

# ***JOLLEY ENGINEERING***

**UNIT 4 MILLBANK**

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Broadband Complaints  
BT Business Broadband  
PO Box 5965  
Alness  
Ross-shire  
IV17 0PH

26 September 2005

Dear Sirs

## **NOTICE OF INTENDED LEGAL ACTION FOR BREACH OF CONTRACT**

I hereby inform you that I intend to take legal action against your company, for breach of contract, as a result of your ongoing failure to supply me with a continuous service.

I have a business contract with you, which has been operating for approximately 7 months. The service became disconnected on or around 8<sup>th</sup> September 2005. It is still not reconnected. I reported the fault on xxxxxxxxxxxxxxxxxxxxxxxx, reference number xxxxxxxx. Last week I made approximately 15 phone calls to your 0845 number, taking several hours in total. I have now given up telephoning them. They admit that the fault is with BT, and state that they are "investigating".

I note that in the same block of business units as my business, a new Broadband service has been provided to another individual, during the last fortnight, ie during the course of my on-going disconnection. His service is working satisfactorily, after initial difficulty.

My legal action will be in relation to consequential losses to my business which have resulted from your breach of contract, including (but not exhaustively) loss of profits, phone calls, and time taken speaking to your people on the telephone.

Yours faithfully

F H Jolley