

Your Ref 1-28490794.

Re NON DIRECT DEBIT CHARGES
CONSULTATION.

Dear Sir,

I wish to offer you my views on Non Direct Debit Charges.

I have been a BT phone customer for over 40 years and have always paid my Bill on time, by cheque, and sometimes by Debit Card over the phone.

In June 2007 I received my quarterly bill to find a New Charge i.e. a "processing fee of £4.50" and a leaflet explaining this, which came into effect on 1/5/07 (ONE MONTH BEFORE).

I saw no advertising anywhere that this was going to happen, and since then I have refused to pay this increase, under the threat that I should pay by Direct Debit, and I feel I shouldn't help supplement BT's recovering costs for people who don't pay up.

On 19/6/07 BT Northern Ireland replied to my 1st letter of complaint and said they would contact me with either the results of their findings or an update within 15 working days. I've never heard from BT Northern Ireland since then.

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I have had on-going correspondence with Ofcom, BT Correspondence Centre Durham and the Consumer Council for Northern Ireland, who agree that the "charges are unfair and punitive". These proceedings take time and during that time I have been Billed for Non Payment of Processing Fees, plus Late Payment of £7.50 on top. Current outstanding £25.50.

I'm not surprised BT have excess costs for administration, if they treat all their Customers by duplicating letters, and sending repetitive letter (copy enclosed/attached of my most recent letter dated 30/4/08)

I will be happy to assist in anyway I can if you need anything further from me.

Yours sincerely

(JILL MARY MARR)

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