

Email address charges branded ‘daylight robbery’

Ofcom is writing to broadband companies to ask why [some customers are having to pay to keep their old email addresses](#).

The communications regulator found that of the big four providers who supply 90% of the UK’s net-using homes with broadband, TalkTalk charges £5 a month and BT charges £7.50 a month if customers switch providers but want to keep using their email addresses as before.

Virgin deletes the email addresses it gives to customers 90 days after they leave, while Sky lets customers keep theirs for free.

As well as customers having to pay to keep their old email addresses, another possible concern for Ofcom is the risk that customers are being put off switching providers to get better broadband deals because of the hassle of losing their existing email addresses.

Ofcom can’t see any reason why customers should have to pay to keep their email address and are looking further into this to consider whether they need to step in and take action.

Coronavirus – How can we stay in virtual touch with older relatives?

As the government continues to encourage “social distancing” in the fight against coronavirus, older people (and now much of the rest of the population) are facing the prospect of being told to stay at home for weeks, possibly months.

One way that they can stay in touch with their loved ones is by getting a specialised device to make video calls, as outlined in a BBC website article on [how to stay in virtual touch with older relatives](#), published last week.

The article gives information and advice on the advantages and disadvantages on a number of different solutions to help you stay in touch during these difficult times. For those of you reading a Word version of the newsletter, you can find out more information at <https://www.bbc.co.uk/news/technology-51933618>