

Consumer Policy Manager
Ofcom
London

Dear Mr Evans

RE ADDITIONAL CHARGES - CONSULTATION

I should like to add my objections to the outrageous fine recently imposed on me by BT for failing to have a computer to receive direct billing and failing to be blackmailed into a payment system I do not want. (£4-50 per bill $\equiv$ 10% about)

Reading your web site, I am disappointed to note that you are likely to argue that people can vote with their feet and so you don't need to do anything about it. This would be fine if you insisted on a set procedure for change of supplier. We all know that some deliberately make this as awkward as possible.

No services I have received in the last 30 years can rival telecoms for scams and sharp practices and they know the wheels of justice grind so slowly that they will benefit for months if not years while regulators "consult." We are fast approaching the time when only we stupid domestic subscribers will have a number that does not start 0870

Yours sincerely