Consumer Policy Manager
OFCOM
London.

Dear Ms Evans

BT Additional Charges - Consultation.

I have been a BT client for over 30 years.
I am a Pensioner
I do not have a Personal Computer
I do not use the Direct Debit System.

Oxford English Dictionary:
Notice — intelligence: warning: "with such time for preparation" et seq.

Fact (1) The first "notice" I received of BTs intention to charge a payment processing fee was ON my bill dated 17 July 2007, when the fee appeared as part of charges due. NB!

Fact (2) In a notice from BT dated February 2008 headed: "Changes to BT's pricing & Terms & Conditions" Sub-heading - "Payment Processing fee - your agreement with BT Payment Services Ltd".

- Section 4 states "you agree ..... unless you pay your bill by Direct Debit or monthly payment plan, you will pay BTPS a fee of £1·50 a month, if you pay your bills monthly OR £4·50 per quarter if you pay quarterly, for payment collection & processing services". (end of quote)

Payment monthly incurs a fee of £1·50 for the transaction, and processing of one payment.
Payment quarterly involves ONE payment – which logically should incur a fee of £1·50, for the transaction, and processing of one payment.

For BTPS to charge 3 times the fee for processing one payment just because it only happens once every three months is totally illogical and an outrageous example of gross profiteering at the clients' expense.
I am very, very, angry at the way I am being treated – it may be fair to charge a small fee for processing my payment but NOT to make an extra £3. profit a quarter – when still processing only one payment.
Think about it!!

I am very surprised and disappointed that the Judge in the county court case Ros Fernihough v BT considered customers had been given proper notice – I certainly wasn't! As to being fair, I wonder which cloud Judge Michael Ellery lives on?

Yours sincerely