



A NEW VISION OF AGING FOR CANADA

November 15, 2012

TD Ombudsman
P.O. Box 1, Toronto Dominion Centre
Toronto, Ont.
M5K 1A2

To Whom It May Concern,

CARP is calling on all utility and telecommunications companies to reverse their current policy of charging extra for a paper bill if the customer does not switch to an online bill.

Seniors on a fixed income, not online, or uncomfortable with online commerce are doubly disadvantaged by such billing policies. They will now have to pay up to hundreds of dollars more each year just for access to paper bills, the only billing method by which many seniors are able or comfortable paying bills.

CARP and the vast majority of CARP members see the policy as unfair and especially burdensome to lower income seniors and those who are uncomfortable or cannot receive and pay bills online.

CARP is asking that your company reverse the paper billing policy or make credible exceptions for older consumers who cannot or choose not to switch to online billing. We look forward to hearing what your company will do to address our concerns.

Sincerely,

 Susan Eng, CARP VP Advocacy

ADVOCACY

BENEFITS

COMMUNITY



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November 15, 2012

Patricia Trott, Director of Public Affairs
Rogers Corporate
333 Bloor Street East, 7th Floor
Toronto, Ont.
M4W 1G9

Dear Ms. Trott,

CARP is calling on all utility and telecommunications companies to reverse their current policy of charging extra for a paper bill if the customer does not switch to an online bill.

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Kevin W. Crull, President
Bell Media
1 Carrefour Alexander Graham Bell
Building A, 4th Floor
Verdun, Quebec
H3E 3B3

Dear Mr. Crull,

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Susan Eng, CARP VP Advocacy

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C OMMUNITY

30 JEFFERSON AVENUE, TORONTO, ON M6K 1Y4 • TEL 416 363 2277 • FAX 416 363 8747 • TOLL-FREE 1 888 363 2279

www.CARP.ca



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November 15, 2012

Josh Blair, Executive VP
Telus
P.O. Box 7575
Vancouver, BC
V6B 8N9

Dear Mr. Blair,

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