



From: S A. Professional Engineers
Sent: 06 September 2011 12:13 PM
To: 'Candice Jones'
Subject: FW: Cell C problematic mail sending via MWEB servers: 0845255896

From: William Steffen - MWEB [<mailto:wsteffen@mweb.com>]
Sent: 08 September 2011 05:41 PM
To: Michael
Subject: RE: Cell C problematic mail sending via MWEB servers: 0845255896

Hi there

I received feedback from someone by the name of Nico Kirsten. He did provide some insight into the setup on their side, but did not offer any real solutions. See the correspondence from him below and my response – I am still awaiting further feedback.

Kind Regards
Will

Hi Nico

Thanks for your response

Just to clarify my concern I understand that this traffic does not originate from one of your servers.

However what we noted is that the mail originating from this IP address seems to originate from multiple CellC subscribers and is being sent directly via MWEB's outbound mail servers. I assume that this is because these are customers that we share and they are making use of MWEB mailboxes and server settings (as with Mr Hosking). The problem comes in whereby we apply a rate limit on our servers of 400 messages per hour based on the originating IP, however the traffic from multiple CellC subscribers being aggregated by your NATing solution is regularly exceeding this limit which causes individual customers to have their mail rejected for exceeding the rate limit.

As we are not the only ISP who implement this type of rate limiting I would assume that this problem could be experienced in any scenario where CellC customers are utilizing an alternative smtp server. In my experience roving customers who use an ADSL connection at their home base and a 3G connection when on the move prefer to keep a single set of mail server settings so it is not realistic to ask these users to change the outbound mail server based on their network so ideally we need to work together to come up with a solution to this.

Can I suggest that you provide us with some telephonic contact details so that someone from our mail team can discuss this issue with you in a bit more detail and we can work together to find a solution?

Kind Regards

Will

From: Nico Kirsten [<mailto:NKirsten@cellc.co.za>]
Sent: 06 September 2011 02:09 PM
To: William Steffen - MWEB
Subject: RE: Cell C problematic mail sending via MWEB servers

Hi,

Your email has been forwarded to me and I would like to respond.
First of all, the IP address mentioned, (41.157.82.7) is not a server from CELL C, it comes directly from a 3G subscriber. We source NAT any outgoing SMTP traffic behind the range 41.157.82.0/24 to distinguish it from browsing traffic. If you see this range on your side, the only device it would have passed, is a firewall, but is basically directly from a subscriber. Our subscribers official MTA's are
41.48.9.21, 41.48.9.22, 41.157.66.21, 41.157.66.22, 41.50.9.21,22(future)

Our MTA's has some spam control and that will be the reason that spammers don't come right to send out 1000's of spam via our MTA's. Then they start sending it out directly from the pc's.

I will find out if there is any more controls that we can put on SMTP traffic which does not pass by our MTA's.

We cannot block it because there are legitimate subscribers which sends out via authenticated servers. Not sure if you allow it from this range or if you blocking it now.

Also we can assist with some tracing to your server if you provide some more details.

Regards,

Nico Kirsten
Email: nkirsten@084.co.za

From: William Steffen - MWEB [<mailto:wsteffen@mweb.com>]
Sent: 05 September 2011 09:22 AM
To: fmc@cellc.co.za; Sibusiso Mabanga
Cc: Michael; Pierre Le Roux - MWEB
Subject: Cell C problematic mail sending via MWEB servers: 0845255896

To whom it may concern

Herewith a summary of the problem:

When investigating the issue of our customers mail being rate limited by our SMPT servers we uncovered the following issue:

We noted that the emails being sent did not originate from the customers IP address, but rather from a common address on the CellC network, namely 41.157.82.7. Over the course of the time period we extracted logs for we noted somewhere in the region of 6000 emails originating from this IP address and a significant portion of the mail seemed to be registering as spam. Our assumption is that this address relates to

some type of transparent cache or aggregation point on the CellC network rather than a single user. This poses a problem in terms of the manner in which our spam filters and rate limiting operates and we will need to seek CellC's co-operation to come up with a suitable solution to the issue.

Further to this we also noted that our customer seemed to have problems initiating network traces to portions of MWEB's network and sending authenticated mail through an alternative server, which again indicated that there might be some type of aggregation technology affecting the connection.

On the trace that was provided me (below) I've also noted that the latency on portions of the path becomes very high, which is a cause of some concern and could indicate an underlying problem. Again we would need feedback from CellC on the matter.

I am copying in both the customer and the senior manager in our Technology division responsible for mail infrastructure on this communication. Please could you assist us with this matter, or provide us with the relevant contact points within CellC's NOC that we could take the matter further with.

Kind Regards

Will Steffen

Technical Manager

MWEB Customer Contact Centre

Phone: +2721 596 8300

Fax: +2721 596 8388

Email: wsteffen@mweb.com

Website: www.mweb.co.za

```
1  2 ms   1 ms   1 ms My.Zone [192.168.10.50]
2  *      *      *    Request timed out.
3  53 ms  58 ms  48 ms 41.48.23.25
4  280 ms 88 ms  88 ms 10.228.221.34
5 1258 ms 108 ms 59 ms 10.228.223.70
6  187 ms 1149 ms 38 ms 41.48.16.1
7  248 ms 69 ms 49 ms 41.48.0.3
8 1696 ms 2600 ms 1723 ms 41.48.253.33
9 1947 ms 88 ms 38 ms 41.160.113.25
10 72 ms 89 ms 99 ms 41.160.0.243
11 83 ms 69 ms 69 ms 41.164.0.242
12 327 ms 59 ms 59 ms mweb.cinx.net.za [196.223.22.32]
13 66 ms 58 ms 59 ms GigabitEthernet1-0-1.cpt-ipc-1.mweb.co.za
   .178.134]
14 107 ms 59 ms 79 ms Vlan11.cpt-hscore-1.mweb.co.za [196.28.178
15 75 ms 58 ms 449 ms 196-28-178-34.adsl.mweb.co.za [196.28.178.
16 *      *      *    Request timed out.
17 *      *      *    Request timed out.
18 *      *      *    Request timed out.
19 *      *      *    Request timed out.
20 *      *      *    Request timed out.
21 *      *      *    Request timed out.
22 *      *      *    Request timed out.
23 *      *      *    Request timed out.
24 *      *      *
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From: Professional Engineers Africa
Sent: 14 November 2011 10:16 AM
To: nkirsten@cellc.co.za
Subject: 60 GB Data card and Cell C Router

Hi Niko,

We have a 60GB Data Sim card and a Cell C Router. The Card number is 084 525 5896. We have a major Problem in that we think either the settings are incorrect or Cell C is switching capacity at certain hours which cuts our service.(are you using Vodacom)

We still have the unresolved problem with MWeb, but we have terminated that service after 14 years and that is another story.

We also at the time of purchase Changed our wireless net Work Name from NetCommMyZone to HoskingWireless and Gave a new Security Key of our own. 10 days ago Cell C and it could only be Cell C changed it back to NetCommMyZone and gave it the Security key "password" WHY ?

From the pictures you can see the problem, and we have it also confirmed that capacity is being Switched. If you look at the dates on the picture is says that it is 1980 and gives an IP address of 197.168.248.224 and mnet0.

Your call centre agents don't understand technical problems and the first Question they ask is " Is the Router plugged in and is the Computer on. Our internet or network is being switched from Nonetwork access to No Network .

I cannot call you as your calls are blocked at your switch Board.

Please give me a Call by return as it is now a major problem.

Many thanks,

M DH

From: Nico Kirsten [mailto:NKirsten@cellc.co.za]
Sent: 14 November 2011 12:31 PM
To: Professional Engineers Africa
Subject: RE: 60 GB Data card and Cell C Router

Hi,

We also at the time of purchase Changed our wireless net Work Name from NetCommMyZone to HoskingWireless and Gave a new Security Key of our own. 10 days ago Cell C and it could only be Cell C changed it back to NetCommMyZone and gave it the Security key "password" WHY ? .. If you look at the dates on the picture is says that it is 1980

[This is quite a bold accusation. I cannot find any reason why CELL C would want to do this, and CELL C do not have access to personal routers.](#)

To me it looks like the router went back to its default settings. It could be that the router corrupt the area where it saves it custom settings. The date changing also points to that. if the problem persists, and the unit is still under warranty I suggest to return it to have it checked.

From the pictures you can see the problem, and we have it also confirmed that capacity is being Switched.

Please explain what you mean with this?

... and gives an IP address of 197.168.248.224 and mnet0.

That IP address is from the CELL C pool of addresses and is assigned by our DHCP server to the router. mnet0 is the built-in interface of the router.

Regards,

Nico Kirsten

Email: nkirsten@084.co.za

From: Professional Engineers Africa]
Sent: 15 November 2011 07:54 AM
To: NKirsten@cellc.co.za; nkirsten@084.co.za
Cc: listing@nameandshame.biz;
Subject: Re: 60 GB Data card and Cell C Router

Hi Nico,

Our Complaint and your reply. I don't want to debate your reply at this stage (we have inside information) but we have had a fair to good connection up to 07:30 this morning. At 07:30 the Internet connection was cut as it is everyday.

You need to look at this as a learning exercise because it is clear that the capacity is being switched, because the Router cannot "go wrong" every day at the same time and correct itself later in the day.

This email is being sent by Vodacom 3G.

Regards,

From: Professional Engineers Africa
Sent: 15 November 2011 09:30 AM
To: nkirsten@cellc.co.za
Subject: Re: 60 GB Data card and Cell C Router

Hi Niko,

It has just connected again. ie 09:30. So for two hours there was no internet connection, and without doing anything it is switched on again ay 09:30. this is everyday, and there are other times bit we are tracking it now,

Regards.

Michael

From: Professional Engineers Africa
Sent: 18 November 2011 09:35 AM
To: nkirsten@cellc.co.za
Cc: listing@nameandshame.biz; nkirsten@084.co.za; legal@nameandshame.biz
Subject: Re: 60 GB Data card and Cell C Router

Hi Niko,

You don't respond to our emails and when you do it is with abrupt answers which don't answer the question or sort out the problem.

We have a major problem with the 60GB data Card and the Router.
All Indications and we are sure that the problem is with Cell C .
You are switching or " load shedding capacity"
We already have proof that you are " bunching data emails etc " from MTN, Vodacom and MWEB

We need to have the router and data card inspected today by a technical person by appointment as your call centre staff do not understand the problem.

I need you to arrange which such a person this meeting and for you to give me a contactable telephone which is answered and not a voice mail. If the Router is faulty it needs to be replaced immediately, as we cannot go on like this.

Please respond by return,

Regards,

From: Professional Engineers Africa
Sent: 18 November 2011 01:14 PM
To: nkirsten@cellc.co.za
Cc: listing@nameandshame.biz; nkirsten@084.co.za; legal@nameandshame.biz
Subject: Re: 60 GB Data card and Cell C Router

Hi Niko,

It seems clear that you have no intention of sorting out the problem. We have also listed the complaint on www.hellopeter.com and see that there are 28,000 complaints against Cell C.

Unless we have big action from you within the Hour, we will ask name and shame to publish the entire matter on their web site with full graphic details, and the full story.

Regards,

Michael

----- Forwarded message -----

From: **Professional Engineers Africa**

Date: Fri, Nov 18, 2011 at 1:14 PM

Subject: Re: 60 GB Data card and Cell C Router

To: nkirsten@cellc.co.za

Cc: listing@nameandshame.biz, nkirsten@084.co.za, legal@nameandshame.biz

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Regards,

Michael

.

From: Professional Engineers Africa

Sent: 21 November 2011 09:31 AM

To: ceo@cellc.co.za

Subject: Fwd: 60 GB Data card and Cell C Router

----- Forwarded message -----

From: **Professional Engineers Africa**

Date: Mon, Nov 21, 2011 at 9:28 AM

Subject: Fwd: 60 GB Data card and Cell C Router

To: mikehoskingesq@gmail.com

----- Forwarded message -----

From: **Professional Engineers Africa**

Date: Fri, Nov 18, 2011 at 1:14 PM

Subject: Re: 60 GB Data card and Cell C Router

To: nkirsten@cellc.co.za

Cc: listing@nameandshame.biz, nkirsten@084.co.za, legal@nameandshame.biz

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Regards,

Michael

.

From: Professional Engineers Africa
Sent: 24 November 2011 10:44 AM
To: ceo@cellc.co.za; listing@nameandshame.biz; legal@nameandshame.biz
Subject: Re: 60 GB Data card and Cell C Router

THE BALLS UP CONTINUES WE HAVE BEEN MADE PROMISES ETC EVEN HAVE A REF NO 1491677 and have been made promises from Kitesh that somebody would contact and visit on Tuesday. But nothing.

Please reply by return,

Michael

On Mon, Nov 21, 2011 at 9:30 AM, Professional Engineers Africa

----- Forwarded message -----

From: Professional Engineers Africa >
Date: Mon, Nov 21, 2011 at 9:28 AM
Subject: Fwd: 60 GB Data card and Cell C Router
To:

----- Forwarded message -----

From: Professional Engineers Africa
Date: Fri, Nov 18, 2011 at 1:14 PM
Subject: Re: 60 GB Data card and Cell C Router
To: nkirsten@cellc.co.za
Cc: listing@nameandshame.biz, nkirsten@084.co.za, legal@nameandshame.biz

Hi Niko,

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Regards,

Michael

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From: Professional Engineers Africa
Sent: 28 November 2011 08:34 AM
To: ceo@cellc.co.za; listing@nameandshame.biz; legal@nameandshame.biz
Subject: Re: 60 GB Data card and Cell C Router

WHEN ARE YOU GOING TO SORT OUT THE PROBLEM WITH OUR DATA CARD.

Sent via vodacom data card as Cell C card stopped working at 08:15 hr when you started Data Shedding.

On Thu, Nov 24, 2011 at 10:43 AM, Professional Engineers Africa

> wrote:

THE BALLS UP CONTINUES WE HAVE BEEN MADE PROMISES ETC EVEN HAVE A REF NO 1491677 and have been made promises from Kitesh that somebody would contact and visit on Tuesday. But nothing.

Please reply by return,

Michael

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To:

----- Forwarded message -----

From: Professional Engineers Africa
Date: Fri, Nov 18, 2011 at 1:14 PM
Subject: Re: 60 GB Data card and Cell C Router
To: nkirsten@cellc.co.za
Cc: listing@nameandshame.biz, nkirsten@084.co.za, legal@nameandshame.biz

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Regards,

Michael

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From: Professional Engineers Africa
Sent: 28 November 2011 09:36 AM
To: ceo@cellc.co.za; listing@nameandshame.biz; legal@nameandshame.biz
Subject: Re: 60 GB Data card and Cell C Router

PLEASE CALL US AND SORT OUT THE PROBLEM

On Mon, Nov 28, 2011 at 8:34 AM, Professional Engineers Africa wrote:

WHEN ARE YOU GOING TO SORT OUT THE PROBLEM WITH OUR DATA CARD.

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Date: Fri, Nov 18, 2011 at 1:14 PM
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To: nkirsten@cellc.co.za
Cc: listing@nameandshame.biz, nkirsten@084.co.za, legal@nameandshame.biz

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Regards,

Michael

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We already have proof that you are " bunching data emails etc " from MTN, Vodacom and MWEB

We need to have the router and data card inspected today by a technical person by appointment as your call centre staff do not understand the problem.

I need you to arrange which such a person this meeting and for you to give me a contactable telephone which is answered and not a voice mail. If the Router is faulty it needs to be replaced immediately, as we cannot go on like this.

Please respond by return,

Regards,

Michael (sent with a Vodacom 3G as the Cell C one with full signal does not work)

On Tue, Nov 15, 2011 at 9:29 AM, Professional Engineers Africa wrote:

Hi Niko,

It has just connected again. ie 09:30. So for two hours there was no internet connection, and without doing anything it is switched on again ay 09:30. this is everyday, and there are other times bit we are tracking it now,

Regards.

Michael

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I cannot call you as your calls are blocked at your switch Board.

Please give me a Call by return as it is now a major problem.

Many thanks,

Michael Hosking

From: Professional Engineers Africa
Sent: 07 December 2011 09:22 AM
To: ceo@cellc.co.za
Cc: tmonama@cellc.co.za
Subject: Your Service Att: Mr Simon Duffy

Att : Mr Simon Duffy only

If you receive this email, please pass it on to Simon Duffy and don't respond to it if you are a Call centre agent

The 8 week Joke is over. We need an urgent meeting with you to discuss the problem. We have done all your call centres and are appalled by the Cell C service. Thousands of people are affected by this.

Please contact me to arrange a meeting,

Regards,

From: Professional Engineers Africa **Sent:** 07 December 2011 01:29 PM
To: ceo@cellc.co.za
Cc: tmonama@cellc.co.za
Subject: Re: Your Service Att: Mr Simon Duffy

Can we have a reply please.

On Wed, Dec 7, 2011 at 9:22 AM, Professional Engineers Africa

Att : Mr Simon Duffy only

If you receive this email, please pass it on to Simon Duffy and don't respond to it if you are a Call centre agent

The 8 week Joke is over. We need an urgent meeting with you to discuss the problem. We have done all your call centres and are appalled by the Cell C service. Thousands of people are affected by this.

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From: Professional Engineers Africa
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To: ceo@cellc.co.za
Cc: tmonama@cellc.co.za
Subject: Re: Your Service Att: Mr Simon Duffy

PLEASE REPLY TO OUR EMAIL

On Wed, Dec 7, 2011 at 9:22 AM, Professional Engineers Africa <profengsa@gmail.com> wrote:

Att : Mr Simon Duffy only

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The 8 week Joke is over. We need an urgent meeting with you to discuss the problem. We have done all your call centres and are appalled by the Cell C service. Thousands of people are affected by this. Please contact me to arrange a meeting,
Regards,

-----Original Message-----

From: CEO [mailto:CEO@cellc.co.za]
Sent: 09 December 2011 07:43 PM
To: Professional Engineers Africa
Cc: Phyllis Swanepoel
Subject: Re: Your Service Att: Mr Simon Duffy

Good day

Kindly note that Simon Duffy is not in the country.
I have forwarded your email onto our CCO, Mr Flormann.

Phyllis, kindly contact the client to assist with the below email.

Kind Regards
Tracy Dardis

From: Professional Engineers Africa
Sent: 12 December 2011 07:24 AM
To: michael@hosking.mobi
Subject: Fwd: Your Service Att: Mr Simon Duffy

----- Forwarded message -----

From: CEO <CEO@cellc.co.za>
Date: Fri, Dec 9, 2011 at 7:43 PM
Subject: Re: Your Service Att: Mr Simon Duffy
To: Professional Engineers Africa
Cc: Phyllis Swanepoel <PSwanepoel@cellc.co.za>

Good day

Kindly note that Simon Duffy is not in the country.
I have forwarded your email onto our CCO, Mr Flormann.

Phyllis, kindly contact the client to assist with the below email.

Kind Regards
Tracy Dardis

From: Professional Engineers Africa
Date: Wed, 7 Dec 2011 20:28:27 +0200
To: Tracy Dardis <CEO@cellc.co.za<mailto:CEO@cellc.co.za>>
Cc: Thuto Monama <tmonama@cellc.co.za<mailto:tmonama@cellc.co.za>>
Subject: Re: Your Service Att: Mr Simon Duffy

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Please contact me to arrange a meeting,

Regards,

-----Original Message-----

From: Clint Payne [mailto:CPayne@cellc.co.za]

Sent: 12 December 2011 10:09 AM

To: profengsa@gmail.com

Subject: Update on Data Problem

Hi Michael

I'm not able to reach you by telephone as promised. Wanted to let you know that I have spoken to Quentin and he is getting me the latest update on your problem. He was aware of it the moment I mentioned it.

He also mentioned interference and will confirm today what the team has been working on. He also explained that sometimes these issues are not quickly resolved as they require third parties.

As soon as I have an update, I will try and call or send a follow up email

Regards
Clint

Disclaimer: http://www.cellc.co.za/downloads/get_dl/Email_legal_notice.pdf

From: Professional Engineers Africa

Sent: 22 December 2011 02:18 PM

To: Clint Payne

Cc: ceo@cellc.co.za

Subject: Re: Update on Data Problem

We have had no internet for the last 36 hours.

On Mon, Dec 12, 2011 at 10:09 AM, Clint Payne <CPayne@cellc.co.za> wrote:
Hi Michael

I'm not able to reach you by telephone as promised. Wanted to let you know that I have spoken to Quentin and he is getting me the latest update on your problem. He was aware of it the moment I mentioned it.

He also mentioned interference and will confirm today what the team has been working on. He also explained that sometimes these issues are not quickly resolved as they require third parties.

As soon as I have an update, I will try and call or send a follow up email

Regards
Clint

Disclaimer: http://www.cellc.co.za/downloads/get_dl/Email_legal_notice.pdf

From: Professional Engineers Africa **Sent:** 22 December 2011 02:22 PM
To: PSwanepoel@cellc.co.za
Cc: ceo@cellc.co.za; legal@nameandshame.biz
Subject: Re: Your Service Att: Mr Simon Duffy

We have had no service for the last 36 hours, and Cell C don't care a stuff !

On Mon, Dec 12, 2011 at 7:23 AM, Professional Engineers Africa

----- Forwarded message -----

From: **CEO** <CEO@cellc.co.za>
Date: Fri, Dec 9, 2011 at 7:43 PM
Subject: Re: Your Service Att: Mr Simon Duffy
To: Professional Engineers Africa
Cc: Phyllis Swanepoel <PSwanepoel@cellc.co.za>

Good day

Kindly note that Simon Duffy is not in the country.
I have forwarded your email onto our CCO, Mr Flormann.

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Kind Regards
Tracy Dardis

From: Professional Engineers Africa Date: Wed, 7 Dec 2011 20:28:27 +0200

To: Tracy Dardis <CEO@cellc.co.za<mailto:CEO@cellc.co.za>>
Cc: Thuto Monama <tmonama@cellc.co.za<mailto:tmonama@cellc.co.za>>
Subject: Re: Your Service Att: Mr Simon Duffy

PLEASE REPLY TO OUR EMAIL

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have done all your call centres and are appalled by the Cell C service.
Thousands of people are affected by this.

Please contact me to arrange a meeting,

Regards,

-----Original Message-----

From: Phyllis Swanepoel [mailto:PSwanepoel@cellc.co.za]
Sent: 22 December 2011 02:22 PM
To: Professional Engineers Africa
Subject: Automatic reply: Your Service Att: Mr Simon Duffy

Kindly note that I am away from the office with no access to my emails, I will
only be able to revert back to you in the New Year. Regards, Phyllis Swanepoel
Disclaimer: http://www.cellc.co.za/downloads/get_dl/Email_legal_notice.pdf

From: Professional Engineers Africa
Sent: 28 December 2011 04:15 PM
To: ceo@cellc.co.za
Cc: PSwanepoel@cellc.co.za; legal@nameandshame.biz; listing@nameandshame.biz; **Subject:** Re:
Your Service Att: Mr Simon Duffy

MR SIMON DUFFY,

WE HAVE TO STOP THE RUBBISH FROM CELL C INTO THE RIVONIA AREA.

WE NEED A URGENT MEETING WITH SIMON DUFFY,

WE NEED THE SYSTEM RESTORED.
WE NEED MONEY ON THE TABLE FOR THE PROBLEMS YOU HAVE CAUSED US
IN THE LAST 3 MONTHS.

PLEASE BE AVAILABLE AT 10:00AM TOMORROW FOR A MEETING.

PLEASE CONFIRM BY RETURN.

On Wed, Dec 7, 2011 at 9:22 AM, Professional Engineers Africa > wrote:

Att : Mr Simon Duffy only

If you receive this email, please pass it on to Simon Duffy and don't respond to it if you are a Call centre agent

The 8 week Joke is over. We need an urgent meeting with you to discuss the problem. We have done all your call centres and are appalled by the Cell C service. Thousands of people are affected by this.

Please contact me to arrange a meeting,

Regards,

--

From: Professional Engineers
Sent: 29 December 2011 08:42 AM
To: ceo@cellc.co.za; PSwanepoel@cellc.co.za
Subject: Fwd: Your Service Att: Mr Simon Duffy

PLEASE ADVISE ME OF THE ADDRESS OF Mr SIMON DUFFY in RIVONIA ROAD

--- Forwarded message -----

From: Professional Engineers Africa >
Date: Wed, Dec 28, 2011 at 4:15 PM
Subject: Re: Your Service Att: Mr Simon Duffy
To: ceo@cellc.co.za
Cc: PSwanepoel@cellc.co.za, legal@nameandshame.biz, listing@nameandshame.biz, "De Necker, S. (Sean)" <SeanDe@nedbank.co.za>

MR SIMON DUFFY,

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Date: Wed, Dec 28, 2011 at 4:15 PM

Subject: Re: Your Service Att: Mr Simon Duffy

To: ceo@cellc.co.za

Cc: PSwanepoel@cellc.co.za, legal@nameandshame.biz, listing@nameandshame.biz,

From: Professional Engineers Africa
Sent: 29 December 2011 09:19 AM
To: ceo@cellc.co.za; PSwanepoel@cellc.co.za; CPayne@cellc.co.za
Subject: Fwd: Your Service Att: Mr Simon Duffy

PLEASE REPLY NOW!!!!!!!!!!!!!!!!!!!!!!

----- Forwarded message -----

From: Professional Engineers Africa <
Date: Thu, Dec 29, 2011 at 8:41 AM
Subject: Fwd: Your Service Att: Mr Simon Duffy
To: ceo@cellc.co.za, PSwanepoel@cellc.co.za

PLEASE ADVISE ME OF THE ADDRESS OF SIMON DUFFY in RIVONIA ROAD

--- Forwarded message -----

From: Professional Engineers Africa
Date: Wed, Dec 28, 2011 at 4:15 PM
Subject: Re: Your Service Att: Mr Simon Duffy
To: ceo@cellc.co.za
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PLEASE BE AVAILABLE AT 10:00AM TOMORROW FOR A MEETING.

PLEASE CONFIRM BY RETURN.

Michael D. Hosking

On Wed, Dec 7, 2011 at 9:22 AM, Professional Engineers Africa <profengsa@gmail.com> wrote:

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The 8 week Joke is over. We need an urgent meeting with you to discuss the problem. We have done all your call centres and are appalled by the Cell C service. Thousands of people are affected by this.

Please contact me to arrange a meeting,

Regards,

From: S A.Professional Engineers
Sent: 31 December 2011 09:11 AM
To: 'ceo@cellc.co.za'
Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject:

Att Mr Simon Duffy.

No Internet again today.

-----Original Message-----

From: Nico Kirsten [mailto:NKirsten@cellc.co.za]
Sent: 31 December 2011 09:12 AM
To: S A.Professional Engineers
Subject: Automatic reply:

I am out of office and will return on 9 January, please contact the VAS group du-dzz_vas@cellc.co.za for assistance.

Regards,

Nico.

Disclaimer: http://www.cellc.co.za/downloads/get_dl/Email_legal_notice.pdf

From: S A.Professional Engineers
Sent: 04 January 2012 07:48 AM
To: 'ceo@cellc.co.za'
Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz';

'Legal@NameAndShame.biz'

Subject: RE: Your service

Mr Simon Duffy,

**Will you please reply to my emails
going back for the last 3 months**

From: S A.Professional Engineers

Sent: 31 December 2011 09:11 AM

To: 'ceo@cellc.co.za'

Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz';
'Legal@NameAndShame.biz'

Subject:

Att Mr Simon Duffy.

No Internet again today.

=====

From: S A.Professional Engineers

Sent: 04 January 2012 02:41 PM

To: 'ceo@cellc.co.za'

Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz';
'Legal@NameAndShame.biz'

Subject: RE:

From: S A.Professional Engineers

Sent: 31 December 2011 09:11 AM

To: 'ceo@cellc.co.za'

Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz';
'Legal@NameAndShame.biz'

Subject:

Att Mr Simon Duffy.

No Internet again today.

From: S A.Professional Engineers
Sent: 05 January 2012 09:42 AM
To: 'S A.Professional Engineers'; ceo@cellc.co.za
Cc: ceo@cellc.co.za; PSwanepoel@cellc.co.za; 'Nico Kirsten'; listing@nameandshame.biz; Legal@NameAndShame.biz; nicola@itweb.co.za
Subject: RE: Your service

Mr Simon Duffy, PLEASE

From: S A.Professional Engineers
Sent: 05 January 2012 07:36 AM
To: 'ceo@cellc.co.za'
Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'; 'nicola@itweb.co.za'
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**Will you please reply to my emails
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What kind of rubbish company are
you?**

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Subject:

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To: 'S A.Professional Engineers'; ceo@cellc.co.za
Cc: ceo@cellc.co.za; PSwanepoel@cellc.co.za; 'Nico Kirsten'; listing@nameandshame.biz; Legal@NameAndShame.biz; nicola@itweb.co.za
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'Legal@NameAndShame.biz'
Subject:

**Att Mr Simon Duffy.
No Internet again today.**

-----Original Message-----

From: Clint Payne [mailto:CPayne@cellc.co.za]
Sent: 06 January 2012 10:42 AM
To: S A.Professional Engineers
Subject: Automatic reply: Your service

I'm no longer at Cell C and not available at this email address anymore. If your email is personal, please forward it on to my personal email address.

Happy New Year
Regards
Clint

Disclaimer: http://www.cellc.co.za/downloads/get_dl/Email_legal_notice.pdf

-----Original Message-----

From: Candice Jones [mailto:Candice.Jones@cellc.co.za]
Sent: 06 January 2012 10:57 AM
To: profengsa@gmail.com
Subject: Your query

Hi Michael

It has come to my attention that you are trying to get in contact with someone at Cell C regarding a problem you are having. Please could you let me know what your issue is so that I could try and help you with it.

Kind regards
Candice Jones

Disclaimer: http://www.cellc.co.za/downloads/get_dl/Email_legal_notice.pdf

From: S A.Professional Engineers
Sent: 05 January 2012 07:36 AM
To: 'ceo@cellc.co.za'
Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'; 'nicola@itweb.co.za'
Subject: RE: Your service

Mr Simon Duffy,

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From: S A.Professional Engineers
Sent: 04 January 2012 07:48 AM
To: 'ceo@cellc.co.za'
Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
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Sent: 31 December 2011 09:11 AM
To: 'ceo@cellc.co.za'
Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject:

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'Legal@NameAndShame.biz'
Subject:

Att Mr Simon Duffy.

No Internet again today.

From: S A.Professional Engineers
Sent: 06 January 2012 08:18 AM
To: 'ceo@cellc.co.za'
Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'; 'nicola@itweb.co.za'
Subject: RE: Your service

Mr Simon Duffy, PLEASE WHAT KIND OF CEO ARE YOU ?

From: S A.Professional **Engineers**
Sent: 05 January 2012 02:14 PM
To: 'S A.Professional Engineers'; 'ceo@cellc.co.za'
Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'; 'nicola@itweb.co.za'
Subject: RE: Your service

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Subject:

Att Mr Simon Duffy.

No Internet again today.

From: S A.Professional *Engineers*]
Sent: 06 January 2012 10:40 AM
To: 'ceo@cellc.co.za'; 'CPayne@cellc.co.za'
Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'; 'nicola@itweb.co.za'
Subject: RE: Your service

**Mr Simon Duffy, PICTURE FROM
10:28.**

**PLEASE WHAT KIND OF CEO
ARE YOU ? Do you not care about
your Company?**

From: S A.Professional Engineers
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Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz';
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From: S A.Professional Engineers
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'Legal@NameAndShame.biz'
Subject:

Att Mr Simon Duffy.

No Internet again today.

-----Original Message-----

From: S A.Professional Engineers [mailto:profengsa@gmail.com]
Sent: 06 January 2012 11:24 AM
To: 'Candice Jones'
Subject: RE: Your query

IT Has gone on for for 4 months. Phone me on 0110500540

From: S A.Professional Engineers [mailto:profengsa@gmail.com]
Sent: 06 January 2012 11:50 AM
To: 'Candice Jones'
Subject: FW: Your service

From: S A.Professional Engineers[
Sent: 06 January 2012 10:40 AM
To: 'ceo@cellc.co.za'; 'CPayne@cellc.co.za'
Cc: 'ceo@cellc.co.za'; 'PSwanepoel@cellc.co.za'; 'Nico Kirsten'; 'listing@nameandshame.biz';
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Subject: RE: Your service

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Subject:

Att Mr Simon Duffy.

No Internet again today.

-----Original Message-----

From: Candice Jones [mailto:Candice.Jones@cellc.co.za]
Sent: 09 January 2012 09:13 AM
To: S A.Professional Engineers
Subject: Update

Hi Michael

I just wanted to give you an update as to where we are at the moment. I have been in contact with the majority of the people you have been in contact with. I have arranged a meeting to discuss the way forward with your issue, but the soonest I can get everyone into the same room will be the middle of the week. I will be tracking the issue today with several of the technical guys and see

if they have any suggested resolutions, so with any luck your query will be resolved soon.

Kind regards

Candice

084 777 0996

Disclaimer: http://www.cellc.co.za/downloads/get_dl/Email_legal_notice.pdf

-----Original Message-----

From: CEO [mailto:CEO@cellc.co.za]

Sent: 09 January 2012 09:58 AM

To: S A.Professional Engineers

Subject: Re: Your service

Good day

Thank you for your email.

On behalf of Cell C, I apologize for the service you have received. I have sent your emails to our Executive Head of Operations and his team as well as the Customer Liaison Officer within the CEO office to assist.

I will be keeping in contact to ensure the issue is sorted, I have tasked my team to set up a meeting with yourself at your premises to assess the issue and revert with a solution.

Kind Regards

CEO office

-----Original Message-----

From: S A.Professional Engineers

Sent: 09 January 2012 10:16 AM

To: 'CEO'

Cc: 'Candice Jones'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'

Subject: RE: Your service

Why don't you put some names of people and sign your name and give Telephone numbers on your emails.

What are you hiding from?

We have had this kind of email for the last 3 months with no service at all.

-----Original Message-----

From: S A.Professional Engineers

Sent: 09 January 2012 10:31 AM

To: 'nicola@itweb.co.za'

Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'

Subject: FW: Your service

-----Original Message-----

From: S A.Professional Engineers

To: 'CEO'

Cc: 'Candice Jones'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Your service

Why don't you put some names of people and sign your name and give Telephone numbers on your emails.
What are you hiding from?

We have had this kind of email for the last 3 months with no service at all.

-----Original Message-----

From: CEO [<mailto:CEO@cellc.co.za>]
Sent: 09 January 2012 09:58 AM
To: S A.Professional Engineers
Subject: Re: Your service

Good day

Thank you for your email.

On behalf of Cell C, I apologize for the service you have received. I have sent your emails to our Executive Head of Operations and his team as well as the Customer Liaison Officer within the CEO office to assist.

I will be keeping in contact to ensure the issue is sorted, I have tasked my team to set up a meeting with yourself at your premises to assess the issue and revert with a solution.

Kind Regards
CEO office

>-----Original Message-----

>From: CEO [<mailto:CEO@cellc.co.za>]
>Sent: 09 January 2012 09:58 AM
>To: S A.Professional Engineers
>Subject: Re: Your service

-----Original Message-----

From: S A.Professional Engineers
Sent: 09 January 2012 10:38 AM
To: 'CEO'
Cc: 'nicola@itweb.co.za'; 'listing@nameandshame.biz';
'Legal@NameAndShame.biz'; 'Candice Jones'
Subject: RE: Your service

Who is Thuto and what is his position at Cell C?

Lets have the names of the Executive Head of Operations and his team

Lets have the name of the Customer Liaison Officer

Many Thanks,

-----Original Message-----

From: CEO [<mailto:CEO@cellc.co.za>]
Sent: 09 January 2012 10:33 AM
To: S A.Professional Engineers
Subject: Re: Your service

Michael,

Thuto can be contacted on 011 324 4234

On 2012/01/09 10:16 AM, "S A.Professional Engineers"

>Why don't you put some names of people and sign your name and give
>Telephone numbers on your emails.
>What are you hiding from?
>
>We have had this kind of email for the last 3 months with no service at
>all.
>
>

-----Original Message-----

From: Candice Jones [<mailto:Candice.Jones@cellc.co.za>]
Sent: 09 January 2012 10:46 AM
To: S A.Professional Engineers
Subject: Re: Your service

Hi Michael

These guys are part of the escalations team in the CEOs office. I have gone over their heads on your issue. So hang in there. I am trying to set up that meeting.

Thanks
Candice

On 2012/01/09 10:38 AM, "S A.Professional Engineers"

>Who is Thuto and what is his position at Cell C?
>

-----Original Message-----

From: CEO [<mailto:CEO@cellc.co.za>]
Sent: 09 January 2012 10:50 AM
To: S A.Professional Engineers
Subject: Re: Your service

Thuto is the Customer Liaison Officer whom will facilitate all.

On 2012/01/09 10:38 AM, "S A.Professional Engineers" wrote:

>Who is Thuto and what is his position at Cell C?
>
>
>Lets have the names of the Executive Head of Operations and his team
>
>Lets have the name of the Customer Liaison Officer
>
>
>Many Thanks,
>
>
>
>-----Original Message-----
>From: CEO [<mailto:CEO@cellc.co.za>]
>Sent: 09 January 2012 10:33 AM
>To: S A.Professional Engineers
>Subject: Re: Your service
>
>Michael,
>
>Thuto can be contacted on 011 324 4234
>
>On 2012/01/09 10:16 AM, "S A.Professional Engineers"
>
>>Why don't you put some names of people and sign your name and give
>>Telephone numbers on your emails.
>>What are you hiding from?
>>
>>We have had this kind of

-----Original Message-----
From: S A.Professional Engineers
Sent: 09 January 2012 11:51 AM
To: 'Candice Jones'; 'CEO'
Cc: 'nicola@itweb.co.za'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Your service

Signal Strength : EXCELLENT

No Internet Access
11:17 09/01/2012

-----Original Message-----
From: Candice Jones [<mailto:Candice.Jones@cellc.co.za>]
Sent: 09 January 2012 10:46 AM
To: S A.Professional Engineers
Subject: Re: Your service

Hi Michael

These guys are part of the escalations team in the CEOs office. I have gone over their heads on your issue. So hang in there. I am trying to set up that meeting.

Thanks
Candice

On 2012/01/09 10:38 AM, "S A.Professional Engineers" <

-----Original Message-----

From: S A.Professional Engineers
Sent: 09 January 2012 06:23 PM
To: 'Candice Jones'; 'CEO'; 'nicola@itweb.co.za'
Cc: 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: Your service

Signal Strength : EXCELLENT

No Internet Access
06:10 pm 09/01/2012

-----Original Message-----

From: S A.Professional Engineers
Sent: 09 January 2012 11:51 AM
To: 'Candice Jones'; 'CEO'
Cc: 'nicola@itweb.co.za'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Your service

Signal Strength : EXCELLENT

No Internet Access
11:17 09/01/2012

-----Original Message-----

From: S A.Professional Engineers
Sent: 09 January 2012 06:23 PM
To: 'Candice Jones'; 'CEO'; 'nicola@itweb.co.za'
Cc: 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: Your service

Signal Strength : EXCELLENT

No Internet Access
06:10 pm 09/01/2012

-----Original Message-----

From: S A.Professional Engineers

Sent: 09 January 2012 11:51 AM

To: 'Candice Jones'; 'CEO'

Cc: 'nicola@itweb.co.za'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'

Subject: RE: Your service

Signal Strength : EXCELLENT

No Internet Access

11:17 09/01/2012

-----Original Message-----

From: Candice Jones [<mailto:Candice.Jones@cellc.co.za>]

Sent: 09 January 2012 10:46 AM

To: S A.Professional Engineers

Subject: Re: Your service

Hi Michael

These guys are part of the escalations team in the CEOs office. I have gone over their heads on your issue. So hang in there. I am trying to set up that meeting.

Thanks

Candice

On 2012/01/09 10:38 AM, "S A.Professional Engineers"

>Who is Thuto and what is his position at Cell C?

>

>

>Lets have the names of the Executive Head of Operations and his team

>

>Lets have the name of the Customer Liaison Officer

>

>

>Many Thanks,

>

>

>

>-----Original Message-----

>From: CEO [<mailto:CEO@cellc.co.za>]

>Sent: 09 January 2012 10:33 AM

>To: S A.Professional Engineers

>Subject: Re: Your service

>

>Michael,

-----Original Message-----

From: S A.Professional Engineers [mailto:profengsa@gmail.com]
Sent: 10 January 2012 01:43 PM
To: 'CEO'
Cc: 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Your service

Hi Candice,

What is happening with the meeting with Simon Duffy ?

Regards,

Michael

-----Original Message-----

From: CEO [mailto:CEO@cellc.co.za]
Sent: 09 January 2012 10:50 AM
To: S A.Professional Engineers
Subject: Re: Your service

Thuto is the Customer Liaison Officer whom will facilitate all.

On 2012/01/09 10:38 AM, "S A.Professional Engineers"

>Who is Thuto and what is his position at Cell C?

>

>

>Lets have the names of the Executive Head of Operations and his team

>

>Lets have the name of the Customer Liaison Officer

>

>

>Many Thanks,

>

>

>

>-----Original Message-----

>From: CEO [mailto:CEO@cellc.co.za]
>Sent: 09 January 2012 10:33 AM
>To: S A.Professional Engineers
>Subject: Re: Your service

>

>Michael,

>

>Thuto can be contacted on 011 324 4234

>

>On 2012/01/09 10:16 AM, "S A.Professional Engineers"

>

>>Why don't you put some names of people and sign your name and give

>>Telephone numbers on your emails.

>>What are you hiding from?

>>-----Original Message-----

>>From: CEO [<mailto:CEO@cellc.co.za>]

>>Sent: 09 January 2012 09:58 AM

>>To: S A.Professional Engineers

>>Subject: Re: Your service

>>

>>Good day

>>

>>Thank you for your email.

>>On behalf of Cell C, I apologize for the service you have received. I

>>have sent your emails to our Executive Head of Operations and his team

>>as well as the Customer Liaison Officer within the CEO office to

>>assist.

>>I will be keeping in contact to ensure the issue is sorted, I have

>>tasked my team to set up a meeting with yourself at your premises to

>>assess the issue and revert with a solution.

>>

>>Kind Regards

>>CEO office

"

-----Original Message-----

From: S A.Professional Engineers]

Sent: 10 January 2012 01:43 PM

To: 'Candice Jones'

Subject: FW: Your service

-----Original Message-----

From: S A.Professional Engineers

Sent: 10 January 2012 01:43 PM

To: 'CEO'

Cc: 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'

Subject: RE: Your service

Hi Candice,

What is happening with the meeting with Simon Duffy ?

Regards,

Michael

-----Original Message-----

From: Candice Jones [<mailto:Candice.Jones@cellc.co.za>]

Sent: 10 January 2012 01:48 PM

To: S A.Professional Engineers

Subject: Re: Your service

Hi Michael

Simon is still on leave. I am trying to pin down a time in our commercial executive's diary for a meeting. I will keep you posted and come back to you as soon as I know what is happening. I understand the technical guys sent out NSN to check the tower again - I am waiting for feedback from them on whether the problem is solvable and how soon it can be resolved if it is.

Thanks
Candice

.

-----Original Message-----

From: Candice Jones [mailto:Candice.Jones@cellc.co.za]
Sent: 10 January 2012 01:48 PM
To: S A.Professional Engineers
Subject: Re: Your service

Hi Michael

Simon is still on leave. I am trying to pin down a time in our commercial executive's diary for a meeting. I will keep you posted and come back to you as soon as I know what is happening. I understand the technical guys sent out NSN to check the tower again - I am waiting for feedback from them on whether the problem is solvable and how soon it can be resolved if it is.

Thanks
Candice

From: S A.Professional Engineers
Sent: 10 January 2012 01:57 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject:

Signal Strength : EXCELLENT

No Internet Access
13:41 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 02:02 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject: RE: Signal Strength

Signal Strength : EXCELLENT

No Internet Access
13:51 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers]
Sent: 10 January 2012 01:57 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject:

Signal Strength : EXCELLENT

No Internet Access
13:41 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers]
Sent: 10 January 2012 04:08 PM
To: 'nicola@itweb.co.za'
Subject: FW: Signal Strength

From: S A.Professional Engineers
Sent: 10 January 2012 02:02 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject: RE: Signal Strength

Signal Strength : EXCELLENT

No Internet Access
13:51 pm 10/01/2012

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From: S A.Professional Engineers
Sent: 10 January 2012 01:57 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject:

Signal Strength : EXCELLENT

No Internet Access
13:41 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 04:11 PM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: Signal Strength

Signal Strength : EXCELLENT

No Internet Access
16:04 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers [
Sent: 10 January 2012 02:02 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject: RE: Signal Strength

Signal Strength : EXCELLENT

No Internet Access
13:51 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 01:57 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject:

Signal Strength : EXCELLENT

No Internet Access
13:41 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 11 January 2012 08:32 AM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Signal Strength

It is 08:25 11-01-2012

Signal Strength : EXCELLENT

No Internet Access
08:25 am 11/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 04:11 PM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: Signal Strength

Signal Strength : EXCELLENT

No Internet Access
16:04 pm 10/01/2012

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From: S A.Professional Engineers
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Signal Strength : EXCELLENT

No Internet Access
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Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 01:57 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject:

Signal Strength : EXCELLENT

No Internet Access
13:41 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 11 January 2012 09:56 AM
To: 'Candice Jones'
Cc: 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Data Card Problem September - date

Hi Candice,
Please advise.

By the way how much holiday does Simon Duffy get? With Top staff leaving, major problems in his Company, he still seems to enjoy his holidays with a no care attitude to the Public.

From: S A.Professional Engineers
Sent: 09 January 2012 09:49 AM
To: 'Candice Jones'
Cc: 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: Data Card Problem September - date

Hi Candice,

Many thanks for your email and help so far.
Please advise me when you have set up the meeting, so that I can arrange to be there as well. I think it would be a good idea if you got Simon Duffy to attend the meeting as well so that this issue can be resolved.

Regards,

Michael

From: S A.Professional Engineers
Sent: 11 January 2012 09:59 AM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Signal Strength

It is 09:49 11-01-2012 Taken on the Hollo Peter website listing over 10,000 Complaints. <http://www.hellopeter.com/>

Signal Strength : EXCELLENT

No Internet Access
09:49 am 11/01/2012

Sent via Vodacom and using Data card

From: S A.Professional Engineers]
Sent: 11 January 2012 08:32 AM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Signal Strength

It is 08:25 11-01-2012

Signal Strength : EXCELLENT

No Internet Access
08:25 am 11/01/2012

Sent via Vodacom

From: S A.Professional Engineers [
Sent: 10 January 2012 04:11 PM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: Signal Strength

Signal Strength : EXCELLENT

No Internet Access
16:04 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 02:02 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject: RE: Signal Strength

Signal Strength : EXCELLENT

No Internet Access
13:51 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 01:57 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject:

Signal Strength : EXCELLENT

No Internet Access
13:41 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 11 January 2012 12:12 PM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Signal Strength

It is 12:06 11-01-2012

Signal Strength : EXCELLENT

No Internet Access
12:06 am 12/01/2012

Sent via Vodacom and using Data card

From: S A.Professional Engineers
Sent: 11 January 2012 09:59 AM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Signal Strength

It is 09:49 11-01-2012 Taken on the Hollo Peter website listing over 10,000 Complaints. <http://www.hellopeter.com/>

Signal Strength : EXCELLENT

No Internet Access
09:49 am 12/01/2012

Sent via Vodacom and using Data card

From: S A.Professional Engineers
Sent: 11 January 2012 08:32 AM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Signal Strength

It is 08:25 11-01-2012

Signal Strength : EXCELLENT

No Internet Access
08:25 am 11/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 04:11 PM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: Signal Strength

Signal Strength : EXCELLENT

No Internet Access
16:04 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 02:02 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject: RE: Signal Strength

Signal Strength : EXCELLENT

No Internet Access
13:51 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 01:57 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject:

Signal Strength : EXCELLENT

No Internet Access
13:41 pm 10/01/2012

Sent via Vodacom

-----Original Message-----

From: Candice Jones [mailto:Candice.Jones@cellc.co.za]
Sent: 12 January 2012 10:11 AM
To: S A.Professional Engineers
Subject: Re: Signal Strength

Hi Michael

So sorry I didn't get back to you yesterday, I was in meetings all day and didn't get around to mail until late last night.

A progress report for you. I have been in regular contact with our commercial executive and he is currently investigating issues. I am pushing for that meeting and will let you know when that could happen.

Thanks for the updates on your signal strength and access levels - it helps me check and see what NSN has done - which doesn't seem to have resolved your problem yet.

Thanks
Candice
084 777 0996

Subject: RE: Signal Strength

It is 12:06 11-01-2012

Signal Strength : EXCELLENT

No Internet Access

12:06 am 12/01/2012

Sent via Vodacom and using Data card

From: S A. Professional Engineers
Sent: 11 January 2012 09:59 AM
To: 'Candice Jones'; 'nicola@itweb.co.za<<mailto:nicola@itweb.co.za>>'
Cc: 'CEO'; 'listing@nameandshame.biz<<mailto:listing@nameandshame.biz>>';
'Legal@NameAndShame.biz<<mailto:Legal@NameAndShame.biz>>'
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To: 'Candice Jones'; 'nicola@itweb.co.za<<mailto:nicola@itweb.co.za>>'
Cc: 'CEO'; 'listing@nameandshame.biz<<mailto:listing@nameandshame.biz>>';
'Legal@NameAndShame.biz<<mailto:Legal@NameAndShame.biz>>'
Subject: RE: Signal Strength

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From: S A. Professional Engineers
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Cc: 'CEO'; 'listing@nameandshame.biz<<mailto:listing@nameandshame.biz>>';
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Subject: Signal Strength

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No Internet Access

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Sent via Vodacom

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To: 'Candice Jones'
Cc: 'CEO'
Subject: RE: Signal Strength

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No Internet Access

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Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 01:57 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject:

Signal Strength : EXCELLENT

No Internet Access

13:41 pm 10/01/2012

Sent via Vodacom

-----Original Message-----

From: S A.Professional Engineers
Sent: 12 January 2012 10:16 AM
To: 'Candice Jones'
Subject: RE: Signal Strength

Hi Candice,

Who is your Commercial Executive and what are HIS / HERS qualifications?

-----Original Message-----

From: Candice Jones [<mailto:Candice.Jones@cellc.co.za>]
Sent: 12 January 2012 10:11 AM
To: S A.Professional Engineers
Subject: Re: Signal Strength

From: S A.Professional Engineers
Sent: 12 January 2012 10:22 AM
To: 'Candice Jones'

Cc: 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'; 'nicola@itweb.co.za'
Subject: RE: Data Card Problem September - date

-----Original Message-----

From: Candice Jones [<mailto:Candice.Jones@cellc.co.za>]
Sent: 12 January 2012 10:11 AM
To: S A.Professional Engineers
Subject: Re: Signal Strength

Hi Michael

So sorry I didn't get back to you yesterday, I was in meetings all day and didn't get around to mail until late last night.

A progress report for you. I have been in regular contact with our commercial executive and he is currently investigating issues. I am pushing for that meeting and will let you know when that could happen.

Thanks for the updates on your signal strength and access levels - it helps me check and see what NSN has done - which doesn't seem to have resolved your problem yet.

Thanks
Candice
084 777 0996

Hi Candice,

**Who are the Cell C shareholders as I would like to apply for Simon Duffys Job ?
It is clear that you have a major Management problem at Cell C, and I can offer my / our services to sort it out.
My CV can be viewed on LinkedIn.**

Regards,

Michael

From: Thuto Monama [<mailto:TMonama@cellc.co.za>]
Sent: 12 January 2012 06:09 PM
To: profengsa@gmail.com
Cc: Thuto Monama
Subject: Cell C

Good evening Mike

Thank you for taking the time to raise your concerns with us.

It's always constructive to be made aware of where we as a unit can learn to do better when dealing with our customers.

Kindly note that I am unable to reach you telephonically, please provide me with your alternative number as I am willing to assist you.

Please note that I our technicians have done all they can on the matter, hence I wanted to discuss other option we can explore regarding the issue.

For any further assistance, please feel free to contact me on tmonama@084.co.za

Regards

Thuto Monama

CLO To The CEO

Cell C (Pty) Ltd

Marion Place 150 Rivonia Road Sandown 2196

C +27 11 324 4234 I F : 0866 399 505

M :074 300 7700

Email: tmonama@084.co.za - Web: www.cellc.co.za

Disclaimer: http://www.cellc.co.za/downloads/get_dl/Email_legal_notice.pdf

From: S A.Professional Engineers

Sent: 13 January 2012 09:19 AM

To: 'Thuto Monama'

Cc: 'Candice Jones'; 'CEO'; 'nicola@itweb.co.za'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'

Subject: RE: Cell C

Hi Thuto,

I refer to your email sent to me at !8:09 last night.

However I have a concern before I respond to your email.

You say that you are the CLO to the CEO. I take it that this means you are the CLO (Customer Liaison Officer) to the CEO (Chief Executive Officer).

Lars Reichelt was the CEO who left in the Middle of July?

If there is no CEO, or who do you report to?

In the company announcement in July, it stated that Simon Duffy, your Chairman, would act as the CEO as well. Is this still the position?

However as he seems to be on permanent holiday in Europe, who are you reporting to?

I will respond to your email in Red and Bold

From: Thuto Monama [<mailto:TMonama@cellc.co.za>]

Sent: 12 January 2012 06:09 PM

To: profengsa@gmail.com

Cc: Thuto Monama

Subject: Cell C

Good evening Mike

Thank you for taking the time to raise your concerns with us.

We first raised the first problem with the Data card on the 31st August 2011 by email.

Are you new to Cell C ?

Where have you been since August 2011?

We have sent Hundreds of emails to CEO@CellC.co.za since August 2011.

Why have you not responded for four months and 12 days?

As the CLO to the CEO why have you not taken any action or do you not read any emails?

There are over 10,000 complaints on Hello Peter

<http://www.hellopeter.com/>

Do you not read them and solve the issues of Thousands of Clients listed on this site?

Is the Problem:

You were having an extended rest from work ?

You like Simon Duffy were having an extended Holiday ?

A no care attitude to your Customers?

You Don't understand your Job Profile?

It's always constructive to be made aware of where we as a unit can learn to do better when dealing with our customers.

The ongoing Problems with Cell C were first raised by MWEB on our Behalf on the 31st August 2011.

What is your time lag to start dealing with your Customers? Is it 6 months or one year?

Kindly note that I am unable to reach you telephonically, please provide me with your alternative number as I am willing to assist you.

Your first attempt to Contact me ever was last Night, when you made a Cell Phone Call to our Office Cell Phone from Cell Phone Number 084 174 4234 at 18:02. (Our Office hours are 08:30 – 17:00. Why did you not attempt to contact me in September 2011 (last year) and daily thereafter when the CEO's office received our emails ? Were you all on Holiday?

Please note that I our technicians have done all they can on the matter, hence I wanted to discuss other option we can explore regarding the issue.

The Signal issue affects Thousands of Cell C clients in the Bryanston/Sandton Rivonia/ area. I am not alone!

In fact all people whose Signal is cut off by the Cell C aerial beamed from the Building known as 20 West Street, Sandton.

All Clients whose signal should be received from Rivonia Primary School and the Riverside Shopping Centre are affected. A number of other areas are affected as well

The Other Options we can Explore are as follows.

Cell C arrange with Vodacom / MTN to Issue us with a 60Gb data Card for 12 months plus Compensation of R 45,000-00 for wasted Consulting time with your service.

Alternatively :

We can approach the Regulator in terms of their rules to do the following:

Have Cell C Suspended and or banned from selling any further Services or Data Packages until the Signal issue is fully resolved.

The Society of Professional Engineers will monitor the position charging Cell C at our standard rate in terms of the Act.

Levy a Fine on Cell C for 10% of their turnover for failing to resolve the Technical Issue within the Prescribed Period as contained in the Act.

Ask the Regulator to Ban all Cell C advertising on TV, Radio and in the press until Cell C have resolved their Technical Issues, as you are selling your Data packages under false pretences.

For any further assistance, please feel free to contact me on tmonama@084.co.za

What assistance have you given me at all?

Regards

Thuto Monama

CLO To The CEO

Cell C (Pty) Ltd

Marion Place 150 Rivonia Road Sandown 2196

C +27 11 324 4234 I F : 0866 399 505

M :074 300 7700

Email: tmonama@084.co.za - Web: www.cellc.co.za

Disclaimer: http://www.cellc.co.za/downloads/get_dl/Email_legal_notice.pdf

From: S A.Professional Engineers

Sent: 13 January 2012 09:25 AM

To: 'Thuto Monama'; 'Candice Jones'; 'CEO'

Cc: 'nicola@itweb.co.za'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'

Subject: Signal Strength

It is 09:17 13-01-2012

Signal Strength : EXCELLENT

No Internet Access

09:17 am 13/01/2012

Sent via Vodacom and using Data card

From: S A.Professional Engineers
Sent: 11 January 2012 12:12 PM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Signal Strength

It is 12:06 11-01-2012

Signal Strength : EXCELLENT

No Internet Access
12:06 am 12/01/2012

Sent via Vodacom and using Data card

From: S A.Professional Engineers
Sent: 11 January 2012 09:59 AM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Signal Strength

It is 09:49 11-01-2012 Taken on the Hollo Peter website listing over 10,000 Complaints. <http://www.hellopeter.com/>

Signal Strength : EXCELLENT

No Internet Access
09:49 am 12/01/2012

Sent via Vodacom and using Data card

From: S A.Professional Engineers
Sent: 11 January 2012 08:32 AM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Signal Strength

It is 08:25 11-01-2012

Signal Strength : EXCELLENT

No Internet Access
08:25 am 11/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 04:11 PM
To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: Signal Strength

Signal Strength : EXCELLENT

No Internet Access
16:04 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 02:02 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject: RE: Signal Strength

Signal Strength : EXCELLENT

No Internet Access
13:51 pm 10/01/2012

Sent via Vodacom

From: S A.Professional Engineers
Sent: 10 January 2012 01:57 PM
To: 'Candice Jones'
Cc: 'CEO'
Subject:

Signal Strength : EXCELLENT

No Internet Access
13:41 pm 10/01/2012

Sent via Vodacom

=====

-----Original Message-----

From: CEO [mailto:CEO@cellc.co.za]
Sent: 13 January 2012 09:34 AM
To: S A.Professional Engineers; Thuto Monama; Letlhogonolo Xaba
Cc: Candice Jones
Subject: Re: Cell C

Good day Michael

Technicians went out to the your area, a test report was received and it shows 100% connection and coverage.

Cecil called you to arrange a meeting whereby our technicians could come onto your premises to do further testing and to ascertain if a router was required to solve the problem. You declined this request therefore halting any further investigations and ultimately a solution to the issue.

Nono cced above has been advised to make contact with yourself to arrange a full refund and collection of the speedstick.

Regards
Tracy

From: S A.Professional Engineers
Sent: 13 January 2012 10:40 AM
To: 'Thuto Monama'; 'Candice Jones'; 'CEO'
Cc: 'nicola@itweb.co.za'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Signal Strength

It is 10:30 13-01-2012

Signal Strength : EXCELLENT

No Internet Access
10:30 am 13/01/2012

Sent via Vodacom and using Data card

From: S A.Professional]
Sent: 13 January 2012 09:25 AM
To: 'Thuto Monama'; 'Candice Jones'; 'CEO'
Cc: 'nicola@itweb.co.za'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: Signal Strength

It is 09:17 13-01-2012

Signal Strength : EXCELLENT

No Internet Access
09:17 am 13/01/2012

Sent via Vodacom and using Data card

From: S A.Professional Engineers
Sent: 11 January 2012 12:12 PM
To: 'Candice Jones'; 'nicola@itweb.co.za'

Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Signal Strength

It is 12:06 11-01-2012

Signal Strength : EXCELLENT

No Internet Access
12:06 am 12/01/2012

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To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
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To: 'Candice Jones'; 'nicola@itweb.co.za'
Cc: 'CEO'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
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To: 'Candice Jones'
Cc: 'CEO'
Subject:

Signal Strength : EXCELLENT

No Internet Access
13:41 pm 10/01/2012

Sent via Vodacom

-----Original Message-----

From: S A.Professional Engineers Sent: 13 January 2012 10:46 AM
To: 'CEO'; 'Thuto Monama'; 'Letlhogonolo Xaba'
Cc: 'Candice Jones'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz';
'nicola@itweb.co.za'; 'spe@professionalengineers.biz'
Subject: RE: Cell C

Lets stop the Rubbish Tracey (Are you another new kid on the block in the CEO's ?).

We have had two meetings with your technicians Jaco Pemoudsten and Abihisher on site for more than one and a half hours each and 3 further inspections. already and 5 months of discussions.

They have confirmed to us that it is not the Card, and in our offices they could not pick up the signal on their own Lap tops.
How can you write such Hogwasch and lie at the Same time.(about a Speed Stick and a router) It is clear that you have read nothing and are not informed at all in the matter.

What is your surname so that we can publish it, and how long have you been at Cell C.

We will go to the regulator and Publish everything on the WEB if the matter is not resolved by Close of Business today.

We want a full reply to the email below by Thuto.

Signed :

-----Original Message-----

From: CEO [mailto:CEO@cellc.co.za]

Sent: 13 January 2012 12:08 PM

To: S A.Professional Engineers; Thuto Monama; Letlhogonolo Xaba

Cc: Candice Jones; listing@nameandshame.biz; Legal@NameAndShame.biz;

nicola@itweb.co.za; spe@professionalengineers.biz

Subject: Re: Cell C

Importance: High

Dear Michael

Notwithstanding the Cell C Staff Members efforts to assist you with your query, you have been uncooperative reverting in verbal abuse and defamatory foul language (point in case below) as well as threatening to defame Cell C in the media. A copy of the correspondence has been sent to our Legal Department advising them of the threat below for their reference.

A decision has therefore been taken to terminate the relationship between Cell C and yourself, the money / value of the USB data speedstick will be refunded to yourself and the line to be disconnected.

As stated in the previous email I sent you, Nono will be in contact to arrange the refund and collection of the data stick.

Below is a summary of the work that Cell C has done to assist you with your query.

A TT was logged containing the clients complaint stating that the client wanted someone with router technical knowledge to come out and see him because he has a network issue.

• The client at this stage said he was inconvenienced for long enough and that he wanted a Blackberry handset

- On the 28th of November 2011 a Cell C staff member was requested to go the clients premises to investigate.
- The Staff Member investigated and the results found that the site was overshooting and causing interference with the clients signal.
- The necessary changes to the site were done and an improvement had been observed (this was done during the first week of December)
- Then Mr Hoskins complained again about connectivity, and accusing us of switching data at specific times, contact details of Management of was given to the client
- Staff members went to the serving site for the second time and made adjustments, then they went to the clients premises and did a test from there.
- The testing results showed that the client had a good throughput · There after, the client sent an email saying that they had no internet for 36 hours
- The sites in that area were checked for any alarms during that period and there were no problems reported.
- A Cell C staff member then spoke to Mike Hoskings on the 23rd December 2011 at 08:52 where he informed the staff member that the internet was now up and running.
- At this stage the Client also asked if we had employment for him, I then informed him that I was not the person to speak to with regards to vacancies and positions.
- This week we received another email from the client complaining and requesting that the matter be sorted out with immediate effect,
- Cell C staff members then went out 10/01/2012 and made changes to the sites around the client
- Cell C staff members then proceeded to go to the clients premises in order to do some tests from there, however when the staff member called the client to ask if they could do some tests as they were outside his premises, the client responded with verbally abusing the staff members with derogatory foul language.
- The staff members Manager was informed of the incident, he proceeded to contact Mr Hoskings who then told me he wants no one from Cell C coming to do tests, he wants a meeting with the CEO

Regards

Tracy

From: S A. Professional Engineers
Sent: 13 January 2012 12:12 PM
To: 'Thuto Monama'; 'Candice Jones'; 'CEO'
Cc: 'nicola@itweb.co.za'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: Signal Strength

It is 11:56 13-01-2012

Signal Strength : EXCELLENT

No Internet Access
 11:56 am 13/01/2012

Sent via Vodacom and using Data card

From: S A.Professional Engineers [
Sent: 13 January 2012 10:40 AM
To: 'Thuto Monama'; 'Candice Jones'; 'CEO'
Cc: 'nicola@itweb.co.za'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'
Subject: RE: Signal Strength

It is 10:30 13-01-2012

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Subject: Signal Strength

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09:17 am 13/01/2012

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-----Original Message-----

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Sent: 13 January 2012 01:18 PM
To: 'CEO'; 'Thuto Monama'; 'Letlhogonolo Xaba'
Cc: 'Candice Jones'; 'listing@nameandshame.biz'; 'Legal@NameAndShame.biz'; 'spe@professionalengineers.biz'; 'placements@engineeringplacements.net'; 'CellCPoorService@nameandshame.biz'
Subject: RE: Cell C

Hi Tracey,

We still don't have your name. Lets have it by return so that we can list you as well. We have booked space and will publish every document and email to Cell C. World Wide

Your Story which you have created does not tie up with the Dates and the Telephone Logs on our Cell Phones or NeoTel land Lines which are recorded and

saved. You also could not have spoken to me on the 23rd December at all as I was not in the country.

Any lawyers Letters will be published in full, and sent to the Regulator. A full report will be sent to the Regulator attaching all emails and photographs.

We will also advise all Engineers in South Africa and the Report will be sent to all Cell Phone Service Providers.

In future you will direct all emails and correspondence to CellCpoorservice@nameandshame.biz who will publish them.

We will now make contact with all people who have complained on Hello Peter with the view to arranging a Class Action. There are more than 10,000 of them.

As regards '' seeking employment '' it was an expression to get into your Company and kick out the rubbish employed by Cell C. The Quality of your staff is of a very poor standard, as shown by their CV's received.

If you look at your staff Turnover of Top staff you can see a company in serious trouble.

We have had more than a Dozen of your technical staff sending our placement Company their CV's and the stories they tell us about Cell C, are appalling. However their CV's, employment history and Education listed is of a very poor standard, and we certainly cannot place them with any other company in South Africa

Signed : Board SPE