

## Formal Warning under subsection 129(2) of the *Telecommunications Act 1997*

TO: Optus Mobile Pty Limited (ACN 054 365 696)

OF: Singtel Optus Pty Limited  
Building C, Level 4 1-7  
Lyonpark Road  
Macquarie Park, NSW 2133

I, Tanya Farrell, delegate of the Australian Communications and Media Authority (the **ACMA**), being satisfied for the reasons explained in the ACMA's investigation report dated 3 June 2025 that Optus Mobile Pty Limited (**Optus**) contravened subsection 128(1) of the *Telecommunications Act 1997* (the **Act**) by failing to comply with subsection 15(4) and Section 20 of the *Telecommunications (Financial Hardship) Industry Standard 2024* (the **Financial Hardship Standard**) as described below,

HEREBY issue Optus a formal warning under subsection 129(2) of the Act for its failure to comply with subsection 15(4) and section 20 of the Financial Hardship Standard.

### Details of the contravention

#### *Obligation*

Subsection 15(4) of the Financial Hardship Standard provides that carriage service providers (**CSPs**) must include specific information in written communications sent to consumers under paragraph 14(b), and in written bills and reminder notices.

Section 20 of the Financial Hardship Standard provides that a CSP must give a customer a notice in writing that includes certain information and advice about arrangements for financial hardship assistance where the customer has agreed to an arrangement for financial hardship assistance with the provider

Under subsection 129(2) of the Act, the ACMA can issue a formal warning for contraventions of an industry standard registered under Part 6 of the Act.

#### *Investigation findings*

The Financial Hardship Standard is an industry standard registered under Part 6 of the Act which applies to participants in the telecommunications industry being CSPs that supply telecommunications products to residential, small business and not-for-profit customers.

As the supplier of internet and mobile telephone services to residential and business customers, Optus is a carriage service provider for the purposes of the Act.

Optus is a participant in the section of the telecommunications industry to which the Financial Hardship Standard applies and is required to comply with the Financial Hardship Standard under subsection 128(1) of the Act.

On 24 March 2025, the ACMA commenced an investigation into Optus's compliance with subsection 15(4) and section 20 of the Financial Hardship Standard.

On 3 June 2025, the ACMA finalised its investigation and made findings that Optus failed to comply with:

- subsection 15(4) of the Financial Hardship Standard on 4 occasions by failing to include the required information in restriction, suspension and disconnection notices that it sent to 4 customers between 18 April 2024 and 18 May 2024.
- section 20 of the Financial Hardship Standard on 2 occasions by failing to include requisite information in notices sent to 2 customers who had agreed to an arrangement for financial hardship assistance between 30 April 2024 and 18 May 2024.

I am consequently satisfied:

- that between 18 April 2024 and 18 May 2024, Optus failed to comply with subsection 15(4) of the Financial Hardship Standard by failing to include required information in restriction, suspension and disconnection notices sent under paragraph 14(b).
- that between 30 April 2024 and 18 May 2024, Optus failed to comply with section 20 of the Financial Hardship Standard by failing to include requisite information in notices sent to customers who had agreed to an arrangement for financial hardship assistance.

As a consequence of failing to comply with the Financial Hardship Standard, I am also satisfied that Optus contravened subsection 128(1) of the Act.

Dated this 26th day of June 2025



Tanya Farrell  
 A/g Executive Manager  
 Telecommunications Safeguards and Numbers Branch  
 Delegate of the Australian Communications and Media Authority