Sarah Evans Ofcom.
Consultation

Dear Madam,

I am writing to express my strong concern at the way communications companies are now charging if a customer does not pay by direct debit.

I my own case the company concerned is B.T. They charge me £4-50 for each account I pay and I believe this to be far in excess of the cost of issueing my ordinary standard bill. I pay my account very promptly at the Post Office by debit card (not by cash or cheque)

I have written to B.T. twice to express my concerns. The first time I received no answer whatever. Some weeks later I wrote again by recorded postage and later received a telephone call from India by a native of that country. He could not answer the questions I had put in my letter and promised me he would write with the answers. I have heard nothing since and this was about two months ago.

With all the great monopolies I believe the ordinary citizen is now powerless to express an opinion on issues that are of great concern to many people and it appears that many of them are now much more powerfull than their regulators

I enclose the last B.T. leaflet on prices and conditions which in my opinion is not clear to most people of average intelligence. It is obviously written by lawyers and should be greatly condensed to just name the main points.

As one of the older generation I have always thought that a contract was a document agreed and signed by two parties.

I enclose a copy of the last letter I wrote to B.T. ~~and which~~ and to which they did not respond to in writing.

Yours Faithfully

P.S. I do not agree with Ofcom that the issue of Direct Debit can be decided by shopping around. Ofcom must make companies like BT show the true cost of collecting their bills by different methods of payment and how much extra profit they make on each way of paying by the customer. As you can see by my enclosures I as an ordinary customer managed to get nowhere.

R.W.