

22 April 2008

Ms Sarah Evans  
Ofcom  
Riverside House  
2A Southwark Bridge Road  
London  
SE1 9HA

**Ofcom reference 1-50841590**

Dear Ms Evans,

In reply to a letter received from your office dated 7 Apr 08, and in response to your requests for views from consumers regarding payment charges for those paying BT phone bills by cheque, I have the following comments.

1. I took out my phone contract with BT at the above address for basic line rental only towards the autumn of 1998. At that time, there was no difference in payment methods, and I elected to pay by cheque on a quarterly basis when I received a bill.  
Towards the end of 2007 BT informed me that those paying by cheque on a quarterly basis would be subject to a fee of £4.50 on each payment. I feel most aggrieved by this as it is a unilateral change in conditions to suit themselves, and has been imposed without any discussion or negotiation with me.  
Furthermore, I see this as discrimination against those who have over the years paid by cheque and wish to carry on doing so, and are now being penalised for continuing to pay by this method.
2. I have in fact been an infrequent user of my BT landline, carrying out most of my communication by mobile phone, and my BT quarterly bill seldom exceeds £40.00 (this includes calls, line rental and VAT), so a charge of £4.50 is in effect an increase of some 10% to my bill.
3. I am disappointed by this as over the last six or seven years I have received many adverts and flyers through my letter box from other phone suppliers, but have disregarded these in favour of staying with BT. I find this a most unsatisfactory way to treat loyal customers.
4. I also refer you to recent "Changes to BT's pricing and Terms and Conditions" leaflet, and enclose a copy of page three regarding "Information about the payment processing fee". In paragraph three it states that by "paying by means other than direct debit or monthly payment plan, then when you pay your next bill, you are agreeing to enter into a separate contract with BT Payment Services Ltd". So by paying my bill by cheque I will have been deemed to have

entered into a contract which I have no intention of entering into!

As a result of all of the above points, and I feel the arrogant way in which BT has acted in this matter, I have in the last couple of weeks decide to have my BT landline disconnected, and have informed BT of my decision.

I hope some of these points may be of use to you in your consultation process on 8 May 2008 .

Yours sincerely