

Hi Ofcom,

BT have again put up the price of part of my contract & reduced a special discount that was agreed for a 12 month period. I am told you have an investigation running on this topic so thought my information might help stop this bad practice.

Dear BT,

Ref: A complaint about a decrease in my Special Discount for account number

In August of 2012 I renegotiated my phone/broadband/Vision package with BT & a 'special discount' of £5.75 was agreed for 12 months. The attached page is part of the e-mail contract sent to me by [REDACTED] & you can see that the discount lasts for 12 months. You have reduced the discount by 8% in your January price increases & I wish to dispute your right to do this.

In November I received an e-mail from you telling me that this discount was being reduced by 8% in January 2013 & my Anytime Call package was increasing by 5%.

I called BT on 9th Nov at approximately 3.10pm & spoke to [REDACTED] who confirmed that these changes would not apply to me, only to new customers. I thought he was not sure of his facts so I called again a little while later & [REDACTED] seemed on the ball & confirmed that these charges would not apply to me as I was on a 12 month contract.

When my January bill came in last week the new charges had been auctioned so on 17th January I called again & was told by [REDACTED] that they would apply to me. I went on your chat line today & again was told I would have to pay the higher charges. They both claimed that the increases were in BT's T & C & I am prepared to accept that the increase in my Anytime call package is covered by your T & C but the reduction in the 'special discount is not. A similar increase was applied last year but when I disputed it, I was given a credit for the remaining part of my contract but I am told this will not be applied this year.

I phoned OfCom this morning & they told me there is an investigation into telecoms companies applying charges mid way through a contract & a ruling is due in March 2013 so I am going to forward a copy of this letter to the appropriate authorities. I hope they find against you.

I was also told I could have cancelled my contract within 10 days of receiving notification of your price increases but this information was included in the e mail I received. It's hidden in your T & C bible. Perhaps this should be made very clear in any communication about price increases.

If your statement in my contract says 'Your special offer discount lasts for 12 months', what exactly does it mean? Could it mean that the discount could be reduced to just 1p?

The information below is pasted from my contract.

Line Rental	£14.60
Line Rental Saver	£-14.60
Reduced line rental with Line Rental Saver	
Anytime calls add-on	£4.90
Upgrades your calling plan to anytime calls	
Broadband and Calls	£14.00
Add BT Vision to your package for great digital TV - www.bt.com/vision	
Special offer discount	£-5.75
Your special offer discount lasts for 12 months	

Your monthly total

£13.15

Your special discount lasts for 12 months.