

VIA MR Roger BERRY. M.P.
KINGSWOOD BRISTOL.

TO OFCOM Office
Sarah Evans.

6th March 2008.

Dear Sarah. Re. BT additional charge for not
paying by DIRECT DEBIT

Mr Roger Berry has been in communications with me and many others in this area re the above.

We have been forced to pay extra £4.50 per quarter on our BT Telephone Bills for nearly 4 yrs now for refusing to allow BT to make us pay by DIRECT DEBIT.

This applies to all who have in the past paid by cheque or cash. Surely this is illegal, we are not asking to pay in EUROS !!

I am concerned for anyone without a Bank Account and those who are not allowed to open a Bank Account and the single PARENTS with children who find it difficult to manage and go OVERDRAWN.

This is grossly UNFAIR and from the letters in the Local Evening post during the year, copies I sent to our M.P. Roger Berry, there are thousands of BT customers who do not wish to pay by DIRECT DEBIT.

It is the "Thin Edge" of the WEDGE, if other providers charge for using cheques & cash, it will become normal procedure.

The only people suffering are the Cash / Cheque customers.

There is no problem with those who pay by DIRECT DEBIT having a small deduction in their Bill.

PTO

It is quite acceptable for Late Payers to have to pay extra. but even then £7.50 per Bill is a great deal for ~~small~~ overdue oversights.

I have been a customer with BT For over 40 years and never been late paying.

From the local letters many people are the same.

We are constantly being Told, take care not to give out Bank Details, all the time the TV gives advice.

There are hundreds of older people who like to use cash/cheques to pay BILLS, so they can see what they "owe" and never get into DEBT this way.

If the government lets this unfair situation go ahead without listening to your Report, it is not a LABOUR Government, looking after the underprivileged people.

Please do what you can to help the BT cash/cheque payers not face discrimination.

I enclose the latest BT leaflet, it would take a FIRST CLASS LAWYER to understand all this small PRINT and all the conditions.

I do hope OFCom. will be able to right this very WRONG. INJUSTICE.

Yours sincerely

(80 year OLD Pensioner)