

From: [Submit Investigations](#)
To: [REDACTED]
Cc: [REDACTED]; [REDACTED] [Submit Investigations](#) [REDACTED]; [REDACTED]
Subject: Embargoed - ACMA Media Release and publication of ACMA investigation into Telstra [SEC=OFFICIAL]
Date: Wednesday, 10 July 2024 5:04:18 PM
Attachments: [Embargoed - Telstra customer ID media release.pdf](#)
[Telstra entities - Final investigation report.PDF](#)
[image001.png](#)
[image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.jpg](#)

Dear [REDACTED]

Please find attached an embargoed media release which the ACMA intends to publish on its website on **Wednesday, 17 July 2024**, in relation to the ACMA's investigation into Telstra Corporation Limited and Telstra Limited's compliance with the *Telecommunications Service Provider (Customer Identity Authentication) Determination 2022* and the associated enforcement outcome.

We also intend to publish the enforceable undertaking and infringement notice (with signatures redacted) and the investigation report.

Please note that the media release is confidential subject to embargo until publication. Telstra should not disclose the media release to third parties. It should not publish the document ahead of 17 July 2024. Telstra does, however, have the opportunity to review the media release and correct any factual inaccuracies ahead of its release.

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

I would be grateful if you could:

- acknowledge receipt of this email, and
- provide any comment on the embargoed media release by **5pm, Friday 12 July 2024**.

Further information on the ACMA's policy to publishing investigation and enforcement outcomes can be found via our website here: <https://www.acma.gov.au/publications/2019-12/guide/regulatory-guide-no-6-publication-investigations-and-enforcement-actions>.

If you have any questions in relation to this matter, please contact me through submit.investigations@acma.gov.au

Regards

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Australian Communications and Media Authority

acma.gov.au



The ACMA acknowledges First Nations peoples as the Traditional Owners and Custodians of Australia. We respect and celebrate First Nations peoples as the original storytellers and content creators of the lands on which we work and honour the enduring strength and commitment of Aboriginal and Torres Strait Islander peoples to the land, waters and their communities. We pay our respects to Elders past, present, and emerging.

