

30th October 2012

Guernsey Competition and Regulatory
Authority
Suites B1 & B2
Hirzel Court
St Peter Port
Guernsey
GY1 2NH

Dear Sirs

Cable & Wireless billing practices

Further to the recent public consultation issued, please see attached a letter I sent recently to Cable & Wireless concerning their short notice billing.

I think that they are abusing their position – if their customers are given sufficient time, then they would settle within the credit terms. I realise that cashflow may be tight in the current economic situation, however one month's credit is surely reasonable to expect, without the threat of late payment charges (which have also increased dramatically).

To be honest I do not expect a response from C&W, which demonstrates their lack of concern as to their customer care program. Islanders have no choice in operators for fixed line lines, or broadband services and so surely there should be more focus on customer care, not less focus.

I have mentioned this to C&W many times and never received a response, let alone a satisfactory response. If it takes C&W 2 weeks to print and deliver their invoices, then they should allow an additional two weeks on their credit terms, not knock two weeks off their customers credit terms.

Clearly I am not the only one that is concerned about this, and I am extremely pleased that you have undertaken a review of their monopolistic operation.

Lets hope that C&W are forced to act reasonably in the future.

17th October 2012

Cable & Wireless Guernsey Limited
P O Box 3
St Peter Port
Guernsey
GY1 3AB

Dear Sirs

FORMAL LETTER OF COMPLAINT

I refer to my latest bill and am disgusted that you are attempting to charge me £15 for a 'late payment fee', when your invoices, which have a four week credit period, regularly arrive TWO WEEKS after the invoice date. Unless you are suggesting that Guernsey Post take two weeks to deliver your post and only 2-3 days to deliver my post, then clearly you are back-dating your invoices.

The invoice dated 6th September was not received until TEN days later 17th Sept and was due for settlement by 29th September. If this invoice was actually posted on 6th, it would have arrived on 9th leaving me 20 or so days to pay.

It arrived on 17th September, add on 20 days takes you to the 8th October. I sent a cheque on the 4th October which is within the 20 days of receipt. (Although now I appreciate that this cheque will not arrive until after the 14th, as Gsy Post is clearly not dealing with your post properly).

I will be more than happy to settle your late payment fee, if you are willing to settle my monthly charge for 'late receipt'? Or we can call it a 'backdating invoice charge' if you prefer. Shall we agree that all future invoices that are not received within 7 days of the invoice date incur this charge? This seems only fair.

I wouldn't have a business if I sent my clients back-dated invoices and demanded immediate settlement, with ridiculous penalty charges being threatened. You are clearly trying to abuse your position within Guernsey and think you can get away with such actions.

I am intrigued to see the views of Guernsey Post, the OUR and indeed the Guernsey Press on this and will be writing to them to discuss this matter.

I have written numerous times to you about this when settling my invoices and never received a response. Is the large company ignoring the irrelevant complaints and concerns of their smaller clients? No wonder Vodafone and JT are thriving locally.

Yours faithfully,