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**From:** Reynolds, Steve  
**Sent:** 16 November 2007 13:07  
**To:** Tony Glazebrook  
**Cc:** David Crawley  
**Subject:** RE: Frustration Central

On the case Tony - this can't be that difficult I absolutely agree.

I will update immediately

Steve

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**From:** Tony Glazebrook [<mailto:Tony.Glazebrook@tie.ltd.uk>]  
**Sent:** 16 November 2007 11:24  
**To:** Reynolds, Steve  
**Cc:** David Crawley  
**Subject:** Frustration Central

Hi Steve,

Further to our discussion this morning, BBS told me yesterday that they did not have all the documents they thought they should have.

BBS had been told by SDS (Alan Dolan and Scott Ney) that there were up to 1000 documents on Hummingbird Collaborate which had not been put in the "Data Room" by tie and therefore to which BBS would not have access.

This is not the case.

My troops told David Taylor (BBS man) when he came to see them that all the documents from Collaborate had already been copied to the Data Room Detailed Design folder by tie. They also said that they'd try to arrange for BBS to have access to your Collaborate to enable them to see for themselves exactly what documents were there.

The very last thing we need right now is the promulgation of misinformation. It is especially disappointing when set against the background of tie's continuing difficulty in getting the enclosed doc acted upon (having personally agreed this extremely straightforward process with Jason over 1 week ago).

All the very best,

Tony

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