



Australian
Communications
and Media Authority

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

TO: Optus Mobile Pty Limited (ACN 054 365 696)

OF: 'Building C' Level 4, 1-7 Lyonpark Road
Macquarie Park NSW 2113 Australia

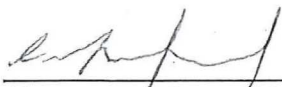
I, Cathy Rainsford, delegate of the Australian Communications and Media Authority (the **ACMA**), being satisfied for the reasons explained in the ACMA's investigation report sent to Optus Mobile Pty Limited (**Optus**) on 19 June 2023, that Optus has contravened the *Telecommunications Consumer Protections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

HEREBY issue Optus 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

1. The ACMA has investigated Optus' compliance with clause 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, Optus is a carriage service provider for the purposes of the Act and 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 Optus has contravened clause 6.7.1 of the TCP Code during the period 16 June 2022 to 11 July 2022 by failing to give 5 customers at least 5 working days' notice prior to the restriction of their telecommunications service for credit and/or debt management reasons, in circumstances where clause 6.7.1(a) did not apply
5. Further details about the contraventions are set out in the investigation report provided to Optus on 19 June 2023.

Dated this 19th day of June 2023



Signature of General Manager

CATHY RAINSFORD
Name (please print)