



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

TO: Mr Justin Paul Forinton

OF: [REDACTED]

The Australian Communications and Media Authority (the **ACMA**) is satisfied that you, Mr Justin Paul Forinton, have contravened the *Telecommunications Act 1997* (**the Act**) by failing to comply with the Telecommunications (Consumer Complaints Handling) Industry Standard 2018 (**the Standard**) as described below; and

HEREBY issues you a formal warning under subsection 129(2) of the Act for contravening subsection 128(1) of the Act by contravening paragraph 7(1)(a) of the Standard.

### Details of the contravention

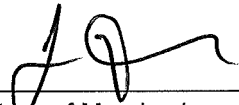
1. The ACMA investigated you and The Wildcatters Pty Ltd ACN 002 058 184, together trading as J2 Net (**J2 Net**), for potential non-compliance with the Standard. The investigation considered whether the complaints handling process (**CHP**) published on J2 Net's website complied with the minimum requirements for consumer complaints handling set out in sections 8, 9 and 10 of the Standard.
2. As a carriage service provider, you are a participant in the section of the telecommunications industry to which the Standard applies and is required to comply with the Standard under subsection 128(1) of the Act.
3. After completing its investigation, the ACMA is satisfied that on 6 August 2020, you did not comply with the following provisions of the Standard:
  - a. paragraph 8(1)(b)
  - b. paragraph 8(1)(d)
  - c. paragraph 8(1)(g)
  - d. paragraph 8(1)(k)
  - e. paragraph 8(1)(m)
  - f. section 9
  - g. paragraph 10(b)
  - h. paragraph 10(d); and
  - i. paragraph 10(g).
4. Accordingly, the ACMA finds that you contravened paragraph 7(1)(a) of the Standard on 6 August 2020, by not establishing a CHP that includes the minimum requirements for consumer complaints handling.

5. As a consequence of failing to comply with the Standard, the ACMA also finds that you contravened subsection 128(1) of the Act.

Dated this 15 day of October 2020

  
\_\_\_\_\_  
Signature of Member

CREINA CHAPMAN.  
\_\_\_\_\_  
Name (Please Print)

  
\_\_\_\_\_  
Signature of Member/  
General Manager

Kaitia Cameron  
\_\_\_\_\_  
Name (Please Print)