



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

TO: V4 Telecom Pty Ltd (ACN 169 465 730)

OF: 13 Concepts Accounting & Tax, Unit 602, 566 St Kilda Road, Melbourne VIC 3004

The Australian Communications and Media Authority (the **ACMA**) is satisfied that V4 Telecom Pty Ltd (ACN 169 465 730) (**V4**) has contravened the *Telecommunications Act 1997* (**the Act**) by failing to comply with the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018* (**Complaints Standard**) as described below; and

HEREBY issues a formal warning to V4 under subsection 129(2) of the Act for 53 contraventions of section 128(1) of the Act in relation to contraventions of the Complaints Standard.

### Details of the contravention

1. The ACMA investigated V4's compliance with Parts 2, 3 and 5 of the Complaints Standard in relation to V4's complaints handling process, complaints management and response times, and complaints record-keeping.
2. As a carriage service provider, V4 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 between 8 July and 14 December 2018, V4 did not comply with the following provisions of the Complaints Standard:
  - a. paragraph 7(1)(a) once on 14 December 2018
  - b. paragraph 7(1)(b) on six occasions between 8 July and 21 September 2018
  - c. subparagraph 11(b)(i) on six occasions between 8 July and 21 September 2018
  - d. subparagraph 11(b)(iii) once between 8 July and 21 September 2018
  - e. paragraph 12(a) once on 8 July 2018
  - f. paragraph 12(b) on four occasions between 10 and 14 July 2018
  - g. paragraph 13(1)(g) on five occasions between 8 July and 21 September 2018
  - h. paragraph 13(1)(k) once between 11 July and 20 July 2018
  - i. paragraph 13(1)(l) twice on 20 July 2018
  - j. subsection 14(1) once between 13 and 20 July 2018
  - k. subsection 15(2) twice between 9 July and 22 August 2018
  - l. paragraph 20(1)(b) on six occasions between 8 July and 1 October 2018

- m. paragraph 20(1)(g) on five occasions between 8 July and 1 October 2018
  - n. paragraph 20(1)(h) on six occasions between 8 July and 1 October 2018
  - o. paragraph 21(a) on six occasions between 8 July and 1 October 2018.
4. Accordingly, the ACMA finds that V4 contravened section 128(1) of the Act on 53 occasions between 8 July and 14 December 2018, by failing to comply with sections 7, 11, 12, 13, 14, 15, 20 and 21 of the Complaints Standard.

Dated this 24<sup>th</sup> day of May 2019



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Signature of Chair

Nerida O'Loughlin

Name



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Signature of General Manager

Linda Caruso

Name