

Dear Sir.

Along with many others I strongly object to paying the £4.50 additional charge imposed by BT simply because I will not pay by direct debit. I receive a bill online and pay my bill online. I cannot see how it can possibly cost BT that amount of money to process a bill. It amounts to blackmail by forcing customers to switch to a direct debit system.

Paying bills that way is also giving BT an open mandate to collect whatever bill they come up with. On a number of occasions I have had cause to challenge particular charges which were found to be wrong and put right before payment. They are unable to say how much it costs to administer my individual bill and all I get is some bog standard reply from a call center in India

T Jennings