

23 April 2008.

Dear Sir/ Madam,

With regard to the ongoing Ofcom review of unfair BT (and other companies) billing charges.

Should I be charged £4-50 per bill for transferring my payment directly from my bank account to that of BT? I cannot get BT to answer this question, despite writing to them on numerous occasions.

What cost does BT incur when I pay (on time) in this manner?

Should I subsidise those that don't pay their bill on time?

As mentioned previously, my electricity supplier (Scottish Power) actually gives me a discount for paying in this manner.

I trust that you will raise this matter as part of your review.

Yours sincerely,

A. D. Krolak.