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Wilford Village
Nottingham NG11
7ER

Elizabeth France CBE
The Ombudsman
OTELO
P.O. Box 730
Warrington, WA4 6WU

21 October 2005

Dear Ms France,

Case reference 83123

Thank you for your letter dated 13 October in which you give your final decision on the above case.

As you are aware from my previous letter, I was hoping that you would adjudicate on the particular question of whether "NTL are justified in blocking some non-spam emails in order to reduce the amount of actual spam, and justified in giving their customers no knowledge of and no choice over the matter". But you state in your letter that "this is clearly a commercial decision taken by ntl, and so not one in which I can become involved." I find it extraordinary that a matter that fundamentally affects the level of service that customers can expect from NTL should be one in which you cannot become involved.

However, as I said previously, I have no desire to drag out this case any further than necessary. I cannot accept your final decision since it does not address the substance of my complaint, so I enclose FORM 2 stating this. (I should add that receiving compensation was never a goal of this complaint and I find the idea that a cash payment might be seen as an alternative to a satisfactory level of service actually quite patronising.)

I shall not be pursuing this matter any further, other than to terminate my contract with NTL.

Yours sincerely,

Ian Goldby