

Hi

I have been in dispute with Virgin Media with regards to there non-direct debit charge of £5.00.

I had hoped you would have found that this charge is unfair but what a surprise you didn't !!

Reasons for the unfairness

1. there advertised rate of £11.00 line rental should read £16.00 with a £5.00 discount for paying by direct debit.

They wouldn't do that as they are then expensive

2. if you don't have a bank account how can you pay by direct debit?

There answer is many people have accounts!!! BUT NOT ALL

3. If it cost £5.00 to handle all non-direct debit payments why don't all companies charge?

Because handling it doesn't cost that much and should be swallowed as normal operating cost

(I don't get charged more in a shop if I choose different forms of payments)

4.if the bill is wrong(and often is as virgin media use the same accounting system as the chimps down at the zoo) the payment is taken even if you dispute it !!

If you would like more detailed ideas I have please please contact me!!

These big companies make a fortune out of people and I thought you where ment to be here to protect our intersests

Stop rolling over and capitulating its sickening..

And as for competition why do you not force virgin media to open up its broadband service to competition just like you did to BT

Because your all soft

Mark Forbess