

**Direction to comply with the Industry Code
(C555:2020) Integrated Public Number Database (IPND)
given under subsection 121(1) of the
*Telecommunications Act 1997***

To: **Optus Mobile Pty Ltd
ACN 054 365 696**

Of: **Building C, Level 4, 1-7 Lyonpark Road, Macquarie Park NSW 2113**

I, Jeremy Fenton, delegate of the Australian Communications and Media Authority (the **ACMA**), being satisfied that Optus Mobile Pty Ltd ACN 054 365 696 (**Optus**), has contravened the *Industry Code (C555:2020) Integrated Public Number Database (IPND)* (the **IPND Code**) as described below;

DIRECTS Optus, under subsection 121(1) of the *Telecommunications Act 1997* (the **Act**), to comply with the IPND Code.

Details of the contraventions

1. The ACMA has investigated Optus' compliance with the IPND Code, which is an industry code registered by the ACMA under Part 6 of the Act. As a carriage service provider (**CSP**), Optus is a participant in a section of the telecommunications industry to which this industry code applies.
2. The ACMA is satisfied that Optus has contravened clause 4.2.1 of the IPND Code by failing to provide the IPND Manager the relevant public number customer data, including transaction updates, in respect of carriage services it supplies, or supplied, that occurred on one business day by the end of the next business day on 197,985 occasions between 13 January 2021 and 22 September 2023.
3. Further details about the contraventions are set out in the investigation report provided to Optus on 27 November 2023.

Requirement to comply with this Direction

Under subsection 121(2) of the Act, Optus must comply with a direction under subsection 121(1) of the Act.

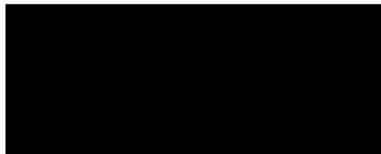
If Optus does not comply with this direction, the ACMA may apply to the Federal Court of Australia for an order that Optus pay the Commonwealth a pecuniary penalty in respect of its contravention of a civil penalty provision (subsection 121(4) and section 570 of the Act).

Reconsideration of a decision

If Optus is dissatisfied with the decision to give this direction, it may seek reconsideration of the decision by the ACMA under subsection 558(1) of the Act by making an application in writing to the ACMA, which sets out the reasons for the application. Any such application must be made within 28 days after Optus is informed of the decision, unless the ACMA extends the period for making the application (subsection 558(3) of the Act).

If, upon reconsideration, the decision is affirmed or varied and Optus is dissatisfied with that decision, it may:

- (a) subject to the *Administrative Appeals Tribunal Act 1975* (the **AAT Act**), apply to the Administrative Appeals Tribunal for review of the reconsideration decision; and
- (b) request a statement under section 28 of the AAT Act in relation to that decision (section 562 of the Act).



Jeremy Fenton

Acting General Manager

Consumer Division

Delegate of the Australian Communications and Media Authority

14 December 2023