

GUARDIAN NEWS AND MEDIA LTD

TIMELINE RE MILLY DOWLER'S VOICEMAIL

PNP - Phone Network Provider (Mercury One-2-One (now Everything Everywhere))  
MPS – Metropolitan Police Service  
SP – Surrey Police  
MD – Milly Dowler  
NoW – News of the World  
GNM – Guardian News and Media Ltd

2002

Wednesday 20 March

16.40 One voicemail message left for MD before her disappearance

17.10 Last time MD checked her voicemail

Thursday 21 March

16.05 approx disappearance MD

19.12 - MD reported missing

19.46 call into MD voicemail - likely point at which voicemail becomes full

Friday 22<sup>nd</sup> March

Voicemail believed to be still full with ten messages.

Saturday 23<sup>rd</sup> March

Voicemail believed to be full unless one message was left on Weds at 16.40 which would now be ready to auto delete.

Sunday 24 March

Afternoon. Messages left on Thursday afternoon start to auto delete, clearing space in the voicemail, if police theory is right; not likely if phone company are right.

18.32 MPS assessment of timing of Mrs Dowler's "false hope" moment after visit to the Birds Eye building in Walton-on-Thames. Voicemail is no longer full, MD's own recorded message is back.

[NB this differs from the record of the SP Family Liaison Officer's Daily Log

dated 26/03/02]

### Monday 25 March

09.30 SP apply for PO enabling them to record voicemail messages for period 22-24 March

Before 13.30. A friend of Milly's is able to leave a message.

16.02 – SP fax Application for Production Order to PNP.

PNP (i) cause MD voicemail messages to be preserved; (ii) increase capacity of voicemail from ten messages to fifty so that automatic deletion stops.

### Tuesday 26 March

Morning: PNP migrate voicemail platform, including MD's voicemail box. This resets MD voicemail greeting to an automated generic message. Existing messages are moved to "old" folder in MD phone.

10.47 SP fax PO to PNP

10.57 PNP set MD voicemail PIN to default code. Automatic voicemail deletion system remains switched off. (NoW claims they used her PIN to access her voicemail, ie was active before this point.)

14.10 a new message is left on MD voicemail This message shows signs of interception within 75 minutes of being left. It is later manually deleted. (See April 17 below)

15.19 PNP set PIN to default for second time

15.25 SP accessed MD voicemail and downloaded; find only the 14.10 message, as a "saved" message, (ie a message that had been listened to in its entirety). The saved status indicates that someone had accessed MD's voicemail and listened to the message at some point between 14.10 and 15.25.

SP fail to download other old messages as a result (understandably in the circumstances) of failing to find the "old" messages folder after the platform migration.

### Wednesday 27 March

10.13 employment agency mistakenly leave message on MD's mobile regarding job interview. This message is recorded by News of the World, referred to in their story of April 14.

#### Thursday 28 March

7.48 - further voicemail message left by "Piggo, baby" recorded by News of the World, referred to in early editions of their story of April 14.

#### Monday 1 April

14.16 further message left on MD voicemail. This message is later manually deleted. (See April 17 below)

#### Tuesday 2 April

9.50 – further voicemail message left [referred to by NoW article]

?? further voicemail referred to by NoW ["America"]

#### Thursday 11 April

[according to Wall Street Journal] NoW sends a total of 8 reporters and photographers to stake out a Midlands factory where it was believed MD had got a job interview. Stake out continues till early Sat evening.

#### 12 April

NoW journalists approach Telford-based recruitment agency.

#### 13 April

11.57 recruitment agency representative contacts West Mercia Police and reports calls from woman claiming to be MD's mother and complains that there are "hordes of NoW reporters" at their offices NoW claiming to agency that they were working in cooperation with the police. Agency complains that reporters from NoW are hassling them.

15.11 & 16.40 News of the World make a series of calls to SP. NoW ref SP to the recruitment agency and advise SP that a woman from the recruitment agency had left a voicemail message for MD. NoW say they have a recording of calls and have PIN and telephone number. NoW tell SP that they have tape recording of 27 March message. NoW refer SP to three other voicemail messages – (i) tearful relative; (ii) a young boy; (iii) "its America, take it or leave it".

19.46 new voicemail message on MD phone.

Sunday 14 April - NoW article "Missing Milly 'hoax' outrage" by Kelloway – later by Sarah Arnold

#### Tuesday 16 April

11.18 SP fax second PO Application to PNP

Wednesday 17 April

PO granted to SP. Sent to PNP. PNP reset voicemail PIN.

SP download messages. SP locate the 27 March recording from the recruitment agency. Messages left at 14.10 on March 26 and 14.16 on April 1 are no longer present.

Friday 19 April

SP ascertain that recruitment agency had used the wrong number to leave a message intended for a client.

20 April

9.46 - NoW email SP again saying they have a tape recording of the messages. NoW play recording to SP. Refers to other messages on the phone. NoW argues and claims to be 110% certain that Milly had been to north of England and applied for a job in a factory there.

23 April

Surrey police record their suspicion that NoW are responsible for deletion of voicemail from Milly's phone: SP Log: in light of the NoW revealing that they or a third party have accessed [MD's] voicemail, it is possible that the messages have been accessed and deleted. [PNP] do not record who accesses or deletes messages.

16 July

Meeting between SP and NoW.

**2011**

1 April

15.00 Meeting MPS (Operation Weeting), SP [SIO and FLO] and Mr and Mrs Dowler who are shown extracts from Glenn Mulcaire's notes containing their names, addresses landline nos and Milly's mobile number. Mr and Mrs Dowler talk about their experiences in days after Milly went missing. Mrs Dowler talked about false hope moment. MPS Note recorded that Dowlers feel false hope moment could be caused by deletion or movement of message. Technical discussion about impact of how listening might manifest itself including about deletions.

MPS did not attempt to proffer alternative views or to seek to dissuade Mr and Mrs Dowler from their belief that Milly's voicemail messages could have been deleted.

Monday 5 July

Guardian article "[News of the World hacked Milly Dowler's phone during police hunt](#)"

21 July

Meeting between CC Surrey (Mark Rowley) and Mr and Mrs Dowler. SIO Note records that there is a discussion about whether the voicemails were deleted. Mrs Dowler was "reassured that her thoughts that messages were being deleted were completely reasonable and absolutely possibly." The note records that the MPS had told SP "it was a technique used by NoW to delete messages they had listened to so that the owner of the phone did not know they had been listened to. So again she was justified in her view that they could have done this... or we have no evidence that supports that they did or did not delete messages from Milly's voicemail"

**MAY 2012**