



Customer Service and Special Needs Coordinator

Manchester Arena
Victoria Station
Manchester
M3 1AR

Thursday 21 June 2012

Dear ,

Many thanks for your letter dated 25th April. I note that you did not respond directly to any of the individual points I raised and am somewhat disappointed to receive such a standard template response. I believe you may have missed the point of why I was writing to you. I accepted in my first letter that disappointment is highly likely when demand exceeds supply. What I don't accept is when a distinct lack of information and proper process doesn't give everyone an equal chance. Let's try again.

1. On your website it clearly states that the special needs line is open from "10am until 6pm (later on event days)". **At no point anywhere was it specified either online or via your representatives when I got through on the previous two days that this would be the case.**
2. At no point was I advised throughout the process that leaving an answer phone message would leave me, albeit a chance, of placing myself in a queue for tickets via a callback from one of your representatives. **Where does it say that you do this on your website?**
Had I known that this was part of your standard procedure during times of high demand, on the one occasion when I got through on the Thursday morning I would have left a message and not bothered spending three hours repeatedly trying to get through.
3. **Why did your representative tell me on the Wednesday morning that there were no tickets available until the Thursday on O2 Priority, when I later found out that this was not the case and that tickets had already been sold that morning?**
That information was totally misleading and resulting in me trying to ring on the Thursday for three hours when in reality there was no point me even trying to do so.

I understand, and always have, that you only have a finite number of tickets. Please accept from my position that your process information needs to be more readily available so that everyone knows how to attempt to secure tickets. I had to guess leaving a phone message, sending an email, ringing your main box office and even trying through Ticketmaster, which quite clearly shows a lack of information. I would also seriously consider investing in your technology so that automated messages can at minimum be provided at high demand times which don't leave users confused, frustrated, uncertain about what to do and unprofessionally hangs up on them.

Yours sincerely,



Rob Moriarty