

Council of The Ageing Queensland (COTA Qld)

- *COTA Qld has concerns regarding Telstra Energy's suitability under the Retail Law criterion given their unconscionable conduct with the indigenous community. Should Telstra Energy be authorised, COTA Qld would be seeking reassurance regarding how this conduct could be prevented.*
- *COTA Qld would like to know if Telstra convenes a Customer Council. Issues like the unconscionable conduct with the indigenous community can be discussed at a high level at these councils.*
- *COTA Qld is seeking more information on the sales model noting it can be difficult for COTA Qld constituents to sign up online and on the phone. Going into a Telstra store and sitting with a staff member while they sign up over the phone would be suitable.*
- *COTA Qld would prefer not to see 3rd party selling of energy products noting the issues with unconscionable conduct with regard to communications products.*