

From: christopher king
Sent: 05 May 2008 7:11 PM
To: Additional Charges
Subject: late charges.

I've got e-mails about late charges from BT.

My problem with late charges isn't the charge itself (although I thought the non-dd charge was because of the possibility of late payment) but the amount of time given to pay.

The fact that I don't want dd indicates that I may be a weekly paid person -I am. I feel I should have a week to raise the money. Along with the four days the bank 'needs' to transfer the funds that's at least 11 days with no allowance being made for weekends or delivery time for the mail itself.

I also object because BT demands 3 months advance line rental, which I'm pretty sure no one else does, and therefore is in possession of some of my money already.

Other telecom companies protect their revenue streams by insisting on dd because they have to compete with BT whose monopoly position has been built up over the years with taxpayers' money. They are therefore not an average company and have a social responsibility that the others do not.

C King