

4 March 2008

Ofcom  
Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA

Dear Sirs,

BT has made some recent changes to its Calling Plan charges. One of these changes is to offer a discount for paper-free billing of £1.25 a month.

Whilst I applaud their efforts to be environmentally friendly in their approach, I feel that I am being unfairly penalised for not having access to a personal email account and access to the web. Due to me opting to receive my bills by post I have to pay a premium to BT for the privilege.

I do own a computer but can see limited benefit in subscribing to an Internet service that I would use infrequently just to satisfy BT's quest to reduce the number bills they send to their customers using the postal service. Thus I view the alleged discount as a way of penalising the majority of BT's customers who do not wish to have access to the Internet or cannot afford to subscribe to an Internet service.

I believe that a better option would be for BT to offer a reduction in the cost of their Internet service to encourage customers to use it. Then by default their customers could be sent bills via email.

Universal access to email and the web is a long way off and BT appears to be capitalising on this by taking additional charges from its customers in the guise of being environmentally responsible. In reality what they are taking equates to additional profits.

Yours sincerely,