

I object to this strongly for the following reasons

I am paid 4 weekly not calendar monthly so paying on monthly dd does not suit me and can if I am not careful cause bank charges to be incurred, BT do not offer any type of DD apart from whole bill or monthly

They take the charge in advance, so they are ASSUMING that I am not going to pay in their preferred method (whatever happened to the CUSTOMERS preferred method?)

They add into that costs for those not paying their bills promptly, I have never paid a bill late in my life so why should I be penalised for those who do?

Due to the fact I am paid 4 weekly I pay by standing order on payday, this means I am always in credit with BT and yet even though there is no payment to process they STILL charge me!

They state it isn't transaction based to be fair on those who have to pay their bill in small instalments, very admirable however I am being penalised because I choose NOT to pay my bill in small instalments

Due to the fact that I have to have a BT line for the internet and also due to the fact that I am not in a cabled area I have NO choice as to who my phone line provider is so BT are in a monopoly position and I feel they are taking advantage of customers such as myself because of this, I cant vote with my feet even though I want to!

I have contacted BT about these points and have copied below their responses and my emails, please note that it is in reverse order

I have found both of their responses to be less than satisfactory and indeed if you read their first response it is clear that they haven't read my complaint fully as they have addressed me by the wrong name, stated that I don't have a bank account when I have already stated that I do and haven't addressed my points properly