

Direction to comply with the Industry Code (C661:2022) Reducing Scam Calls and Scam SMS, given under subsection 121(1) of the *Telecommunications Act 1997*

To: **TeleSign Corporation (ABN 62 319 066 528)**
Of: **4136 Del Rey Ave Marina Del Rey, CA 90292 USA**

I, Jeremy Fenton, delegate of the Australian Communications and Media Authority (**the ACMA**), being satisfied that TeleSign Corporation (ABN 62 319 066 528) (**TeleSign**), has contravened the *Industry Code (C661:2022) Reducing Scam Calls and Scam SMS (the Scams Code)* as described below;

DIRECTS TeleSign, under subsection 121(1) of the *Telecommunications Act 1997 (the Act)*, to comply with the Scams Code.

Details of the contraventions

1. The ACMA has investigated TeleSign's compliance with the Scams Code registered by the ACMA under Part 6 of the Act. As a carriage service provider (**CSP**), TeleSign is a participant in a section of the telecommunications industry to which this industry code applies.
2. The ACMA is satisfied that TeleSign has contravened the following clauses of the Scams Code:

Provision	Reason
Subclause 1.1.3	Failing to adhere to the timeframes set out by the Industry Guideline G664:2022 Reducing Scam Calls and Scam SMS Supplementary Information.
Subclause 5.2.4	Failing to forward the details of alleged Scam SMS to the C/CSPs from which it received those SMS, with a copy to the ACMA, as soon as practicable.
Subclause 5.2.7	Failing to copy the ACMA when providing to the Notifying C/CSPs the details of the alleged Scam SMS using an Alphanumeric Sender ID found not to be Scam SMS
Subclause 6.1.1	Failing to report to the ACMA the number of Scam Calls and Scam SMS blocked for each quarter from July 2022 to June 2024.

3. Further details about the contraventions are set out in the investigation report provided to TeleSign on 16 April 2025.

Requirement to comply with this Direction

Under subsection 121(2) of the Act, TeleSign must comply with a direction under subsection 121(1) of the Act.

If TeleSign does not comply with this direction, the ACMA may apply to the Federal Court of Australia for an order that TeleSign pay the Commonwealth a pecuniary

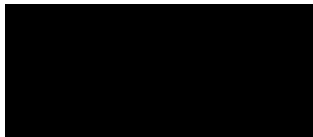
penalty in respect of its contravention of a civil penalty provision (subsection 121(4) and section 570 of the Act).

Reconsideration of a decision

If TeleSign is dissatisfied with the decision to give this direction, it may seek reconsideration of the decision by the ACMA under subsection 558(1) of the Act by making an application in writing to the ACMA, which sets out the reasons for the application. Any such application must be made within 28 days after TeleSign is informed of the decision, unless the ACMA extends the period for making the application (subsection 558(3) of the Act).

If, upon reconsideration, the decision is affirmed or varied and TeleSign is dissatisfied with that decision, it may:

- (a) Subject to the *Administrative Appeals Tribunal Act 1975* (the **AAT Act**), apply to the Administrative Appeals Tribunal for review of the reconsideration decision; and
- (b) request a statement under section 28 of the AAT Act in relation to that decision (section 562 of the Act).



Jeremy Fenton

Executive Manager

Unsolicited Communications and Scams Branch

Consumer Division

Delegate of the Australian Communications and Media Authority

14 May 2025