

Ofcom Contact Centre  
2a Southwark Bridge Road  
London SE1 9HA

February 29<sup>th</sup> 2008

Dear Sir/ Madam,

I am a long standing customer of BT telephone services, and have today received notification from BT about their increase in the price of the basic line rental from April 1<sup>st</sup> 2008. The increase is 75p per month (£9 per annum), from 50p to £1.25p per month. However BT will give a £1.25p discount on your account each month if you pay your bills by direct debit (or monthly payment plan) and sign up for paper free billing. Paper free billing means BT will tell you by e mail when your bill is available to view online.

I already pay my BT bill quarterly by direct debit, but do not have a computer, thus I do not have the option of paper free billing. I therefore have no choice but to accept the line rental increase, whilst unable to take up the option of paper free billing to offset the increase.

This seems to me a change in terms and conditions that effectively discriminates against customers without online facilities. I would like a response from Ofcom giving their position on this matter, also an indication of the legality of offering a financial inducement available to be enjoyed by online customers, whilst totally excluding and financially penalising existing customers not online. I look forward to your reply.

Copy of original letter