

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

TO: Origin Energy Limited (ACN 000 051 696)

OF: Level 32, 100 Barangaroo Avenue
Barangaroo NSW 2000

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 4 June 2025, that Origin Energy Limited (**Origin**) contravened subsection 128(1) of the *Telecommunications Act 1997* (the **Act**) by failing to comply with subsection 15(4) of the *Telecommunications (Financial Hardship) Industry Standard 2024* (the **Financial Hardship Standard**) as described below,

HEREBY issue Origin a formal warning under subsection 129(2) of the Act for its failure to comply with subsection 15(4) 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.

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 services to residential and business customers, Origin is a carriage service provider for the purposes of the Act.

Origin 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 4 December 2024, the ACMA commenced an investigation into Origin's compliance with subsection 15(4) of the Financial Hardship Standard.

On 4 June 2025, the ACMA finalised its investigation and made findings that Origin failed to comply with subsection 15(4) of the Financial Hardship Standard on 6 occasions between 28 May 2024 and 31 May 2024 by failing to include the required information in its reminder notices.

I am consequently satisfied that between 28 May 2024 and 31 May 2024, Origin failed to comply with subsection 15(4) of the Financial Hardship Standard by failing to include required information in reminder notices.

As a consequence of failing to comply with the Financial Hardship Standard, I am also satisfied that Origin 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