

14th April 2008

Sarah Evans
Consumer Policy manager
OFCOM
Riverside House
2A Southwark Bridge Road
London
SE1 0HA

Dear Ms Evans,

Following my complaint to OFCOM about BT imposing an extra charge on those of us who promptly pay our bills I received this batch of papers.

I do not understand a lot of what is contained in these papers. It does say that BT has stated that reminders may not be sent after the issue of telephone bills. They seem to have more faith in the ability of The Royal Mail to deliver than I do. It is understood that late payment of bills can incur costs for the company and a late payment fee is understandable. I still fail to see why prompt payment by cheque paid into my bank will cost me as much as £4.50 per payment. Even people who pay by direct debit are I believe sent a bill through the post saying how much and how the bill was calculated. There is no extra postage charge and as my bank passes the cheque to BT bank there needs only to be a computer check so minimal charges are incurred by the company in clearing my account.

From reading these papers it appears that the company may also charge me a fee if our family internet connection is cancelled for any reason. I trust not if the user dies however. When our connection was obtained it only had to be held for a year and it is now way beyond that time. No work was involved by the company in setting up this connection and no special equipment was provided so how they could dare ask for a cancellation fee would be beyond my comprehension.

Yours sincerely

Mrs ER Smeeth