

[REDACTED]

[REDACTED]

[REDACTED]

8 December 2021

Dear Sirs

Our client: VP-AV Limited

Dear Sirs

We are instructed on behalf of the above named client and write further to your letter of 29 November 2021 making a request for non-party disclosure.

You assert within your letter that South Cambridgeshire District Council (“SCDC”) confirmed that communications took place between our client and SCDC on 8 September 2021 after the audio fault occurred but that SCDC is allegedly *“unable or unwilling to provide any contemporaneous evidence in support of its position”*.

Notwithstanding the fact that your request for disclosure is far too wide, we understand that SCDC has already provided you with copies of our client’s service reports from 7 and 8 September 2021. However, we again enclose copies for you. The reports evidence SCDC, our client’s client, reporting the fault and our client’s response and resolution (including the updates to the hardware). It was a genuine service event which was logged onto our client’s service management system. It is therefore clear that SCDC has supplied you with the contemporaneous evidence which supports its position and also demonstrates that it was a genuine service fault.

Accordingly, we do not believe that you have satisfied the criteria for non-party disclosure but in any event you have already been provided with copies of the documents sought. Our client would however like to reiterate its position that it openly accepts that there was a service fault on 7 and 8 September 2021.

Yours faithfully

[REDACTED]