
T-01 — FULL TEXT EXTRACTION (FROM IMAGE)

Case header

T-01

SILENCE TREATED AS CONSENT: DISPUTED EE CONTRACT & BURDEN OF PROOF

BILLING SUPPORT CHAT

FRI 22/08

Teams chat content

(Top → bottom; lower messages are later)

Message 1

Sender: Daniel Jackson

Date / time: 22/08 13:44

Message (blue, right):

[Customer] was moved to EE in December last year. He's considering cancelling and has been informed about HTTC, but he claims he never agreed to a new contract. What do we need to provide to prove that the contract is enforceable?

Message 2

Sender: SME 1

Date / time: 22/08 13:49

Message (grey, left):

I'd say to raise a DSAR for him so the phone call in question is sent to him. We can also try raise the call listen on our side though given its date it may not be available to us anymore

Message 3

Sender: Daniel Jackson

Date / time: 22/08 13:56

Message (blue, right):

thanks

Message 4

Sender: Daniel Jackson

Date / time: 22/08 13:59

Message (blue, right):

Does this email enable ee to enforce contract terms? Or if it came down to it, ee would have to provide evidence of [verbal] agreement?

(Grey box covering image of email = [redacted])

Message 5

Sender: Sarah-Jane Fleming

Date / time: 22/08 14:08

Message (grey, left):

the cx normally agrees on the call before the order is been placed, you could offer a call listening to see if this happened

Message 6

Sender: Daniel Jackson

Date / time: 22/08 14:13

Message (blue, right):

Is it not for ee to prove that he is under contract, rather than for the customer to prove that he isn't. He actually hung up as I was seeking advise, but I'd have thought it would be inflammatory going back to him and saying it's down to him to prove he isn't in contract

Message 7

Sender: Sarah-Jane Fleming

Date / time: 22/08 14:13

Message (grey, left):

i would not have chosen those words to say to any cx - as i said when we do call listening on the sales calls , cx get a screen share of the terms and conditions of the agreed order they are placing , they are asked to click on this if they agree hence why i advised to offer the call listening to see what was agreed on the sales call

Message 8

Sender: Daniel Jackson

Date / time: 22/08 14:21

Message (blue, right):

Thanks sarah. Just to be sure, I had understood that there was a difference in timescale for accessing calls, and calls over 3 months old should be raised as a dsar. But it's fine raising this internally?

Message 9

Sender: Sarah-Jane Fleming

Date / time: 22/08 14:24

Message (grey, left):

yes we can pull calls up to 6 months

Message 10

Sender: Daniel Jackson

Date / time: 22/08 14:25

Message (blue, right):

this was december 2024

Message 11

Sender: Daniel Jackson

Date / time: 22/08 14:25

Message (blue, right):

i would have led with that critical info in the first msg

Message 12

Sender: Sarah-Jane Fleming

Date / time: 22/08 14:29

Message (grey, left):

i did

Message 13

Sender: Daniel Jackson

Date / time: 22/08 14:28

Message (blue, right, quoted reply):

[Quoted]

was moved to EE in December last year. He's considering cancelling and has been informed about HTTC, but...

Message 14

Sender: Sarah-Jane Fleming

Date / time: 22/08 14:29

Message (grey, left):

apologies lovely - there is something wrong with my teams it wont go past this msg

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