

ACCAN media release

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Consumers welcome Telstra Backdown

ACCAN, the communications watchdog, today welcomed the decision by Telstra to reverse its policy of charging customers who pay bill over-the-counter a \$2.20 fee.

ACCAN launched a campaign highlighting the unfairness of the charge, calling on Telstra instead to offer incentives for those paying by lower cost methods rather than penalising its traditional customer base.

Allan Asher, Chief Executive of ACCAN, said "It is very pleasing to see that the new Telstra CEO, David Thodey is acting on his pledge to 'put consumers back at the heart of the business'".

Asher went on to say " Welcome as this move is, Telstra still has a long way to go long way to go to restore Telstra's battered image with consumers. ACCAN looks forward to working with Telstra to improve customer service."

"We hope other service providers who similarly will follow Telstra's lead and remove these unfair charges".

Allan Asher is available for comment or interview at the "Responsive Regulation and Policy Seminar" being held at the Sebel Surry Hills, 28 Albion Street, Surry Hills from 2pm today. Also speaking at the Seminar are Chris Chapman, Chair of the Australian Communications and Media Authority, Peter Kell, Deputy Chair of the Australian Competition and Consumer Commission and Robert Fitzgerald a Commissioner at the Productivity Commission. More details are on the [ACCAN website](http://www.accan.org.au).

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About ACCAN

ACCAN (Australian Communications Consumer Action Network) is Australia's new communications consumer watchdog. ACCAN's purpose is to improve consumer advocacy, undertake research and analysis from a consumer perspective and make the market work for communications consumers. The operation of ACCAN is made possible by funding provided by the Australian government.