

Investigation Report

File No	ACMA2022/29
Carriage service provider	FSG RSP Pty Ltd trading as Just ISP
ACN	620 652 128
Scope of Investigation	Compliance with clause 10.4 of the Telecommunications Consumer Protections Code C628:2019 (the TCP Code)

Findings

- The Australian Communications and Media Authority (the **ACMA**) finds that FSG RSP Pty Ltd trading as Just ISP (ACN 620 652 128) (**Just ISP**) contravened:
 - clause 10.1.1(b) of the TCP Code because it did not register with Communications Alliance (**CA**) within one month after it first acquired customers; and
 - clause 10.4 of the TCP Code because it did not provide Communications Compliance Ltd (**CommCom**) with prescribed statements regarding code compliance by the applicable date specified in clause 10.8 of the TCP Code.

Background

- On 29 March 2022, the ACMA commenced an investigation under section 510(c) of the *Telecommunications Act 1997* to determine whether Just ISP was complying with clauses 10.1.1(b) and 10.4 of the TCP Code.
- On the same day, the ACMA sent its preliminary findings report to Just ISP and invited Just ISP to respond.
- On 12 April 2022, Just ISP responded to the ACMA and did not dispute that it had not met its obligations under clauses 10.1.1(b) and 10.4 of the TCP Code.

Reasons for findings

- The table below sets out the ACMA's findings and the reasons for those findings. In making its findings, the ACMA has considered Just ISP's response of 12 April 2022.

TCP Code rule	Requirement	Reasons
10.1	Supplier obligations to comply and register Suppliers with one or more Customers must implement and comply with the Code Compliance Framework and register with Communications Alliance (CA) for compliance purposes. A Supplier must take the following actions to enable this outcome:	Just ISP is a carriage service provider providing telecommunications services to residential and small business consumers. It is therefore a 'supplier' under the TCP Code. On 12 January 2022, CA provided the ACMA with a list of suppliers that are registered with it in accordance with 10.1.1(b) of the TCP Code. Just ISP was not on that list.
10.1.1(b)	Registration by Supplier with Communications Alliance: within one month after the Supplier first acquires Customers supply the	TIO complaint data indicates that Just ISP had been the subject of TIO complaints over the period 31 October 2020 to 31 October 2021. This indicates that Just ISP had customers during this period.

	<p>following information in writing to CA:</p> <p>(i) a statement that the Supplier is providing this information in accordance with Clause 10.1.1 of this Code (and in so doing the Supplier accepts that CA will forward this information to Communications Compliance to facilitate Communications Compliance's performance of its functions which may include publication of the information in paragraph (ii) below;</p> <p>(ii) the legal name, the ACN or ABN, and all relevant business names, of the Supplier and the URL of the home page of the website of each of its relevant businesses;</p> <p>(iii) contact details for a nominated staff member of the Supplier (including name, title, address, telephone number and email address).</p>	<p>As Just ISP had customers in the 12 months to 31 October 2021 and was not registered with Communications Alliance by 30 November 2021, it did not comply with clause 10.1.1(b).</p> <p>On 12 April 2022, Just ISP advised that it had since submitted its registration form to CA and registered in the Communications Compliance CSP portal.</p> <p>This further indicates that Just ISP had not previously registered with CA within one month after first acquiring customers as required by clause 10.1.1(b).</p>
<p>10.4</p> <p>10.4.1(a)</p>	<p>Code compliance statements</p> <p>Suppliers must provide to CommCom prescribed statements regarding compliance with the TCP Code in the manner set out in this clause 10.4 and at the times set out in clause 10.8.</p> <p>A Supplier must:</p> <p>(a) Compliance Attestation: provide to CommCom a Compliance Attestation which has been endorsed by the chief executive officer or a senior manager of the Supplier, by the date each year specified in clause 10.8.1 and in the form required by CommCom.</p>	<p>The ACMA is satisfied that Just ISP had one or more customers on 1 April 2021 on the basis of evidence that it was the subject of TIO complaints prior to 1 April 2021.</p> <p>As Just ISP had one or more customers on 1 April 2021 it was required under clause 10.4 to provide CommCom with the prescribed statements regarding compliance with the TCP Code in accordance with the timeframes specified in clause 10.8.1 of the TCP Code.</p>
<p>10.8</p> <p>10.8.1</p>	<p>Supplier obligations to meet compliance attestation timeframes</p> <p>Suppliers must meet the timeframes set out in this clause if they have one or more customers on 1 April each year.</p> <p>Date for provision of attestation statements: If the supplier is a small supplier as at 1 April, the supplier must provide the statements prescribed in clause 10.4.1 by the following dates:</p>	<p>On 1 December 2021, CommCom provided the ACMA with a list of suppliers that had lodged the prescribed statements regarding TCP Code compliance for 2021. Just ISP was not on that list.</p> <p>In its response to the ACMA on 12 April 2022, Just ISP did not dispute that it had not met this obligation.</p> <p>Therefore, the ACMA is of the view that Just ISP did not comply with clause 10.4 of the TCP Code.</p>

10.8.2	<p>(a) 1 April in the same year, or the following working day; or</p> <p>(b) If the supplier has submitted an attestation deferral notice, 1 September in the same year, or the following working day.</p> <p>Note: A 'Small Supplier' is defined in clause 2.1 of the TCP Code to mean a supplier with fewer than 3,000 services in operation.</p> <p><i>Date for provision of Compliance Attestation for all other suppliers:</i> If the supplier is not a small supplier as at 1 April, 1 September in the same year, or the following working day.</p>	
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