



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

TO: Foxtel Management Pty Limited (ACN 068 671 938)

OF: 'Foxtel Television Centre'  
5 Thomas Holt Drive  
North Ryde, NSW 2113

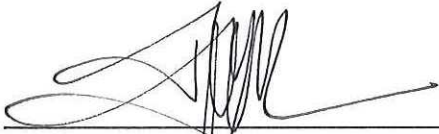
The Australian Communications and Media Authority (the **ACMA**) is satisfied that Foxtel Management Pty Limited (ACN 068 671 938) (**Foxtel**) has contravened the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018* (the **Complaints Standard**) as described below; and

HEREBY issues a formal warning to Foxtel 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 Foxtel'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, Foxtel 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 26 July 2018, Foxtel's CHP did not comply with:
  - a. paragraph 8(1)(b); and
  - b. section 9of the Complaints Standard.
4. Accordingly, the ACMA finds that Foxtel contravened paragraph 7(1)(a) of the Complaints Standard on 26 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



Signature of Member

Nerida O'Loughlin

Name

Chris Jose

Name