

I charged Sky £1,500 over 2yr ordeal to shut account

A FURIOUS customer has received £1,500 from Sky after billing them for the two years he spent trying to cancel his account.

Pete Swift, 30, was contacted by debt collectors three times in 18 months after Sky failed to cancel his TV and broadband accounts when he moved to Edinburgh in October 2012.

Mr Swift decided to take legal action. Two days before the court date, Sky came to an agreement. Mr Swift itemised time he spent on the phone, writing emails and meeting lawyers and charged £25 per hour, coming up with a bill for £1,395, plus £72 court

by **PAMELA PATERSON**

costs. Sky offered £1,500 – two and a half years after the dispute began.

‘It was frustrating being contacted again and again by debt collectors,’ said the research consultant. ‘I started failing credit checks, despite previously having a good credit history.

‘The customer service was abysmal. There was a complete disregard for the situation they had put me in and a failure to fix the problem.’

Sky said the delay was caused by a technical fault.

A spokeswoman said: ‘We got it wrong and didn’t resolve things quickly enough. We are really sorry.’

Nightmare:
Mr Swift's paper trail PICTURE: SWNS

