

GRO

28. 04. 04

DEAR Mrs Oglesby / Mrs Joyce

I am writing to you
in reply to your letter dated 26. 04. 04.

I would like to point out that the audit
took place at this office at my request. I
felt I was in a situation that nothing
was being done and I felt I needed more
people involved. This was asked for on the
advise of a friend of mine who is also
a Sub post master. I would also like you to
consider the amount of phone calls
requests that were made throughout the
period asking for help, advise and
information. Whenever I have received any
requests from anybody wishing to help
I have always furnished your company with
my paperwork, documents or information.
I would also like to point out that I
have never refused or been unable to make
good the losses. But would like to know

whether these losses actually exist or if as I believe they are a figment of a computer's imagination.

I would like you to send me any and all information relating to the aforementioned charge. I would also like you to send me

1. a full list of all software updates since Jan 16th 2004 to Now 28.04.04. Including date of download, reason for download, description of Program and any problems with the software since its installation to any machine
2. list of all calls to Horizon and NSBC from this office since 16th Jan 2004 to now including who made the call, who they spoke to, and reason for call, what action was taken after call was made.
3. list of all calls to Horizon and NSBC from any office in relation to computer balance problems that seem unexplained.
4. list of any Horizon problems which are either on-going or have been dealt with including suspense account problems. What action was taken and description of the work.

5. A DETAILED LIST OF THE REQUIREMENTS OF THE RLM IN SUCH A CASE? THE ACTIONS WERE TAKEN AND WHEN THESE ACTIONS WERE TAKEN.
6. CONTRACTUAL OBLIGATIONS OF HORIZON WITH RESPECT TO HOW AND WHEN HORIZON SHOULD ACT WHEN A FAULT ON THE SYSTEM IS SUSPECTED.
7. WHAT ACTION IS TAKEN WITH DATA AT "CLEAR DESKTOP" WITHIN HORIZON WHERE IT IS STORED AND WHETHER THIS DATA HAS BEEN CHECKED. IF IT HAS BEEN CHECKED WHAT WAS THE DATA WHO CHECKED IT AND WHAT WAS THE OUTCOME.
8. COULD I ALSO HAVE A DETAILED BREAKDOWN OF WHAT IS CHECKED DURING A HORIZON SYSTEM CHECK. WHEN SYSTEM CHECKS HAVE BEEN DONE ON MACHINES IN THIS OFFICE WHO DID THE CHECKS AND WHAT WAS FOUND IN THE RESULTS OF THE TESTS. ALSO THE DATES AND TIMES OF THE CHECKS.
9. LIST OF BT LINE FAULTS SINCE 16th JAN 04 ON THIS PHONE LINE FROM 16th JAN 2004. ANY WORK REQUIRED AND REASON FOR WORK.
10. I WOULD ALSO LIKE TO KNOW IF THE COMPUTER SYSTEM HERE HAS BEEN OFF OVER THE PERIOD OF MY SUSPENSION. THE REASON FOR THEM BEING OFF. THE ACTIONS TAKEN INCLUDING A DETAILED LIST OF

ANY SOFTWARE OR HARDWARE REQUIRED
TO BRING THE SYSTEM ONLINE *
I HAVE VERBALLY ASKED FOR THE
INFORMATION AS PER PREVIOUS DISCUSSION. I
BELIEVE THAT ALL OF THIS INFORMATION IS
REQUIRED TO GIVE ME AN IDEAS OF HOW THE
SYSTEM WORKS AS I HAVE ASKED PREVIOUSLY
PLEASE PLEASE HELP ME TO HELP MYSELF I FEEL
COMPLETELY 'OUT OF THE LOOP' BUT I CAN'T
HELP TO UNRAVEL THIS.

LOOKING FORWARD TO YOUR
RESPONSE
YOURS FAITHFULLY

GRO

PLEASE SEND YOU ALSO SEND ME THE SOFTWARE
AND HARDWARE REQUIRED TO BRING THE SYSTEM ONLINE
AND CONFIRM. I AM SURE THIS WILL BE
HELPFUL TO ME I WOULD BE VERY GRATEFUL
IF YOU COULD HELP.