

Ofcom reference 1-23395540.

2nd April 2008.

Ofcom

Sarah Evans,
Consumer Policy Manager
Riverside House,
2A Southwark Bridge Road,
London SE1 9HA.

Dear Sarah Evans,

Thank you for your letter of the 26th March 2008.

I think I come under the heading of 'For Consumers on low Incomes' being an O.A.P. and still working at 72 years old part time to boost my state pension.

I can fully understand that B.T. must charge extra for the collections of outstanding debts, they are involved in some actual work and I can accept this ruling.

However I cannot accept a system that charges customers EXTRA for paying their bills promptly. I am committing no offence so why am I being PENALISED?

Are B.T. doing this to us because they consider they are not making enough money from us. Most quarters their charges are higher than I have spent on calls. They have no right to dictate to me how I manage my finances. £18 per year is a huge sum to pay for NOTHING.

Previously people could be allowed to buy stamps for telephone and television bills at their local Post Offices, but this facility no longer exists. Thereby handling their finances by spreading the cost, this system worked extremely well particularly for pensioners collecting their weekly pensions. The replacement of pension books is yet another example of a good working system being replaced by one that is a complete nightmare for some elderly people, maybe suffering from the beginning signs of dementia and can't remember their pin numbers plus arthritic fingers making it extremely difficult to hit the right keys together with poor eye sight making it almost impossible to see the numbers on the small machines installed. I diverse!

Removing the facility for paying by cheque is immoral and to charge extra should not be permitted by arrogant dictating companies.

Yours faithfully

P.M. Trott (Mrs.)