



Australian
Communications
and Media Authority

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

TO: Symbio Wholesale Pty Limited ACN 136 972 355

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

The Australian Communications and Media Authority (the **ACMA**), being satisfied that Symbio Wholesale Pty Limited ACN 136 972 355 (**Symbio Wholesale**) has contravened the Industry Code C661:2020 Reducing Scam Calls (the **Code**);

HEREBY issues Symbio Wholesale a formal warning under subsection 122(2) of the *Telecommunications Act 1997* for contraventions of 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 Wholesale's compliance with the Code on 24 March 2022. On 18 May 2022, the ACMA found that Symbio Wholesale:

1. failed to investigate scam calls notified to it by another C/CSP in November 2021; and
2. 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)