

20<sup>th</sup> March 2003



Our Ref: 195501441

Vodafone: [REDACTED]

Dr W Knottenbelt  
[REDACTED]

Dear Dr Knottenbelt

Thank you for your recent enquiry to OFTEL, which has been forwarded to Vodafone on your behalf.

I am sorry to hear that you are unhappy with the Pay as you Talk (PayT) price plan changes that come into affect on the 1<sup>st</sup> April 2003. The changes have occurred following the recent ruling from the Competition Commission, when they recommended that all networks reduce their call charges for cross-network calls.

This has in turn meant a general review of all of the PayT price plans, which is why some call charges have increased and some reduced. I apologise for any inconvenience this may have caused you, but I can assure you that our rates are still competitive against the other network providers.

There is more than one PayT price plan available, as you may know, and if you find that one of these is more appropriate for you, I would be happy to change it over for you free of charge. The normal cost for this is £7.50.

I can understand your frustration, but hope that I have been able to reassure you of our commitment to our customers. Should you require any further assistance please do not hesitate to contact us.

Yours sincerely

A handwritten signature in black ink, appearing to read "Jayne Lake".

Jayne Lake (Mrs)  
Directors Office

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