

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

TO: Twilio Australia Pty Ltd ACN 618 090 010

OF: C/ - McCullough Robertson Lawyers, Level 23, 19-29 Martin Place, Sydney, NSW 2000

The Australian Communications and Media Authority (the **ACMA**), being satisfied that Twilio Australia Pty Ltd ACN 618 090 010 (**Twilio**) has contravened the *Industry Code (C555:2017) Integrated Public Number Database (IPND)* (the **IPND Code**),

hereby issues Twilio 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:

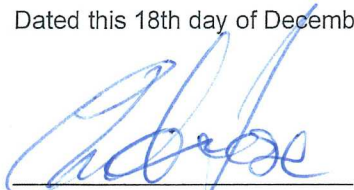
- 4.2.1 Each CSP that provides a Carriage Service to a Customer using a Number must provide the relevant PNCD [public number customer data] to the IPND Manager in respect of each Carriage Service it supplies.
- 4.2.25 The CSP must supply, to the IPND Manager, all PNCD updates, that occur on one Business 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 Twilio for alleged contraventions of the IPND Code on 14 August 2019. On 31 October 2019, the ACMA found that between October 2013 and April 2018, Twilio:

- > 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)