

My work place recently transferred its BT business account to another provider recommended by the local Chamber of Commerce.

We received a letter from BT stating that there would be no interruption to our service. The letter also listed charges and adjustments but gave no figures for these, nor any estimates.

We telephoned BT to try and clarify this but received no further information - just an instruction to pay the bill when it arrived.

We then lost our telephone service for a period of 36 hours and have had numerous problems since. An attempt to contact BT maintenance resulted in us being told that we could not access that service.

We have now received bills which include the maintenance cost for the period we could not access plus one off early termination charges in the form of 2 separate bills.

One is for our broadband service of £162.40 and the other is for termination of an analogue fax line of £206.79.

There is no explanatory information or breakdown of charges with either of these figures.

We feel that we were not made aware of potential costs, that we attempted to access information from BT and could not and that we have no idea what the numbers relate to or how they even relate to each other.