



**Post Office fined £175,000 for overcharging disabled customers - "a disgraceful breach"**

The **fair telecoms campaign** is pleased to note serious action being taken by **Ofcom**, against **Post Office** - as a telecommunications service provider.

This relates to a disgraceful breach of the special conditions that allow use of the telephone by those with speech and hearing disabilities.

See [Post Office fined £175,000 for overcharging disabled customers](#).

Having personally engaged in use of this service, **David Hickson** recognises the enormous benefit that this service offers to its users and the great skill shown by the staff who deliver it.

One is also proud that we offer this service to those who need it without excessive additional charges - under the terms agreed and in place.

**Post Office** was found to have failed to provide the service on the agreed terms and overcharged the disabled users.

It is imperative that all victims of this appalling error receive a full refund (and perhaps a little more by way of compensation).

A significant financial penalty will surely cause **Post Office** to take further steps to get to grips with itself, following other appalling recent scandals.

As always, it is regrettable that this final resolution of the matter is put in place so long after the event - this overcharging occurred between August 2013 and November 2018.

Quasi-judicial processes must take time to complete fully, but the **fair telecoms campaign** is always urging for obvious necessary remedies (such as cessation of breaches and refunds) to be put in place at the earliest possible time.

Some of this may have been achieved in this case, but it is not uncommon for "current" news stories to have to refer to action against breaches of telecoms (and direct marketing) regulation that took place many years ago.

