

Henry,

Hi - thanks for the note, though it's not exactly happy reading. I wish we'd known about this before now.

I'll call when I can, but I'm at a hospital appointment with my daughter for the next couple of hours and I can't just step out. Some quick thoughts in the meantime:

- Let's get the website taken offline right away - put an 'under maintenance' page or something. We don't know what else is being logged incorrectly.

- Where have you got this 50% figure from? If they're wrong, they're wrong - what makes you think half of them are right?

- Find Beth from the Media Relations team and ask her not to disappear anywhere this afternoon... she's a good friend, and we might need her help. I don't want to find she's picked today of all days to go home early!

I really need you to manage these messages more carefully; we can't have people telling the world about the problem before we've even figured out what it is.

I don't know which of your team is responsible for this but I'm not happy... where is Jane? I thought she was going to be spending more time working alongside us to prevent exactly this sort of thing.

Keep me updated, please. I'll check my emails whenever I can.

H