

## Formal Warning under subsection 122(2) of the *Telecommunications Act 1997*

TO: TravelSIM Australia Pty Ltd ACN 122 348 234

OF: Unit 1B, 2019 Gold Coast Highway, Miami QLD 4220

The Australian Communications and Media Authority (the **ACMA**), being satisfied that TravelSIM Australia Pty Ltd ACN 122 348 234 (**TravelSIM**) has contravened the *Industry Code (C555:2017) Integrated Public Number Database (IPND)* (the **IPND Code**),

**hereby** issues TravelSIM a formal warning under subsection 122(2) of the *Telecommunications Act 1997* for contraventions of clauses 4.2.1 and 4.2.25 of the IPND Code.

### Details of the contraventions

#### *Obligations*

The IPND Code requires that:

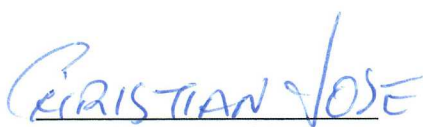
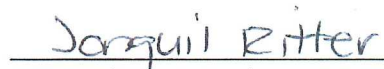
- 4.2.1 Each CSP that provides a Carriage Service to a Customer using a Number must provide the relevant PNCD [public number customer data] to the IPND Manager in respect of each Carriage Service it supplies.
- 4.2.25 The CSP must supply, to the IPND Manager, all PNCD updates, that occur on one Business Day, by the end of the next Business Day. This includes all transactions relating to pending connections or pending disconnections, and connections or disconnections.

#### *Investigation findings*

The ACMA commenced an investigation into TravelSIM for alleged contraventions of the IPND Code on 14 August 2019. On 31 October 2019, the ACMA found that between late 2015 and August 2018 TravelSIM:

- > failed to provide the relevant public number customer data to the IPND Manager in respect of multiple carriage services it supplied or supplies, and
- > failed to supply to the IPND Manager public number customer data updates that occurred on one business day by the end of the next business day, in respect of multiple carriage services it supplied or supplies.

Dated this 18th day of December 2019

  
Signature of Member  
Signature General Manager  
Name (Please Print) Member  
Name (Please Print)