delivery date is now 02 March 2010.

Please don't worry if you are not available to take delivery on this date, the courier will leave a card explaining how to arrange a collection or re-delivery of the package.

As we use the Royal Mail for nearly all our deliveries, parcels can be collected from your local sorting office or re-delivered at your convenience.

Please accept our apologies for this delay and any inconvenience caused. Thank you for your patience and understanding.

Please note that if you have been charged for a premium delivery then this money will automatically be refunded.

Yours sincerely
Customer Service Team

Dial-a-Phone, A Trading Division of Phones 4U Limited.

Registered office: Osprey House Ore Close Lymedale Business Park Newcastle-U-Lyme ST5 9QD
Registered in England no 3154198

Phones 4u Limited is a company registered in England and Wales under no. 3154198. Registered Office: Osprey House, Ore Close, Lymedale Business Park, Newcastle-under-Lyme, Staffordshire ST5 9QD

Confidentiality Notice

This e-mail is confidential and intended for the use of the named recipient only. If you are not the intended recipient please notify us by telephone immediately on +44(0)1782 677600 or return it to us by e-mail. Please then delete it from your system and note that any use, dissemination, forwarding, printing or copying is strictly prohibited. Any views or opinions are solely those of the

author and do not necessarily represent those of Phones 4u Ltd.

Encryptions and Viruses

Please note that this e-mail and any attachments have not been encrypted. They may therefore be liable to be compromised. Please also note that it is your responsibility to scan this e-mail and any attachments for viruses. We do not, to the extent permitted by law, accept any liability (whether in contract, negligence or otherwise) for any virus infection and/or external compromise of security and/or confidentiality in relation to transmissions sent by e-mail.

Monitoring

Activity and use of Phones 4u Ltd's systems is monitored to secure its effective use and operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective use and operation and for other lawful business purposes.

Scanned by iCritical.

From: CS@Dialaphone.com ()
To: jkal@talk21.com
Date: Friday, 26 February, 2010 22:33:16
Subject: Delivery Postponed

[Click here](#) to visit our **NEW** Customer Care Website

The logo for Dialaphone, featuring the word "dialaphone" in a white, lowercase, sans-serif font on a dark blue rectangular background.

Dear Mr Little,

Customer Reference: 36795944

Thank you for your recent order.

Unfortunately due to an unforeseen processing problem, there has been a delay in despatching your order as expected.

Your new delivery date is now 02 March 2010.

Please don't worry if you are not available to take delivery on this date, the courier will leave a card explaining how to arrange a collection or re-delivery of the package.

As we use the Royal Mail for nearly all our deliveries, parcels can be collected from your local sorting office or re-delivered at your convenience.

Please accept our apologies for this delay and any inconvenience caused. Thank you for your patience and understanding.

Please note that if you have been charged for a premium delivery then this money will automatically be refunded.

Yours sincerely
Customer Service Team

Dial-a-Phone, A Trading Division of Phones 4U Limited.

Registered office: Osprey House Ore Close Lymedale Business Park Newcastle-U-Lyme ST5 9QD
Registered in England no 3154198

Phones 4u Limited is a company registered in England and Wales under no. 3154198. Registered Office: Osprey House, Ore Close, Lymedale Business Park, Newcastle-under-Lyme, Staffordshire ST5 9QD

Confidentiality Notice

This e-mail is confidential and intended for the use of the named recipient only. If you are not the intended recipient please notify us by telephone immediately on +44(0)1782 677600 or return it to us by e-mail. Please then delete it from your system and note that any use, dissemination, forwarding, printing or copying is strictly prohibited. Any views or opinions are solely those of the author and do not necessarily represent those of Phones 4u Ltd.

Encryptions and Viruses

Please note that this e-mail and any attachments have not been encrypted. They may therefore be liable to be compromised. Please also note that it is your responsibility to scan this e-mail and any attachments for viruses. We do not, to the extent permitted by law, accept any liability (whether in contract, negligence or otherwise) for any virus infection and/or external compromise of security and/or confidentiality in relation to transmissions sent by e-mail.

Monitoring

Activity and use of Phones 4u Ltd's systems is monitored to secure its effective use and operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective use and operation and for other lawful business purposes.

Scanned by iCritical.

From: DialaphoneCC (dialaphonecc@dialaphonecustserv.com)
To: jkal@talk21.com
Date: Tuesday, 23 February, 2010 11:37:49
Subject: Customer Reference: 36795944

Dear Mr Little, Customer Reference: 36795944

Thank you for recently contacting Dial-a-Phone Customer Care, we are sorry to hear that your phone has developed a fault.

We are keen to ensure that all customers have a positive experience and we take all customer comments seriously, our aim is to offer a friendly and helpful service, on every occasion.

We are happy to exchange the handset for you, providing that the handset is not physically or water/liquid damaged.

Please parcel up and return all the items that you received inside the mobile phone box, via Royal Mail Special Delivery. The postal cost will automatically be refunded within 7 -10 days of receipt of the package.

The address to return the phone to is:

Technical Department

20:20 Logistics

Bay 10, Duchy Road

Crewe

CW1 6BU

Please include a cover note including your name, mobile number and a description of the fault and return your handset within 7 days.

Make sure you DO NOT return your sim card and DO NOT use any new SIM cards you may receive with your replacement, please place your original SIM into the replacement received.

When we receive your mobile phone back, we will send a replacement to your home address.

Should you wish to discuss this further, please contact our Customer Resolutions Team on 0844 871 2244. This line is available 9am to 6pm Monday to Friday.

Yours sincerely

Maxine Nawaz

Dial-a-Phone Customer Care

Dial-a-Phone, A Trading Division of Phones 4U Limited.

Registered office: Osprey House Ore Close Lymedale Business Park Newcastle-U-Lyme ST5 9QD
Registered in England no 3154198

Phones 4u Limited is a company registered in England and Wales under no. 3154198. Registered Office:

Osprey House, Ore Close, Lymedale Business Park, Newcastle-under-Lyme, Staffordshire ST5 9QD

Confidentiality Notice

This e-mail is confidential and intended for the use of the named recipient only. If you are not the intended recipient please notify us by telephone immediately on +44(0)1782 677600 or return it to us by e-mail. Please then delete it from your system and note that any use, dissemination, forwarding, printing or copying is strictly prohibited. Any views or opinions are solely those of the author and do not necessarily represent those of Phones 4u Ltd.

Encryptions and Viruses

Please note that this e-mail and any attachments have not been encrypted. They may therefore be liable to be compromised. Please also note that it is your responsibility to scan this e-mail and any attachments for viruses. We do not, to the extent permitted by law, accept any liability (whether in contract, negligence or otherwise) for any virus infection and/or external compromise of security and/or confidentiality in relation to transmissions sent by e-mail.

Monitoring

Activity and use of Phones 4u Ltd's systems is monitored to secure its effective use and operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective use and operation and for other lawful business purposes.

--

Scanned by iCritical.

From: James Little (jkal@talk21.com)
To: cc@dialaphone.com
Date: Thursday, 18 February, 2010 15:13:13
Subject: Repair complaint...

Dear Dialaphone Customer Services,

I am writing to complain about the repairs process that my phone has gone through:

Repair #1 (16945449) (Received: 16/11/09 – Despatched: 16/11/09)

- It originally developed a hardware fault and was booked in for repair in November 2009. This was repaired successfully.
- However on return the phone wouldn't recharge after the battery ran low – and a piece of the outside plastic was catching on the slide mechanism.

Repair #2 (17194285) (Received: 30/11/09– Despatched: 30/11/09)

- The software was re-updated and the phone returned with the outside casing issue resolved.
- However, the software that had been put on was branded O2 software and not the generic firmware that it originally had.

Repair #3 (17438245) (Received: 20/01/10– Despatched: 21/01/10)

- The software was updated to a generic version and returned.
- However the wi-fi wouldn't work, the mac-address (for networking) was stuck on zero and the links to BBC iPlayer and other software were still missing

Repair #4 (17641315)

(Received: 09/02/10 – Despatched: 16/02/10)

- After testing the repair centre stated that the mac-address was defined and could find wi-fi. It was arranged to be sent back, as I rang up on 10/02/10 after seeing the 'no fault found' on the repair status. I queried the missing software but was told nothing could be done.
- Nothing had changed on the status to suggest it was being sent back so I phoned on 15/02/10 and was advised it was 'on its way'. Strangely it shipped immediately the next day 16/02/10. This was meant to be an 'express' repair, but took longer than the others.

· However, on its return I couldn't get it to connect or see any wi-fi points and the software links were still missing. After updating the software myself using tools and latest official UK firmware available on the internet the wi-fi started working and I got the links to BBC iPlayer and other software back.

Each time the phone went in due to a software problem either another problem arose (wasn't tested properly) or the issue wasn't acknowledged/fixed – despite the issue having been introduced with the initial software update at the first repair.

Each time the phone went in for repair I was left without a working phone, which after 4 repair processes was quite a long time in total – 18 days.

I would like to know what the company's response to this is and the fact I had to fix myself the problems that were created by the repair service.

James Little.

