

Consumer Policy.

Ofcom.

Riverside House,

2A Southwark Bridge St.

London. SE1 9HA

20 MAR 2008

24th March 2008

Additional Charges Q&A.

Dear Sir,

Thank you for the opportunity to comment on the subject document.

My comments are listed below:-

- Q1. I do not know what my contract period is or if I have one. I pay my Quarterly line rental ahead of the period of use.
- Q2. If information about the charges appeared somewhere on a website they were inaccessible for customers without computers. I agree with Ofcom comments on clarity.
- Q3. As pensioners we have limited funds.
- Q4. It appears that British Telecom. wished to engage their customers in some form of contract prior to Ofcom conclusions being made public.
- Q5. I knew nothing of Ofcom consumer research until fortuitously getting in contact with Ofcom after guidance from the Citizens Advice Bureau.
- Q6. I have written to British Telecom. about the fairness of the charges. Please see enclosed copy of my letter to them.
- Q7. How long must we all wait, including British Telecom., for the court decision.
- Q8. I think it is wrong for companies to charge more for payment by cheque.
- Q9. I have written to British Telecom. about Standing Order arrangements for advance line rental only. No answer from them received from them at time of writing.
- Q10. I will be pleased to see firm guidance as to what Ofcom consider fair.
- Q11. Why do British Telecom charge me £1.50 per month per nonexistent cheque when I send them one per quarter. As for competition I believe British Telecom. own the landline.
- Q12. I am not looking for financial assistance just fairness of charge.

Question 13 etc.on next sheet.

(See also 1-49012518)

1-49732734
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- Q13. No comment.
- Q14. I do not know if this applies to me as I pay three months in advance.
- Q15. Not thought to apply to me.
- Q16. As Q15.
- Q17. I have a letter from British Telecom. dated 16th February 2008 which includes the sentence "We very much appreciate the fact you always pay on time".
- Q18. Not thought to apply to me.
- Q19. As Q18.
- Q20. Useless to me as I do not have a computer.
- Q21. A newspaper article suggests 5,500,000 customers may be affected by British Telecom. action. If this is so the total sum of money going to them is  $5,500,000 \times £18.00 = £99,000,000$  p.a.
- Q22. What is happening in current court case recorded in Daily Mail of February 20th 2008 being brought by Ros Fernihough.
- Q23. What happens if the supplier, in my case British Telecom., ignore your findings in Autumn 2008.
- Q24. I am writing to you because I have no computer therefore putting your findings only on your website is less than helpful.

We have been customers of British Telecom. and its predecessor since 1977. We have had to change homes twice in that period with no problems experienced.

I have written to British Telecom. five times about these Charges. Their paperwork indicates that they will take up to twelve weeks to respond to a query from a customer. Do Ofcom consider this is a reasonable response time? I have what I believe to be a British Telecom owned landline therefore the concept of competitive charging may not apply to me.

Until recently I thought the 1471 service was free. My telephone call service provider SAGA has advised me otherwise. I shall not be using that service again. Therefore my regular payment to British Telecom. will be for landline rental. I do not use e-mail or computer.

The original letter, of which I enclose a copy, sent to British Telecom. was sent recorded delivery to them.

If you are in a position to answer my query about the legal situation I placed in my letter to you of the 10th March 2008 it would be most appreciated.

Yours faithfully

R.J.Lesch.