

Dear Mr Morton,

I'm writing in response to your letter dated 14 March, reference 0208CRC294414-10877.

Thank you for your reply.

I fail to see how you can consider that the cable damage can "not be attributed to Enterprise Plc operations" when your contractors reported the cable damage to Virgin Media whilst I was still at work and unaware of the problem: your nighttime contact centre confirmed this when I spoke to them that evening, after I rang Virgin Media.

Added to (pretty conclusive) evidence that the cable was cut the first time by your contractors, I have extremely strong circumstantial evidence that they have proceeded to do it a second time.

On February 25, my wife was at home. Our cable services were working as normal in the morning, and your contractors turn up to re-tarmac around the BT duct cover in front of our house, having done the section in the road on the 23rd. They used a Stihl saw (or similar) to cut into the tarmac. Some time after they have left, my wife tried our cable TV, to find it not working, along with the Internet connection.

When Virgin Media attended again on March 8, they confirmed the cable is damaged, connected up a temporary connection, and arranged another re-pull of the cable for March 29.

In case this isn't clear in any way, here is the sequence of events, with dates where significant:

- Enterprise PLC start work in Coppice Rd.
- A new duct is laid across the road that involves breaking into the existing BT duct outside my house. On Jan 21, my Virgin Media cable is cut, and I lose service.
- Your contractors report this event to Virgin Media.
- I report this event to Virgin Media.
- The Virgin Media engineer visits, but we are both out. He leaves a note through the door.
- I reschedule the VM engineer for a time when I am in.
- I write to Virgin Media and yourselves on 28 January. VM reply promptly.
- Virgin reconnect my service temporarily on Feb 2 as arranged. They are unable to re-pull the cable at this point.
- Virgin then reconnect me with a new cable on Feb 20, digging up my drive to do so.
- Having received no reply, I write to yourselves again, by recorded delivery, including a copy of my original letter, also on Feb 20.
- Your contractors cut the cable again on Feb 25.

- On March 13, you (Enterprise PLC, not you personally) call me to say they do not intend to compensate me. I ask for a written response, which I receive on March 22.

I would be very interested to hear, given the above sequence of events, in what possible way you can consider your contractors are not liable for the cable damage that has now occurred twice purely because they weren't careful enough cutting around the BT duct.

Yours Faithfully,

Chris Bartram