

From: Patel

Date received: 11/07/2017

Consent to being identified in public response to invitation for representations: Yes

We have found Great concern with Sky;

Issue's which highlight great concern, mismanagement, attempt cover up, unprofessionalism, Lies, Errors, Overcharges, as well as other issues.

This Matter was raised and escalated to the highest point in Sky, following a deadLock We referred the case onto the Ombudsman and ICO.

So far it is noted, Sky have failed to comply with DPA Time frames as confirmed by ICO and still have not provided all details requested by our SAR to date; Timeframe 7+ months and counting. We were not satisfied with ICO mere conclusion to sky, not taking into account key information so they are investigating further.

In addition, the Ombudsman have found severe customer short falls and have advised Sky has hampered with their Investigations.

New evidence that has come to light through our SAR, is being looked into by Ombudsman, it is worth noting NOT all evidence was supplied by sky as per our SAR request. Based on what we did get, has shed critical light on Our Complaint with Sky and Ombudsman's original investigation, which was hampered by sky. This will further highlight causes for concerns such as lies, attempt cover up, mishandling, unprofessionalism, customer service short falls, and grave concerns.

All evidence can be provided and a list of key events are highlighted at the end of this message.

We have spoken with a number of customer representatives, sky's executive teams and the most senior escalated points of contact in sky and find serious cause for alarm and customer short falls which have already been highlighted by the Ombudsman's. Our new evidence will no doubt highlight further concern let alone ICO concerns.

Our concern being; If so many people from sky can be involved and issues as above/below arise this is a great concern, that reflects even greater concerns then we are led to believe and we would only expect the matter to get worst with this merger.

Evidence obtain from SAR, provide evidence in our favour relating to our original complaint with sky, which then in turn escalated to a full brown attempt cover up and mishandling which has caused us great stress, inconveniences, lost of earning, time, energy and pain for the past year while we have had to prove our case against sky, Ombudsman and ICO through lengthy processes and were finally evidence in our favour has been shown.

All the trouble we have gone through, the amount of Emails, Calls, Our time, the fact this had to be escalated through sky, then to Ombudsman, then further ICO to prove our case highlights grave concern and our report should be investigated and looked in further.

Lastly, it should be noted, we have been overcharged since 2016 even after many calls and emails, further highlighting concerns.

List of key events:

1. Signed up to sky: May 2016
2. Promised Free T.V and sky package monthly cost Â£27
3. Noticed first months bill in excess of Â£27 made 3 calls to attempt correction
4. Notified Sky on 4 Occasions the free Tv has not arrived â€“ promised this would arrive
5. Noticed still incorrect charges, made additional calls to sky
6. Advised Free Tv still has not arrived â€“ promised this would arrive
7. 3 months have elapsed still not received Tv â€“ Call Sky who advise we have missed the deadline
8. Advised we have spoken previously, sky advise of no record of this
9. Raise matter as compliant, no reply, many emails sent no reply
10. letter sent to customers escalations no response
11. More than 40 days pass, request update no update
12. Send email with Letter copy to Ceo Jeremy darrock requesting update and above concerns
13. Customer service contact us, investigate and finds no evidence to support us
14. Advise Sky to listen to previous telephone recordings and explain 1-6
15. Sky reach a deadlock, have listen to recording apparently
16. Matter referred to Ombudsman
17. Request SAR under DPA
18. Sky fail to act within DPA, ICO refers to Sky and advises us
19. Ombudsman finds Sky service short falls
20. Ombudsman advise Sky have hampered their Investigations
21. Based on Skyâ€™s failure to act within Time frames set by DPA, and serious customer short fails as advised the Ombudsman has raises concerns and awards Â£100 in our favour and advises once more evidence presented to reinvestigate
22. Sky do not fully comply with SAR, Call log 1 still missing after requesting 3 times, full call log to 150 not provided, Not all calls provided.
23. Some Evidence obtain from SAR proves above points 1-6
24. Ombudsman Investigates new evidence in point 19
25. Find sky in addition have overcharged since point 3, 5 since 2016 in present
26. Sky advised no evidence of us calling in 2016 about overcharges
27. Advise they cannot do anything about overcharges
28. Some Evidence presented through SAR supports 1-6
29. Matter further reported to Ombudsman

30 Request Sky pay, cost of our time and trouble due to 1-30 - now evidence in our favour and serious customer shortfall as evidenced above - no response.