



NEWS RELEASE
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COTA WELCOMES TELSTRA RE-THINK ON FEES

Australia's peak organisation for older Australians, COTA (Council on the Ageing), has welcomed Telstra's decision today to drop the \$2.20 administration fee for bill payments made over-the-counter or by mail.

The Chief Executive of COTA National, Mr Ian Yates AM, said Telstra should be congratulated for listening to the concerns of its customers and shareholders, and bodies such as COTA.

"We have been discussing this issue with Telstra since September when the fee was first introduced," he said.

"While Telstra had exempted many pensioners and others on low incomes the fee would still have disadvantaged many older Australians, and discriminated against older people who do not have computers or use the internet.

"It is great to see that Telstra has been prepared to listen to legitimate concerns raised by many groups within the community.

"We will be pleased to work with Telstra to develop and promote incentives for older people to learn to use the internet for the many advantages it can provide, not only electronic payments.

"We also call on Telstra's competitors, who still charge similar fees, to remove them too."

Telstra CEO, Mr David Thodey, announced today that the administration fee would be dropped immediately and customers who had already paid the charge would be reimbursed.

Mr Thodey said Telstra would look at other ways to encourage customers to take advantage of electronic payments.

Further Information:

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