

1. Every firm in the world in any industry has the problem of non-payers, and the problem of the administration costs of collection of monies. These costs, the world over, are part of normal overhead costs, and are built into the normal pricing structure of goods. BT could have drawn this extra charge to the attention of their customers before instituting them. They did not do so. I wrote querying this charge when it first appeared on our bill. I have never had even the courtesy of a reply.
2. Late payment fee. The question of late payments of commercial debts is covered by the right a firm has to charge interest at the rate of 4% above bank lending rate on moneys outstanding. BT's charge is far in excess of this, and surely is breaking the law. Why should they be allowed to get away with instituting a flat fee of £10.50, when the quarterly bills for rental only could be less than £45?

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Although I raised these points in a letter to BT, I never received an answer. At a later date, when talking to BT about another matter, I raised this issue. I was told these charge had been agreed as fair by Ofcom. I asked for a copy of your ruling on this – still never been received. Instead I got their explanation as to why they charged this. Meanwhile I pay their bills less these charges.