



Lance French  
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**Private and Confidential**

07 November 2019

Our reference: 4686854  
Account number: 5096695

Dear Mr French

Please accept my apologies for the delay in responding to your email. As I explained in my earlier email, I had asked our planners to investigate and as a result, a drive test of the area was carried out.

We are aware of a lack of coverage in Frittenden, mainly because the area has many high tree lines and terrain issues which make it hard for the nearest masts to serve locally.

During recent upgrades a mast around 8km away was up-tilted to give wider coverage but unfortunately this produced interference over the wider area. We've reverted the tilts a few degrees to give the best outcome for all customers in the areas covered. We've also amended the tilt on your nearest aerial and while 2G coverage is good, we could only minimally improve 3G and not provide any 4G signal, again due to the terrain.

The area does need a new mast site and has been added to our Poor Coverage Area register but there are no immediate plans for this work to be carried out.

I appreciate that our coverage checkers can sometimes not reflect what individual customers are experiencing but these are only intended to be a general overall guide and the accuracy can be compromised due to the terrain in specific areas.

I wish I could give you better news but these are the facts about your area and there are unlikely to be any changes made in the near future.

For that reason this letter is our final position but you are entitled to approach the Ombudsman. The Ombudsman is there to resolve disputes between communications providers and their customers. It is free to use their services, and they are totally independent – so they do not take sides.

If you agree with their decision, we have to act on what they say. This may mean we have to apologise, explain what has gone wrong, correct the problem or give you a financial award. You do not have to accept their decision.

Please make sure you mention you've received this 'deadlock' letter if you contact them.



**Ombudsman Services contact details**  
**Address:** PO Box 730, Warrington WA4 6WU  
**Phone:** 0330 440 1614  
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**Website:** [www.ombudsman-services.org](http://www.ombudsman-services.org)

You must contact the Communications Ombudsman within 12 months of the date of this letter. You can also find our full complaints code online at [www.o2.co.uk/how-to-complain](http://www.o2.co.uk/how-to-complain), or let me know if you'd like a copy.

Yours sincerely

**Margaret Clark**  
Executive Relations