



## Formal Warning under subsection 129(2) of *the Telecommunications Act 1997*

TO: ACN Pacific Pty Ltd (ACN 108 535 708)

OF: Level 5  
90 Arthur Street  
North Sydney, NSW 2060


The Australian Communications and Media Authority (the **ACMA**) is satisfied that ACN Pacific Pty Ltd (ACN 108 535 708) (**ACN Pacific**) has contravened the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018* (the **Complaints Standard**) as described below; and

HEREBY issues a formal warning to ACN Pacific under subsection 129(2) of the *Telecommunications Act 1997* (the **Act**) for contravening paragraph 7(1)(a) of the Complaints Standard.

### Details of the contravention

1. The ACMA has investigated whether ACN Pacific's complaints handling process (**CHP**) complied with the minimum requirements for consumer complaints handling set out in sections 8, 9 and 10 of the Complaints Standard.
2. As a carriage service provider, ACN Pacific is a participant in the section of the telecommunications industry to which the Complaints Standard applies and is required to comply with the Complaints Standard under subsection 128(1) of the Act.
3. After completing its investigation, the ACMA is satisfied that as at 31 July 2018, ACN Pacific's CHP did not comply with:
  - a. paragraph 8(1)(b);
  - b. paragraph 8(1)(k);
  - c. paragraph 8(1)(m);
  - d. section 9;
  - e. paragraph 10(f); and
  - f. paragraph 10(g)of the Complaints Standard.
4. Accordingly, the ACMA finds that ACN Pacific contravened paragraph 7(1)(a) of the Complaints Standard on 31 July 2018, by not establishing a CHP that includes the minimum requirements for consumer complaints handling.

Dated this 4th day of December 2018



Signature of Chair

Nerida O'Loughlin

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Name



Signature of Member

Chris Jose

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Name