

Senate Economics Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Supplementary Budget Estimates

2016 - 2017

Division/Agency: Australian Competition and Consumer Commission

Question No: 76

Topic: Charging for paper bills

Reference: Written

Senator: Ketter, Chris

Question:

1) Telecommunication companies and banks are reportedly starting to now charge for paper bills. Has the ACCC received any reports on this? Has any action been taken on this? Has the Minister been briefed on this consumer issue? If not, why not? If so, on what date?

Answer:

The matter was brought to the attention of the ACCC by Two Sides Australia, through their Keep Me Posted campaign. The ACCC has reviewed a report prepared by Two Sides Australia and on information currently available and on preliminary consideration; the ACCC has not identified matters it could pursue under the provisions of the Australian Consumer Law.

The ACCC will continue to monitor the issue.

The ACCC has not briefed the Minister on these matters to date noting that consideration has been preliminary and to date the ACCC has not identified matters it could pursue.