

Re:

I am currently in correspondence with BT concerning the additional charge of £18 per year for Non Direct Debit payment. BT's response fails totally to acknowledge the injustice of this charge

I always pay my BT bill on the day it arrives using internet banking direct from my UK account to BT account, this I am assured by my bank costs BT no more than if I was to use Direct Debit.

BT says non automatic payments are more costly to administer due to delayed payments and pursuance of non payment. I am never late with my payment and BT receives my payment earlier than it would with Direct Debit because BT only activates the Direct Debit transfer 10 days after issuing the bill.

In conclusion then I am being penalise by £18 per year for additional charges BT are not incurring, I find this unreasonable and grossly unfair.

Mr Lee Strange