

7 Hannah Crescent
Wilford Village
Nottingham NG11 7ER

Internet Complaints
NTL
Matrix Court
Siemens Way
Swansea SA7 9BB

11 January 2005

Dear Sir or Madam,

Re: Complaint #123511

I refer to my letter of 15 December 2005, a copy of which is enclosed. Since I have not received a reply, I can only assume that you are either unable or unwilling to allow me determination of which emails addressed to me are delivered to me and which are discarded. I find this unsatisfactory. I do not want all of my incoming email to be filtered according to unaccountable RBLs such as SORBS, because it is likely to result in email that I wanted to receive not reaching me.

Therefore, please would you send me without any further delay a copy of your Code of Practise and full details of your official complaints procedure so that I can escalate this complaint to the next level.

Yours faithfully,

Ian Goldby