

From: [REDACTED]  
To: [Compliance Operations](#)  
Subject: Re: FW: FW: Complaint - [REDACTED]  
[SEC=OFFICIAL]  
Date: Saturday, 28 October 2023 10:22:15 AM  
Attachments: [REDACTED]

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[REDACTED]  
[SEC=OFFICIAL]

Attention Nick Jones,

Good morning Nic,

Following yesterday's conversation [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I hope this is of value and I am available to offer any further assistance.

Kind regards

[REDACTED]

On Fri, Oct 27, 2023 at 8:26 AM [REDACTED] wrote:

[SEC=OFFICIAL]

Attention Nick Jones,

Hi Nick,

Please refer to further attachments re this issue. As mentioned previously, [REDACTED]

Kind regards

On Thu, Oct 26, 2023 at 4:33 PM [REDACTED] wrote:

[REDACTED]  
[SEC=OFFICIAL]

Attention Nick Jones,

Please find attached evidence to substantiate the allegation that [REDACTED]  
[REDACTED] The initials BTV stands for Burleigh Town Village, [REDACTED]

Kind regards

On Wed, Oct 25, 2023 at 8:14 AM [REDACTED] wrote:

[REDACTED]  
[SEC=OFFICIAL]

Attention Nick Jones,

Good morning Nick,

In relation to the information forwarded to you yesterday, re this matter, [REDACTED]

I hope this is of assistance.

Kind regards

[REDACTED]

----- Forwarded message -----

From: [REDACTED]

Date: Tue, Oct 24, 2023 at 1:41 PM

Subject: Re: FW: FW: Complaint - [REDACTED]

[SEC=OFFICIAL]

To: Compliance Operations <[Compliance.Operations@acma.gov.au](mailto:Compliance.Operations@acma.gov.au)>

[REDACTED]

[SEC=OFFICIAL]

Attention Nick Jones,

Good afternoon Nic,

Thank you for responding in such a timely manner.

The alleged offender is [REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Trusting that this is of assistance. Please acknowledge receipt.

[REDACTED]

On Tue, Oct 24, 2023 at 1:26 PM [REDACTED]  
wrote:

[REDACTED]  
[SEC=OFFICIAL]

Attention Nick Jones,

Good afternoon Nic,

Thank you for responding in such a timely manner.

The alleged offender is [REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Tue, Oct 24, 2023 at 10:05 AM Compliance Operations  
<[Compliance.Operations@acma.gov.au](mailto:Compliance.Operations@acma.gov.au)> wrote:

Hi [REDACTED]

Your query has been referred to the monitoring and compliance section for response.

The conduct you have described may contravene [Section 42 of the Telecommunications Act](#). Note that contravention of Section 42 can result in significant fines.

To consider the matter further could you please provide the evidence you have described and any contact details available for the resident.

You can send your reply directly to the monitoring and compliance section at [compliance.operations@acma.gov.au](mailto:compliance.operations@acma.gov.au)

Kind regards,

**Nic Jones**

Compliance Officer

Monitoring and Compliance

Licensing and Infrastructure Safeguards Branch  
**Australian Communications and Media Authority**

T +61 3 9963 6749

E [Nicholas.jones@acma.gov.au](mailto:Nicholas.jones@acma.gov.au)

[acma.gov.au](http://acma.gov.au)

The ACMA acknowledges the traditional owners of country throughout Australia and their continuing connection to land, culture and community. We pay our respects to elders past, present and future.

----- Original Message -----

**From:** [REDACTED]  
**Received:** Tue Oct 17 2023 09:03:31 GMT+1100 (Australian Eastern Daylight Time)  
**To:** ACMA Customer Service Centre; CSC CSC; CSC CSC; Mail Delivery System; svc\_crm c2c\_prod; System Contact  
**Subject:** Complaint - [REDACTED]

Attention of Monitoring and Compliance Section.

Good morning,

Please be advised that [REDACTED]  
[REDACTED] a 200 house over 50s lifestyle village located at  
Burleigh Heads Queensland. I write to you as [REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

As such, are you in a position to investigate the legality of the persons alleged actions, or recommend the relative government department that would attend to such matters.

Thank you for your assistance and would you mind confirming receipt of this email.

Kind regards

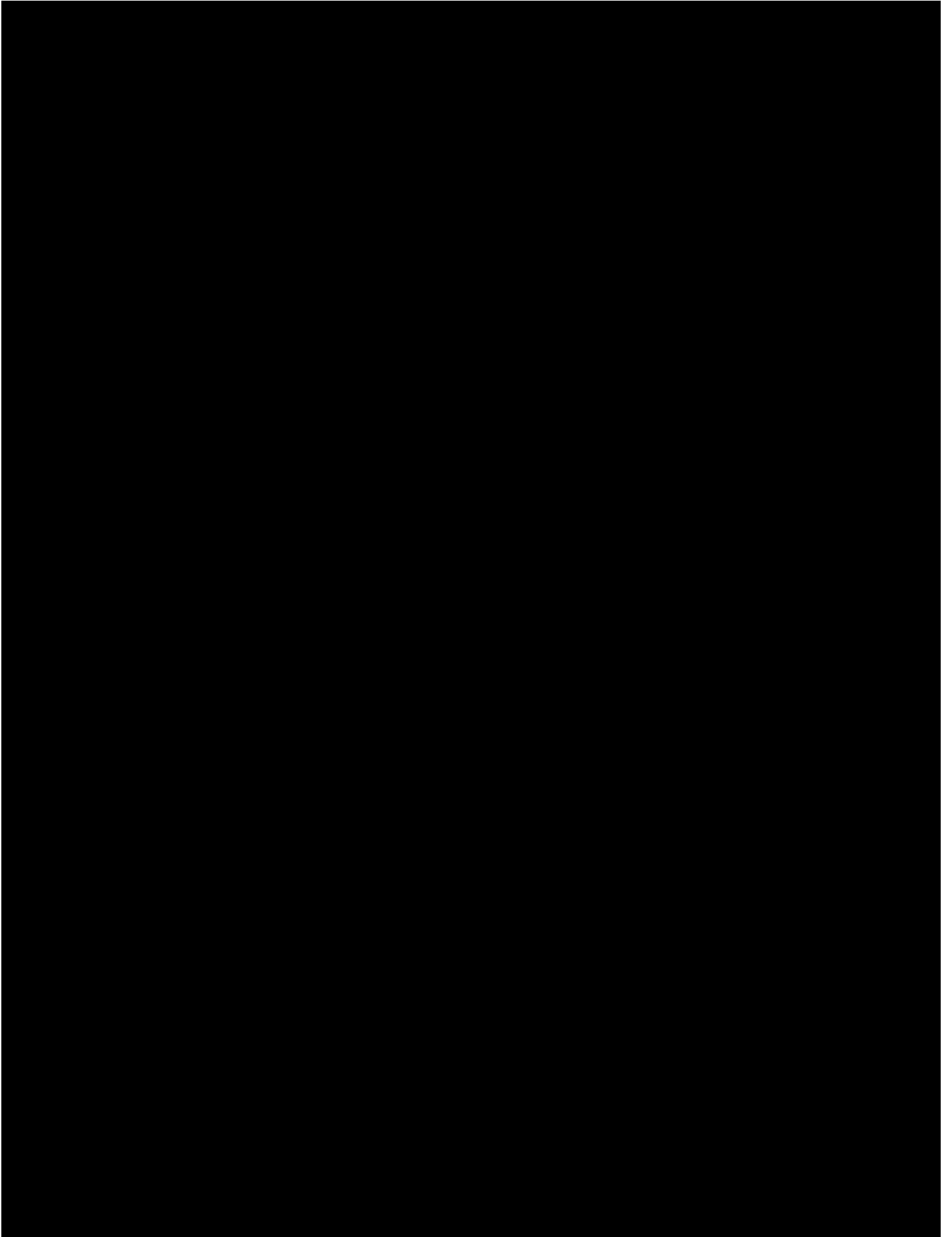
[REDACTED]

[REDACTED]

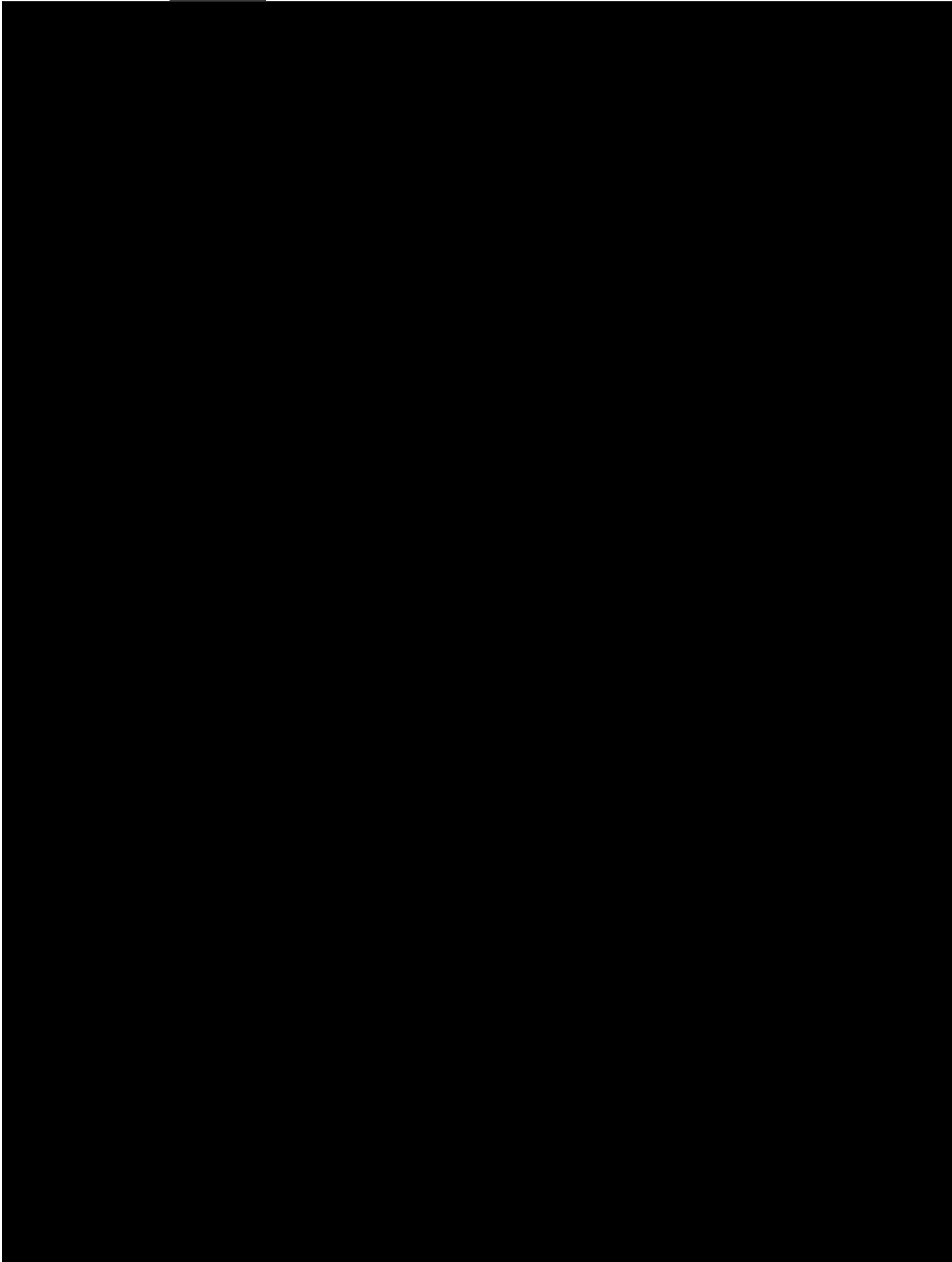
[REDACTED]

[REDACTED]

Attachment 1:

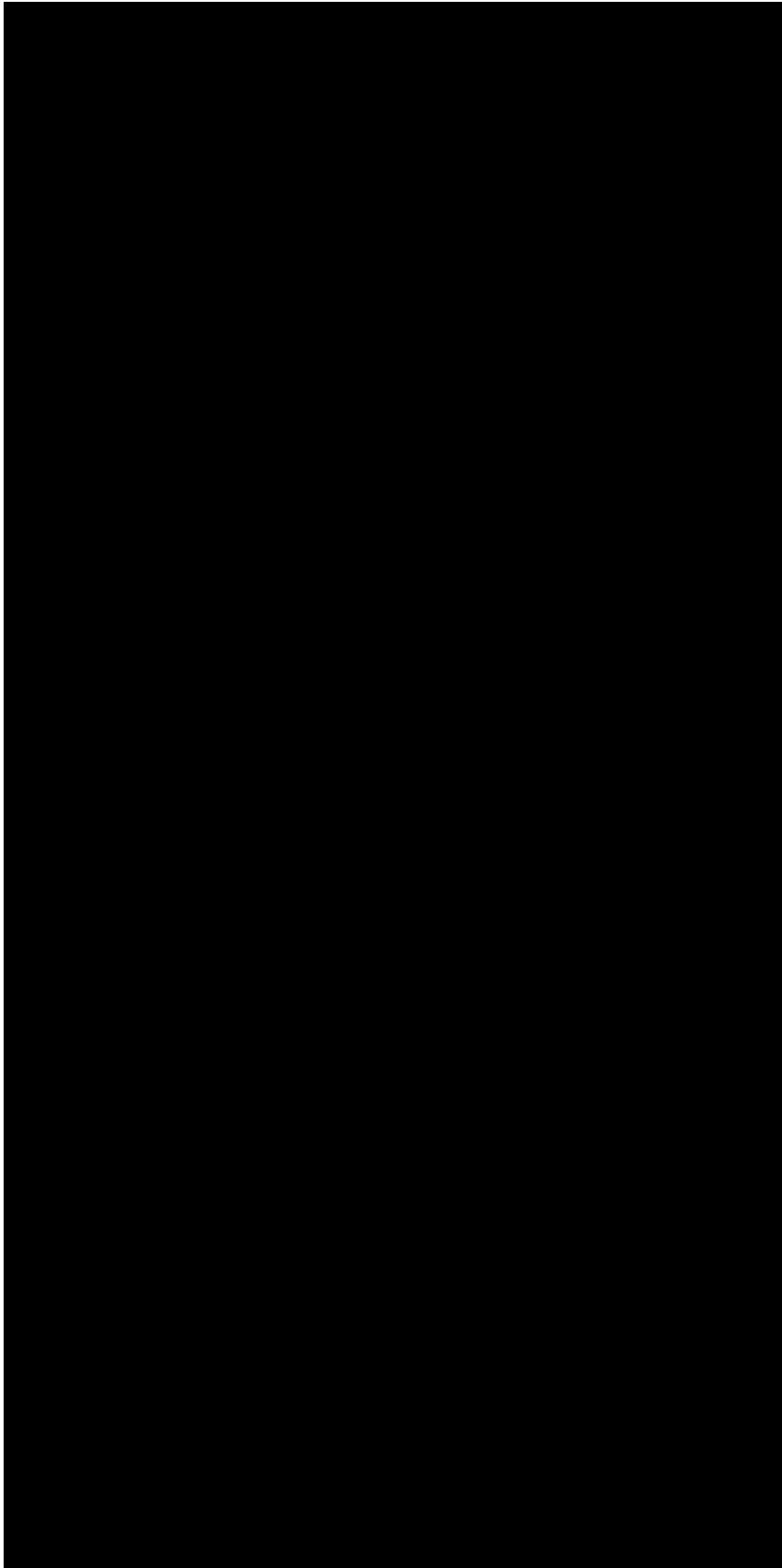


Attachment 2: [REDACTED]





Attachment 3:



Attachment 4:

