



SCOTTISH CONSUMER COUNCIL

9 December 1999

In response to concerns over the reduction of service to telephone customers in favour of unrestricted services to internet customers.

Martyn Evans , Director of the Scottish Consumer Council said:

"In a competitive market any business that reduces its level of service to key customer groups will pay the price in terms of lost business. While we have no particular concern about how any one business chooses to structure its services we are generally very concerned about consumer detriment in the emerging cyber-world. Our concerns are that those without access to computer technology and instant credit will be increasingly disadvantaged in terms of service choice and price. The issue of access is a key problem which has to be resolved if we are not to compound our current problems of the growing gaps between the haves and have nots."