



Australian  
Communications  
and Media Authority

**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

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 Telstra Corporation Limited (**TCL**) on 19 June 2023, that TCL, in connection with the supply of telecommunications services by Belong (a division of Telstra), has contravened the *Telecommunications Consumer Protections Code* (C628:2019) (the **TCP Code**) as described below;

HEREBY issue TCL with a formal warning under subsection 122(2) of the *Telecommunications Act 1997* (the **Act**) for contraventions of clauses 6.7.1, 6.7.4(b) and 6.7.5(a) of the TCP Code.

**Details of the contravention**

1. The ACMA has investigated TCL'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, TCL is a carriage service provided for the purposes of the Act. Between August 2019 and December 2022, TCL 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 TCL has contravened the following clauses of the TCP Code between 31 January 2022 and 9 August 2022:

Provision	Reason
Clause 6.7.1	Failing on 6 occasions to give 6 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 6.7.4(b)	Failing on 6 occasions to include information in a restriction or suspension notice that informs the customer about the supplier's financial hardship policy in case the customer needs such assistance when notifying 6 customers about service restriction or suspension.
Clause 6.7.5(a)	Failing on 7 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 7 customers about service disconnection.

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

Dated this 19th day of June 2023

Signature of General Manager

CATHY RAINSFORD

Name (please print)

