

Mr T. Strutt
Mount Pleasant Farm
Newton Nr Longnor Buxton
Derbyshire
SK17 ONF

5th September 2016

For the attention of Tim Strutt
Ref: Mast site at Mount Pleasant

Dear Mr Strutt,

I write to outline EE's concerns at the way in which the relationship with you, as our landlord at our site on Mount Pleasant, have been handled.

I want to apologise specifically for the mismanagement of access requests to your property and the resultant communication to customers in the local area as to the cause of their signal problems.

EE operates across more than 19,000 sites in the UK, through a combination of shared use and ownership, and at all times the relationships with those that provide the sites are highly valued.

As an operator, we cannot avoid the need to access masts at certain times, in order to carry out essential repairs, update equipment or add 4G. However, we aim to ensure those access arrangements are made with good notice and coordinated across any contracting companies that we use. In your case, this seems to have fallen short of our expectations and caused unnecessary and additional hassle. I apologise for this.

You will be aware that Simon Mitchell at MBNL has now agreed to coordinate future access arrangements with you. In addition, I am pleased to say that we are currently working with the Government on a new Code of Practice, which will underpin the regulatory regime that governs site provider and mobile network operator relationships.

Secondly, I wish to apologise for any information given to customers in the local area that suggested a lack of coverage was due to access issues with your property. Information has clearly been misinterpreted, leading our advisers to believe that the site provider was at fault for access issues. I understand now that is not the case and our advisers have been briefed accordingly.



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I hope you will view this letter as a genuine apology that goes some way to restoring your confidence in our ability and desire to maintain a good working relationship with you in the future.

I am copying this letter to your local MP Karen Bradley, who has also been involved in your case.

Yours sincerely,

Mansoor Hanif

Mansoor Hanif
Director of RAN



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