

Peter G. Reed

RE BT PAYMENT CHARGES

I consider the BT payment charges to be grossly unfair on 2 grounds:

1. If payment is made by DD the payment goes direct to BT's bank
If payment is made online the payment goes direct to BT's bank

So where is the extra expense incurred by BT.

I have spoken to 2 bank managers and they both say there is no extra charge. In fact, because I do the work, there is no charge

2. BT say there is a payment charge of £1.50 per month.
If the bill is paid quarterly, why is there a payment charge for the two months when no payment is made?

I accept there could be an extra cost by BT if payment is made by cheque or cash .I note in the Ofcom report that you state *"They should only include the company's extra costs of collecting normal payments – and not, for example, chasing bad debts."*

What are these charges? Why won't BT tell us. I have been trying since last October to find out. 80 e-mails have floated between myself and BT without a straight reply. I have had 2 letters from a Jillian G. Lewis, a customer services manager, both extolling the virtues of DD without answering the above questions.