
From: Angela Van-Den-Bogerd[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ANGELA.VAN DEN BOGE1C5FCF7-2672-42D9-B324-4EA8D2814853]
Sent: Fri 28/11/2014 2:11:28 PM (UTC)
To: Gavin Lambert [REDACTED] **GRO**; 'ian.thomas' [REDACTED] **GRO**
Subject: Re: Horizon Fault - URGeNT response please

Ian,

Our e-mails have crossed. I have spoken to Mary Broom the Spmr. She is expecting a call from you (or one of your guys) today so that great if you have this in hand.

Thanks

Angela

[REDACTED] **GRO**

From: Gavin Lambert
Sent: Friday, November 28, 2014 02:02 PM
To: Angela Van-Den-Bogerd
Subject: FW: Horizon Fault - URGeNT response please

FYI

Gavin Lambert

[REDACTED] **GRO**

From: Thomas, Ian [REDACTED] **GRO**
Sent: 28 November 2014 14:01
To: Lesley J Sewell
Cc: Dave Hulbert; Gavin Lambert
Subject: RE: Horizon Fault - URGeNT response please

Lesley

Thanks for the note - I've got one of my Service Managers speaking to the Postmistress now and we are investigating the background of this issue.

Gavin - Once we have the latest we will provide an update.

Regards

Ian

Ian Thomas
Service Director - Post Office
M [REDACTED] **GRO**

[REDACTED] **GRO**



From: Lesley J Sewell [REDACTED] **GRO**
Sent: Friday, November 28, 2014 1:42 PM
To: Thomas, Ian
Cc: Dave Hulbert; Gavin Lambert
Subject: Fwd: Horizon Fault - URGeNT response please

Ian

We need a call into this lady urgently - can you please come back to me as soon as you have made the call.

I'm happy to do so also if that helps.

In tandem can you please get one of the team to get the background.

If it needs to be escalated please shout.

A prompt response would be appreciated and please keep Gavin updated.

Thx

Lesley J Sewell
Chief Information Officer
Post Office Ltd

Email: [REDACTED]
Direct: [REDACTED] **GRO**
Mobile: [REDACTED]

Sent from my iPad

Begin forwarded message:

From: Gavin Lambert [REDACTED] **GRO**
Date: 28 November 2014 13:33:35 GMT
To: Angela Van-Den-Bogerd [REDACTED] **GRO**, Lesley J Sewell
[REDACTED] **GRO**
Cc: Kevin Gilliland [REDACTED] **GRO**
Subject: FW: Horizon Fault

Hi Angela, Lesley

Grateful for your help ASAP please with a subpostmaster experience a Horizon outage (referred to below as a Horizon Fault, with the suggestion of briefing the press today).

Lesley - from the look of the email this isn't a Horizon fault, but a network issue. Very grateful for your/your team's help understanding the problem if we aren't already on this.

Angela - Kevin suggested you'd be the best person to speak to Mary Bloom to understand the issue and head off her suggestion of going to the press citing a Horizon Fault. If you're not round, Kevin is in meetings but he is extractable. Mary has shared her contact details below.

Very happy to discuss

Thanks in advance

Gavin

Gavin Lambert

GRO

From: Avene O'Farrell
Sent: 28 November 2014 13:27
To: Gavin Lambert
Subject: FW: Horizon Fault

Mobile is best number to call.

Avene O'Farrell | Executive Assistant to Paula Vennells, Chief Executive

148 Old Street, London, EC1V 9HQ

GRO

Postline:

GRO

GRO

postoffice.co.uk

@postofficenews



From: Dad [REDACTED] **GRO** [REDACTED]
Sent: 28 November 2014 13:12
To: Paula Vennells
Subject: Re: Horizon Fault

Thank you for your prompt response. The 'phone number below my name is the best one to ring although my mobile number is [REDACTED] **GRO** [REDACTED]. The situation has become untenable.

Mary

On 28 Nov 2014, at 13:02, Paula Vennells [REDACTED] **GRO** [REDACTED] wrote:

Mary, thank you for letting me know. I am genuinely sorry and will pick this up straightaway. What is the best number to get you on? Is it the one below? And do you have a mobile as well?

One of my senior managers who can hopefully get to the bottom of this will call you and will keep me in the loop. There is nothing more important than customer service.

Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: **GRO**
[REDACTED]
GRO

Sent from my iPad
On 28 Nov 2014, at 12:57, Dad [REDACTED] **GRO** [REDACTED] wrote:

I am contacting you as a last resort. For the last fortnight we have had a fault on our horizon system. The system keeps dropping in and out and has problems contacting the data centre.

For most of that time we have struggled on thanks to our patient and understanding customers.

We have had numerous calls to the Philippines, an engineer visiting twice, a new router and today a BT engineer declared there to be nothing wrong with our line either here or at the exchange. We were closed for a day and a half last week and eventually had to close at 10.00 am on Wednesday when a customer's rent payment came out of her bank account but not through horizon leaving us personally liable for £90.

The latest from the Philippines is that nothing further can be done until they receive the BT engineers report. Our fault number is I 6344499.

We have very loyal customers, but even they are getting annoyed at our closure and may be lost to the Post Office permanently. This does not take into account the money we are losing by not being able to trade.

We are at our wits end and I'm afraid that if nothing is done by the end of today, we may have no choice but to go to the press explaining our reasons for closure.

Mary Bloom
Debenham Post Office 2331306
[REDACTED]
GRO

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