

To: additional.charges@ofcom.org.uk
Subject: Unfair charges

Dear Sir,

I really support and welcome the OFCOM views on the issue of BT unfair charges. I personally have some terrible experiences on this matter.

My home landline phone is provided by BT. I ordered BT landline service since 1990. (altogether I ordered 4 landlines from them) Every contract I had agreed with BT which never has any payment charge. But from last May 2007, it suddenly started in the bill with extra payment charge £4.50 which I do not agree with. I have made complaints to BT Customers Services (both oral and written complaints). None of them got it solved. I contacted the Office of Telecommunications Ombudsman. The answer was that they have got guidelines about this charges. They could not get involved on this matter.

On 10 March 2008, My telephone outgoing service was cut off (without warning). On 17 March 2008, My receiving service was cut off (without warning). I make regular quarterly line rental payments. The BT receives my regular line rental payments. In legal terms that I honoured the terms and conditions of the contract and made proper payments. What is on the earth that the BT has the right to cut my telephone services? I do not own the BT any payment of the line rental. I only do not agree with the BT Breached the contract.

On 1 April 2008, The BT sent an embarrassment and threatening letter demanding £13.50 until 11 April 2008 to make the payment of the Extra charge. Otherwise I would lose the landline and no home telephone at all. (and possible TV and internet services with other companies as all).

What is the difference between robbery and the British biggest telecom company's behaviour? And I do not think £4.50 to process one cheque is justify. It is another unfair way to charge consumers. And also I think that it is the BT punishes me to contract my call services to other cheaper company. Because the BT wrote to me in February 2008 asking me to bring the call services back to the BT. It printed with my name, address, phone numbers and tick the services plan without my permission and knowledge. I believe that it is illegal and anti-competition behaviour.

I paid £11.50 line rental per month before. Now the BT call themselves cheaper. The line rental is £10.50 per month, but they increase £1.50 per month for payment charge and also they raised week day call charges without telling people. And only talking weekend calls are free with the BT. Why could not the BT tell the whole truth and make people understand what the real charges are?

As a consumer, I do not think I could fight with such powerful company, Plus in Milton Keynes (where I live) the BT is the only company can provide telephone services. We have no choices. We have to take no matter what. Because they are too powerful and untouchable. Even the Office of

Telecommunications Ombudsman could not investigate the illegal practice.
Who else?

That is my terrible experiences with the British biggest telecom company. We would be more than happy if we could switch to another telephone services provider if we could. It is just impossible. I do not think I am the only one suffering the terrible services with the BT. We really hope the Government could make new rules to curb and stop the arrogant big companies ruin peoples' normal life.

I would be very happy to provide evident to the OFCOM if you think it is helpful for your investigation.

Kind regards