

WAYNE CONNOR

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7 November 2007
Virgin Mobile

Re 0422 960034

Dear Sir,

I refer to my letter dated 20th September, to which you have not replied. This is very disappointing.

I sent it to the manager and to customer relations.

The problem is becoming quite frustrating and is an extra stress in my life that I do not need.

Until I hear from you, if my phone bills exceed \$140 I will not be paying more than the \$30 on cap plan as I have no reasonable way of accessing my balance.

I have attached a copy of my previous letter.

Sincerely yours,

Wayne and Jill CONNOR