

I am concerned that my mobile phone provider, Orange, introduced a fee to get an itemised bill a couple of years ago. I feel this is unfair as I no longer know whether the call charges that I am paying for are accurate, and I have no way of querying my bill unless I pay to receive an itemised billing. In addition, someone I know still receives itemised bills free of charge, although when I phoned Orange to complain they assured me that this policy exists across the board.