



Working together for a safer London

SPECIALIST CRIME DIRECTORATE

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Mr Adrian Gorham
O2

Via email -

Our Ref: PW/ka

Date: October 2010

Dear Mr Gorham,

You are familiar with our enquiry into the interception of mobile telephones and voicemails by Mulcaire and Goodman back in 2005/2006. Your details have been passed to me by Jack Wraith as the point of contact within O2 on this matter.

At that time, we had and were very grateful for the support of yourself and the mobile telephone service-providers, who as a consequence of our collective learning, introduced a raft of measures to both alert customers to the various steps they should take to avoid and/or deal with such intrusion and more widely, to prevent this type of intrusion from happening again.

As a consequence of more recent interest in the Mulcaire/Goodman investigation Nick Davies of The Guardian has reportedly been in contact with the Service Providers to ask how many people they identified as being potential victims and whether or not they were informed. It has been reported, by him, that all of the people potentially identified, as being victims, might not have been contacted as I, at the time, believed was being done by the Service Providers.

In the spirit of seeking to reassure anyone that might still be unduly concerned I would be grateful if you could clarify the following: -

1. For all of those that were identified by O2 who may have been a potential victim of the 2005/6 interception investigation, have they been contacted?
2. If for any reason they have not, in the spirit of seeking to allay any on-going concerns, could I ask that you make arrangements to contact those customers and inform them of whatever it is that O2 discovered to suggest that they might have been a victim.

3. In tandem with (2) could I also ask you to provide that customer with the MPS single point of contact should that customer wish to then contact us. The details to be provided are as follows: -

MPS Directorate of Legal Services

AllocationsTeam-DLS@met.pnn.police.uk - please email your details, including relevant telephone numbers and reasons why you believe your mobile telephone may have been unlawfully intercepted. Searches of the documentation gathered during the 2005/2006 investigation may then be searched to determine whether your details are contained within that documentation.

This follows in the same spirit of how any customer who has concerns about anomalous activity with regards to their mobile phone, should first speak to their Service Provider about their concerns, thereafter being referred to the Police should it be appropriate and/or the customer wishes to take matters further.

I would emphasise that we are trying to approach this in a proportionate manner and we are *not* seeking the disclosure of anything that would identify who the numbers belong to.

Privacy has been an important cornerstone of our whole investigation into this matter and there may be any number of reasons whereby having spoken to a Service Provider, the customer does not wish the matter to go any further and we are most definitely not seeking to identify or disclose the identity of anyone who wishes to remain anonymous.

I would ask that if you have any questions or further concerns to channel your request back to me so we can ensure maximum confidentiality and discretion around this information.

Dependent on the outcome of this process, I may well seek your advice and guidance on how best to proceed.

Yours sincerely

Philip Williams
Detective Chief Superintendent