

2 November 2023

[REDACTED]
[REDACTED]
[REDACTED]
Telstra Group Limited

By email: [REDACTED]

ACMA file reference: ACMA2023/421

Dear [REDACTED]

Infringement notice and direction to comply with TCP Code

I refer to your discussion with [REDACTED] on 31 October 2023 about the ACMA's enforcement action following its investigation into Telstra's billing accuracy compliance. Enclosed is the final investigation report on this matter.

As communicated, in response to the contraventions found, the ACMA has decided to give Telstra Corporation Limited an Infringement Notice specifying a penalty of just over \$3 million. The exact amount is \$3,010,320 for 226 contraventions of the *Telecommunications Act 1997* (the Act). The contraventions specified in the enclosed Infringement Notice are drawn from the 4,914 times that Telstra Corporation Limited was found to have contravened subsection 121(2) of the Act. The payment terms and other matters applicable to the Infringement Notice are set out in the Notice.

The ACMA has also directed Telstra Limited to comply with clause 5.5.1 of the Telecommunications Consumer Protections Code. The Direction, which is given under subsection 121(1) of the Act, is enclosed.

The ACMA carefully considered Telstra's submissions throughout the investigation, including its response to the preliminary findings. Having regard to all the factors, including those outlined in the [ACMA's Compliance and Enforcement Policy](#), the ACMA considers that this enforcement action is an appropriate and proportionate response.

[REDACTED]
[REDACTED]

Publication

In accordance with usual practice, the ACMA intends to publish the investigation report, Direction, and Infringement Notice once payment has been made.

[REDACTED]
[REDACTED] If you have any questions about this matter, please contact me on [REDACTED]
[REDACTED], or at [REDACTED]

Telstra's cooperation in this investigation has been appreciated.

Yours sincerely

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]