



# Avoid paying extra for paper bills

australian consumer law 

## If you receive bills in the mail, you may be charged a paper billing fee.

If you can't receive bills electronically, fee exemptions may be available if you:

- » are a senior
- » are registered for a concession
- » receive income support or
- » don't have internet access.

- 1 Contact each company that sends you a bill.
- 2 Ask about their exemption criteria and how to apply.

If you have friends or family without internet or on a low income, let them know about these exemptions.

For more information visit [www.consumerlaw.gov.au/paperbilling](http://www.consumerlaw.gov.au/paperbilling) or contact your local Fair Trading or Consumer Affairs agency.

