

Formal Warning under subsection 103(1) of the *Telecommunications Act 1997*

TO: Vaya Pty Ltd ACN 150 761 032

OF: Level 6, 17-19 Bridge Street, Sydney, NSW 2000

The Australian Communications and Media Authority (the **ACMA**), being satisfied that Vaya Pty Ltd ACN 150 761 032 (**Vaya**) has contravened subsection 101(1) of the *Telecommunications Act 1997* (the **Act**) by failing to comply with subclause 10(2) of Schedule 2 to the Act,

hereby issues Vaya a formal warning under subsection 103(1) of the Act for contraventions of a service provider rule.

Details of the contraventions

Obligations

The Act requires that:

Subsection 101(1)

A service provider must comply with the service provider rules that apply to the provider.

Subsection 98(1)

For the purposes of this Act, the following are the service provider rules:

- (a) the rules set out in Schedule 2;

[. . .]

Schedule 2, subclause 10(2)

If:

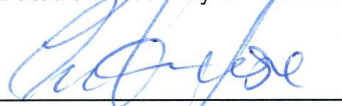
- (a) a CSP supplies a carriage service to an end-user; and
- (b) the end-user has a public number

the carriage service provider must give Telstra such information as Telstra reasonably requires in connection with Telstra's fulfilment of that obligation [to provide and maintain an integrated public number database under subclause 10(1)].

Investigation findings

The ACMA commenced an investigation into Vaya for alleged contraventions of the Act on 14 August 2019. On 31 October 2019, the ACMA found that between February 2013 and March 2017 Vaya failed to give Telstra (the **IPND Manager**) the information the IPND Manager reasonably required to provide and maintain the IPND in respect of multiple carriage services supplied by Vaya.

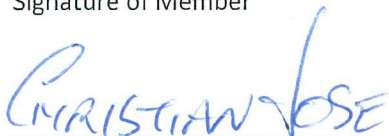
Dated this 18th day of December 2019



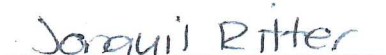
Signature of Member



Signature General Manager



Name (Please Print) Member



Name (Please Print)