

I should like to consider my correspondence below with Pipex in your review of additional charges for internet services.

I see from your website that these charges are not uncommon and I do appreciate that the ISPs do have costs, but my whole point is that I was not informed during any of the telephone conversations with Pipex when signing up to the service, and there is only a passing reference to their "Ts & Cs" on their website.

This is all a great shame, because I am otherwise very pleased with the service provided by Pipex and I am getting a good average 6MB/s connection.

Regards,
Stephen Dorff

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----- Original Message -----

From: [Dorff](#)

To: [Pipex Customer Services](#)

Sent: Tuesday, May 06, 2008 7:45 PM

Subject: Re: Credit card charges

Thank you for your reply. You have acknowledged that I was not informed of the £1.00 surcharge at the time of signing up for Pipex Mini. I feel that your refusal to reimburse me is sharp practice and I will now be referring this matter to Ofcom. I see from the May account statement that you are still charging the extra £1.00.

Regards,
Stephen Dorff

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----- Original Message -----

From: [Pipex Customer Services](#)

To:

Sent: Tuesday, May 06, 2008 6:32 AM

Subject: Credit card charges

Dear Customer Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response.

If this issue is not resolved to your satisfaction, you may reopen it within the next 7 days.

Subject

Credit card charges

Discussion Thread

Response

06/05/2008 06.32 AM

Dear Stephen Doriff,

Thank you for your recent correspondence.

We apologise for the inconvenience that this has caused you, Upon your signing of contract when you availed for the pipex mini it was not made clear to you about the £1.00 surcharge when using credit card as payment of method. We regret to inform you but we cannot give you a reimburse because it is in our procedure that the customer will be charged of £1.00 upon using credit card and through direct debit there is no charge. If you do not wish to be charged of £1.00 every month. I suggest that you call our credit control department 0871-2212-212 and change your payment details from credit card to direct debit.

If you have further queries, please reply with this e-mail or contact our customer care team on 0871-6633-300 who will be able to assist you further.

Kind regards,

Pipex Internet

Customer (Stephen Dorff)

30/04/2008 06.10 PM

Your statement that "we did not charge 1.00 transaction fee previously" is wrong. The sum of £6.38 plus VAT (i.e.£7.50) has been shown on every statement since December 2006. Please deal with this urgently; I am getting fed up with this never-ending chain of emails where I merely keep repeating what I stated in my original email. If I do not get a satisfactory result within 7 days I will be reporting this matter to Ofcom. Regards,
Stephen Dorff This e-mail has been checked by Zone Alarm before transmission, but I cannot guarantee that it is free of all viruses.

Response

30/04/2008 02.11 PM

Dear Stephen Dorff,

Thank you for your recent correspondence. We apologise for the inconvenience that you are currently experiencing.

Unfortunately, we could not refund you that amount since we did not charge 1.00 transaction fee previously.

However, we'll request it to the Finance Department and they will be the one that will take action on your concern.

If you still have further queries, please reply with this e-mail or contact our Customer Care Team at xxxxxx for further assistance.

Yours sincerely

Customer Care Team
Pipex Internet

Customer (Stephen Dorff)

25/04/2008 06.25 PM

Thank you for your email below. You have confirmed the fact that I have been over-charged for the Pipex Mini service.

* The published cost is £6.50 per month.

* Your T&Cs, as extract you have provided below, states "The overall amount You pay is not increased provided payments are made by Direct Debit, credit or debit card. When You use these methods of payment, payments due to Us will be discounted by the amounts You must pay to Us, leaving the total You pay unaltered."

* Whether the charge for credit card payment is 2.5% or £1.00 is irrelevant because it is superseded by the statement above.

* You have charged me £7.50 since I signed up in December 2006.

Please immediately reimburse me the sum of £17.00 (i.e. £1.00 per month from Dec 2006 to and including April 2008) and confirm by return of email. Regards,
Stephen Dorff This e-mail has been checked by Zone Alarm before transmission, but I cannot guarantee that it is free of all viruses.

Response

24/04/2008 03.23 PM

Dear Stephen Dorff,

Thank you for your email.

We understand your frustration.

You may see the details under the Terms and Condition at www.pipex.co.uk for the <http://www.pipex.co.uk/legal/pipex-combined-t+c.php> section discussing about the payment processing. Enclosed is the detail:

9 PAYMENT PROCESSING

9.1 We process all payments made under this Contract and You agree that We will charge You the Payment Processing Fee. The overall amount You pay is not increased provided payments are made by Direct Debit, credit or debit card. When You use these methods of payment, payments due to Us will be discounted by the amounts You must pay to Us, leaving the total You pay unaltered. Payments made by methods other than by Direct Debit, credit or debit card may be subject to the Additional Payment Processing Fee.

9.2 Where payments are made by Direct Debit, You agree to pay Us a Payment Processing Fee of 1.5% of the amount paid by these methods of payment, and to pay the balance of the Charges to Us.

9.3 Where payments are made, by agreement, by credit or debit card, You agree to pay Us a Payment Processing Fee of 2.5% of the amount paid by these methods of

payment, and to pay the balance of the Charges to Us.

9.4 Where payments are made by methods other than Direct Debit, credit or debit card, We may charge an Additional Payment Processing Fee, (which will be separately itemised on the Bill) in addition to any amount You owe Us for the Services and the Payment Processing Fee.

Instead of the termed 2.5%, we actually impose a £1 only for the said Credit Card payment.

We suggest you have a Direct Debit set-up for a more convenient payment scheme.

Thank you for sharing this with Pipex.

Kind regards,

Customer Care Team
Pipex Internet

Customer (Stephen Dorff)

18/04/2008 06.10 PM

* My Name is as below and on the original email.

* The account name is xxxxx, as also stated in the original email

* Phone number xxxxx

* Address xxxxxxxxx

Please note that I raised this matter on 11 April and I would appreciate your immediate reply. Regards,

Stephen Dorff This e-mail has been checked by Zone Alarm before transmission, but I cannot guarantee that it is free of all viruses.

Response

18/04/2008 02.43 PM

Dear Stephen Dorff,

Thank you for your recent correspondence.

Unfortunately, due to Data Protection laws we are unable to act upon your enquiry as we cannot access any account without the proper means of secure evidence. To enable us to access the Pipex Internet account in question and advise you on your query, please forward the following verification details:

- Your name
- Your account number
- Your Pipex Internet phone number
- Your full address and postcode

If you are calling on behalf of the account holder, please remember that we will require the account holder to be available to confirm Data Protection for every call where a 3rd party is asked to speak on behalf of the account holder.

To permanently add a third party to your account, please write to the below address with both parties' signatures to confirm.

Customer Liaisons

We sincerely apologise for any inconvenience that this may have caused you.

If you have any further queries please contact our customer care team on xxxxxxxx who will be able to assist you further.

Kind regards,

Customer Care Team
Pipex Internet

Customer (Stephen Dorff)

11/04/2008 09.25 PM

Account name xxxxx

Having noticed an apparent error with the phone call charging on my Pipex account, I checked back over all the account bills since subscribing to Pipex in Dec 2006. The call charging turned out to be correct, but there is an error in the billing for the broadband service.

I am subscribed to Pipex Mini, the cost of which is published as £6.50 per month. However, all my bills going back to the start of service are for £6.38 plus VAT which totals £7.50 per month.

I phoned your support line on Monday 7 April and spoke with your operator xxxxxxxx. She advised me that the extra £1.00 per month is a surcharge for paying through Mastercard. This charge was not made clear to me at the time of my signing up and I can find no reference to it in the literature at the time, nor on your current website.

I think this charge is outrageous (a15% surcharge) and, as I was not made aware of it at the time, all these charges should be reimbursed to me.

xxxxxxx advised me that she would pass my query to her superiors and I could expect to have a reply in 2-3 days. I have heard nothing, hence this email.

I tried yesterday to amend the payment method using the helpline telephone number, and spent several minutes pushing phone buttons only to have a recorded message telling me to phone the number I had just phoned!

Up to now I have been very please with Pipex and have recommended your broadband service to others. I now have my doubts.

I look forward to receiving your prompt reply to advise me that the excess charges are to be reimbursed. Please also advise how I can change the payment method for the future, which one cannot do from the MyPipex site.

Regards,
Stephen Dorff

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