



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

TO: Symbio Networks Pty Ltd ACN 102 756 123

OF: Level 3, 580 George Street, Sydney NSW 2000

The Australian Communications and Media Authority (the **ACMA**), being satisfied that Symbio Networks Pty Ltd ACN 102 756 123 (**Symbio Networks**) has contravened the Industry Code C661:2020 Reducing Scam Calls (the **Code**);

HEREBY issues Symbio Networks a formal warning under subsection 122(2) of the *Telecommunications Act 1997* for contravening clause 4.4.3 of the Code.

Details of the contraventions

Obligations

The Code requires that:

- 4.4.3 When presented with evidence, under section 4.3, the Originating C/CSP or the Transit C/CSP must investigate and, where found to be a Scam Call, trace the origin of the Scam Calls as soon as possible. This includes, if necessary, providing details of the Scam Calls to another Transit C/CSP as soon as practicable.

Investigation findings

The ACMA commenced an investigation into Symbio Networks' compliance with the Code on 20 December 2021. On 18 May 2022, the ACMA found that Symbio Networks:

1. failed to investigate and trace scam calls notified to it by another C/CSP in October 2021 as soon as practicable.

Dated this 18th day of May 2022

Signature of General Manager

CATHY RAINSFORD

Name (please print)