

25th April 2008

Additional charges - Consultation

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ofcom Ref no. 131967 653

Re this reference number given to me when I logged my complaint re BT charges for paperless charges.

I write to enquire when we can expect the results of your survey.

Having paid 4 quarterly bills less this £4.50 surcharge I am now in debt to BT to the sum of £25.44 (this includes £700 charge as a extra payment).

Today I find I am on a restricted service and not call out only receive, until I pay off amount - next 4 bill due May 2008 have written to BT several times informing I will/will not settle on publication of your report.

Yours sincerely