

## **VOX POP** Is it fair to have to pay a fee for getting a paper bill by post?



**COCO CARTER**

**24, Kensington**

No. If it chooses to send you a paper bill, it is a firm's responsibility to pay for postage.



**RICKY NGO**

**26, Southbank**

No, it's not fair. If you run any business, client communication is all part of the service.



**PHILLIP SCHEFFNER**

**31, Albert Park**

Yes. It encourages people to move to electronic forms.



**TANE HOOKHAM**

**40, Altona**

No, it puts people already in disadvantaged circumstances at further disadvantage.