

"REF"

FROM DEREK JACKSON
CONSULTATION RESPONSE 2.

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THURSDAY 1/5/08

Dear SARAH,

With "REF"; to your recent COMMUNICATION;
Re ADDITIONAL changes imposed by VARIOUS PHONE
COMPANIES on those customers who do not pay their
Bills by DIRECT DEBIT.

I find the outcome of OFCOM's investigations into
this issue, astonishing. Whilst you have Bent over
backwards to help people who had been Ripped
off via T.V. PROGRAMMES; you have done nothing
to help those millions of customers who are still
being Ripped off with these EXTRA changes being
added to their monthly Bills By VARIOUS PHONE
PROVIDERS.

The People who are being hit the hardest of all are
Pensioners and others in low income groups.
who in effect are Subsidizing Discounts for
the Better off. You will very often find that it
is the same better off customers who are late in
paying their Bills. Usually because they are
overdrawn on their BANK ACCOUNTS; and therefore
don't have sufficient funds in their ACCOUNT to
pay any Bill by DIRECT DEBIT on time.
So in effect it is we who are paying this extra
charge to offset these late payments.

The Biggest offender of ALL is VIRGIN MEDIA,
Previously (TELEWEST (N.T.V.)). Who have been
imposing these extra charges for the Past 5
Plus years.

yet! no mention was made of this Company in OFCOM's investigative Report.

Now! it would appear that all Phone Providers are imposing these extra charges. all of which are virtually the same. So! it is obvious that they are operating a CARTEL. or if you like, (A FORM of PRICE FIXING).

VIRGIN MEDIA does not offer any DISCOUNTS whatsoever. to Pensioners and others in Low INCOME groups, and Low users.

These extra charges have nothing to do with the cost of HANDLING CASH/cheque Payments. it is all down to Pure greed, and simply another way of SQUEEZING money out of LOYAL Customers.

AND CONTRARY to the Suggestion made by OFCOM

It is not as simple as you may think to change PHONE Providers. as Millions of GAS AND ELECTRICITY Customers will Verify.

I am Disgusted that this TOOTHLESS and BUTLESS Organisation has failed so miserably to help these many Customers like myself.

Many of us who are elderly, and have Seniors = illnesses and DISABILITIES, and who live alone, and who are trying to exist on the most Basic of incomes, Depend on our PHONES as a lifeline.

And those VARIOUS PHONE Providers who are imposing these extra charges are taking UNFAIR ADVANTAGE of this. They should be made to compensate us with immediate effect. The members of OFCOM's investigative team on this issue should HANG their heads in Shame at their Dismal FAILURE to help us. OFCOM should be instigating action with immediate effect

Yours Sincerely