



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

TO: Telstra Corporation Limited (ACN: 051 775 556)

OF: Level 41, 242 Exhibition Street
Melbourne VIC 3000

The Australian Communications and Media Authority (the **ACMA**), being satisfied for the reasons explained in the ACMA's investigation report dated 24 March 2023, that Telstra Corporation Limited (ACN 051 775 556) contravened the Industry Code C628:2019 Telecommunications Consumer Protections Code (the **TCP Code**) between 10 May and 19 July 2022 (the **relevant period**),

HEREBY issues Telstra Corporation Limited with a formal warning under subsection 122(2) of the *Telecommunications Act 1997* (the **Act**) for contraventions of clause 6.7.1 of the TCP Code.

Details of the contravention

Obligation

Clause 6.7.1 of the TCP Code requires a carriage service provider (**CSP**) who is required to comply with the TCP Code to give a customer at least 5 working days' notice prior to the restriction, suspension or disconnection of the telecommunications service for credit and/or debt management reasons, unless the exceptions in clause 6.7.1(a) of the TCP Code apply.

Under subsection 122(2) of the Act, the ACMA can issue a formal warning for contraventions of an industry code registered under Part 6 of the Act.

Investigation findings

On 24 March 2023, the ACMA found that during the relevant period Telstra Corporation Limited failed to notify 5,410 customers prior to restricting or suspending their telecommunications services due to non-payment of bills, and none of the exceptions in clause 6.7.1(a) applied in any of the 5,410 occasions.

The ACMA is consequently satisfied that, during the relevant period, Telstra Corporation Limited did not comply with clause 6.7.1 of the TCP Code on 5,410 occasions.

Dated this 24th day of March 2023

Signature of General Manager

CATHY RAINSFORD

Name (please print)