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Media Release
Telstra cashing in on your privacy
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Today, the Australian Privacy Foundation (APF) lodges complaints about Telstra's approach of charging for providing a silent line. "We find it disgraceful that Telstra charges its customers for an essential privacy function", says Vice Chair Dr Dan Svantesson. He continues: "It is a bit like extortion; Telstra is saying, either you pay us, or we will make your personal information available to the whole world".

"Making matters worse, Telstra is charging a monthly fee for a line to be kept silent. If one takes the view that Telstra should be allowed to charge for 'flipping a switch' to make a line silent, it is nevertheless unreasonable for them to charge consumer for that every month" says Dr Svantesson.

In the complaints lodged both to the Australian Competition & Consumer Commission (ACCC) and to the Office of the Privacy Commissioner (OPC), the APF highlights that many members of society, such as victims of abuse seeking to avoid the offender, will not be able to have a phone number at all if they cannot have it unlisted. "Bearing this in mind, we call upon Telstra to do the right thing and abolish their charge for silent lines", says Dr Svantesson.