

Events log (Example)

April 19	First noticed fault
April 21	Reported to SuperTel
April 25	Visit from first engineer; service restored temporarily though engineer did not identify fault
April 26	No outgoing calls. Fault reported again to ISP
April 31	Outgoing calls intermittently possible
May 1	Fault persists until 4 th
May 4-10	On Holiday
May 17	Fault reported again
May 19	Second engineer visits but fails to identify fault
May 19-23	Occasional service available
May 26	Service available for a few hours
May 27	Service available between 8:30 and 16:30
May 28	No service
May 29	No service
May 30	Service available in morning only
June 1	No service
June 4	Service for 2 hours in afternoon
June 4	Third visit from an engineer. Could not locate a fault in cabling and advised the he would look for fault at exchange
June 6	Full service restored
July 28	Claim for compensation sent to Company (see enclosed B1)
August 2	Letter from Company rejecting my claim for compensation but offering £10.00 (see enclosed B2)
August 2	Letter sent to high level complaints department at Company re-stating my request for compensation (see enclosed B3)
August 7	Reply received from high level complaints department rejecting my claim (See enclosed B4)
August 7	Phone-call to high level complaints department to query response to my claim. I am offered £50 as a goodwill payment which I reject.
August 14	Statement of final position received from Company – deadlock letter. (See enclosed B5)