

Your Ref; 1-49744670

25 March 2008.

Dear Mrs Evans,

Re; Additional Charges-Consultation.

Further to the letter from Kirby Sharpe dated 11 March 2008, and copy of Ofcom's document on additional charges, I would like to add my comments to the consultation process. For this purpose I enclose a copy of my original letter to BT and their letter in response.

In the document from Ofcom, which I read with interest, it does not seem to make any reference to my point and that of the Office of Fair Trading, that the £4-50 processing fee should only have applied to cash and cheque customers who signed up with BT after 1 May 2007, and were made aware of this charge at the time. It should not have been applied to existing customers like myself, prior to this date.

It would also appear that BT do use a proportion of the £4-50 fee to offset late and non-payers, which Ofcom do say is unacceptable in their report. These bad debts should not be passed on to honest and prompt paying customers, and as BT already make a charge of £7-50 for late payments, they are effectively charging twice. I do not believe that customers who pay on time incur the administrative costs that BT claims, and should not therefore be penalised for the method that they pay

In addition the point made by BT in their letter enclosed, that the net effect of the fee is 50p a month will soon be history, since they will be increasing the rental charges on 1 April 2008, presumably to pay for the free week-end calls that they are advertising.

I would have thought that paying for my call charges, line rental and VAT, I would be meeting my legal contractual obligations, and I hope my comments will help to remove this unreasonable processing fee.

Yours sincerely,

G.F.R. FLINT