

17th April 2009

Boltblue Communications Ltd
PO Box 52769
LONDON
EC2P 2UW

Ref.: *www.mike.munro.cwc.net*

Dear Sirs,

Earlier this week, I found that all of my web pages, which are part of the above domain, which I believe your company administers, are no longer accessible. A quick search on *cwc.net* domains using Google, showed that none appear to be currently accessible.

Please can you confirm if this is a permanent state of affairs or if it is only temporary due to server upgrades, maintenance etc. If permanent, please advise the reasoning, and if the *cwc.net* domains are likely to be hosted by another ISP. If temporary, please advise when you expect normal access to be resumed.

I have been very happy with the service I have received over the years since this domain was transferred from NTL to yourselves, and would prefer if this was to continue for the foreseeable future.

I look forward to your response.

Regards,

Michael Munro

Tel.

E-mail mike.munro@boltblue.com

PS – Your ‘Contact us’ page indicates that phone support is available 10:00-18:00, phoning after 5pm produced the message that phone lines are only available 09:00-17:00 !