

MS SARAH EVANS,

22.3.08

JOINTAGE POLICY MANAGER, - ADDITIONAL CHARGES - CONSULTATION,

OFCOM,

2 RIVERSIDE HOUSE,

2A SOUTHWARK BRIDGE ROAD,

LONDON, SE19 6HA

DEAR MS EVANS

PLEASE TREAT THIS RESPONSE AS CONFIDENTIAL. I HAVE BEEN IN CONTACT WITH
OUR OFFICES SINCE THE £4.50 ADDITIONAL CHARGE WAS IMPOSED FOR NOT PAYING
MY BILL BY DIRECT DEBIT.

ALWAYS PAY MY TELEPHONE ON TIME VIA DEBIT CARD WITH NO DELAY, I'VE NEVER
HAD A REMINDER AND I FEEL THAT B.T. ARE JUST NOT TREATING THEIR LOYAL
CUSTOMERS FAIRLY.

HAVE WRITTEN SEVERAL LETTERS IN THE PAST OPPOSING THIS CHARGE AND I
HOPE THESE CAN BE INCLUDED WITH THIS RESPONSE.

I WOULD BE GRATEFUL IF I COULD BE INFORMED OF THE OUTCOME.

THANK YOU

YOURS SINCERELY