



Australian
Communications
and Media Authority

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

TO: MyRepublic Pty Ltd (ACN 603 909 815)

OF: Suite 3, Level 10
100 Walker Street
North Sydney NSW 2060

I, Cathy Rainsford, delegate of the Australian Communications and Media Authority (**the ACMA**), being satisfied for the reasons explained in the ACMA's investigation report sent to MyRepublic Pty Ltd (**MyRepublic**) 19 June 2023, that MyRepublic, has contravened the *Telecommunications Consumer Protections Code* (C628:2019) (**the TCP Code**) as described below;

HEREBY issue MyRepublic with a formal warning under subsection 122(2) of the *Telecommunications Act 1997* (**the Act**) for contraventions of clauses 6.7.1 and 6.7.5(a) of the TCP Code.

Details of the contravention

1. The ACMA has investigated MyRepublic's compliance with clauses 6.6 and 6.7 of the TCP Code, which is an industry code registered with the ACMA under Part 6 of the Act.
2. As the supplier of public mobile telephone services to the public, MyRepublic is a carriage service provided for the purposes of the Act. Between December 2016 and December 2022, MyRepublic was a participant in a section of the telecommunications industry to which the TCP Code applies.
3. Under subsection 122(2) of the Act, the ACMA can issue a formal warning for a contravention of an industry code registered under Part 6 of the Act.
4. The ACMA is satisfied that MyRepublic has contravened the following clauses of the TCP Code between 16 October 2021 and 27 August 2022:

Provision	Reason
Clause 6.7.1	Failing on 32 occasions to give 18 customers at least 5 working days' notice prior to the suspension and/or disconnection of their telecommunications service for credit and/or debt management reasons, in circumstances where clause 6.7.1(a) did not apply.
Clause 6.7.5(a)	Failing on 18 occasions to include information in a disconnection notice that, after disconnection has occurred, the customer's service plan and/or telecommunications product (including, where applicable, telephone number) may no longer be available when notifying 18 customers about service disconnection.

5. Further details about the contraventions are set out in the investigation report provided to MyRepublic 19 June 2023

Dated this 19 day of June 2023



Signature of General Manager

Cathy Rainsford
Name (please print)

