

Dear Sir/Madam

I am an octogenarian living on the age pension in Longford Tasmania.

About a decade ago I began to realise that I would need to join the cyber world if I wanted to survive. So, I purchased a computer and joined the masses.

I have absolutely no regrets about this decision of mine but am now struggling financially to meet my Telstra bill each month. Judging by letters to the press and comments made to me in the street, I am not the only person who finds himself in this unenviable position.

My yearly outgo for water and sewerage is a little above \$900, council rates around \$700 whilst house insurance stands at \$400 and car insurance somewhat above \$630. My electricity bill stands at a very modest \$265 thanks to some solar panels I had installed about a decade ago.

My annual outgo for telecommunications however amounts to a staggering \$1620. Telstra "justifies" this by informing me that I now have "unlimited data" on my computer. I only use somewhere between 25 - 50 GB. I have been told that there is no plan to accommodate my modest needs. My mobile phone data allocation stands at 40GB and I use a miserable 1 GB if that.

Is there anything that you can do to rectify this, to my mind, gross injustice? If the electricity market were to adopt the same method of charging as Telstra there would be an outcry I am sure. I think that it behoves Telstra to charge for usage rather than the way it now does.

Many thanks and kind regards.

Yours sincerely

Rienk van der Woude

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