SARAH EVANS,
CONSUMER POLICY MANAGER,
OFCOM,
RIVERSIDE HOUSE,
2 A SOUTHWARK BRIDGE ROAD,
LONDON,
SE1 9HA.

3rd MAY 2008.

A/C No:

Dear Sarah,

For some time now I have been in dispute with BT over the £4-50 quarterly payment charge which they purport to be a processing fee applicable to all customers who do not pay by Direct Debit.

My BT bills are settled by electronic transfer which does not involve handling cash or cheque so I cannot accept that there is justification for this processing fee to be levied.

I am a pensioner on a fixed income and I feel that this £18 annual increase on my limited resources is grossly unfair.

According to a letter in the October 2007 edition of SAGA magazine, a certain reader, who used the identical method of payment which I employ, had this charge rescinded by BT.

I should therefore be pleased if you would act on my behalf and instruct BT to remove this charge from my future bills and credit me with the charges accrued to date.

Yours sincerely,

BRIAN HALL.