

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: **BUROSERV AUSTRALIA PTY LTD (ACN 135 379 387)**
 Of: **Suite 1, Level 5, 12 Help Street, Chatswood NSW 2067**

I, Jeremy Fenton, delegate of the Australian Communications and Media Authority (**ACMA**), being satisfied that BUROSERV AUSTRALIA PTY LTD (ACN 135 379 387) (**Buroserv**), has contravened the *Industry Code (C661:2022) Reducing Scam Calls and Scam SMS (Scams Code)* as described below;

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

Details of the contraventions

1. The ACMA has investigated Buroserv's compliance with the Scams Code registered by the ACMA under Part 6 of the Act. As a carriage service provider (**CSP**), Buroserv is a participant in a section of the telecommunications industry to which this industry code applies.
2. The ACMA is satisfied that Buroserv has contravened the following subclauses 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 4.2.10	Failing to forward the details of alleged CLI spoofing to the C/CSPs from which it received those calls, with a copy to the ACMA, as soon as practicable.
Subclause 4.4.3	Failing to accept and acknowledge a notification of alleged Scam Calls from a C/CSP, with a copy to the ACMA.
Subclause 4.4.4	Failing to forward the details of alleged Scam Calls to the C/CSP from which it received those calls, with a copy to the ACMA, as soon as practicable.
Subclause 4.6.2	Failing to share information about the origin of confirmed Scam Calls with the ACMA and/or provide details about the transit path of confirmed Scam Calls to the ACMA via agreed electronic means, as per the template in Appendix B of the Scams Code.
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 Buroserv on 17 June 2025.

Requirement to comply with this Direction

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

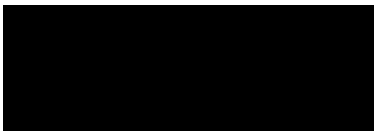
If Buroserv does not comply with this direction, the ACMA may apply to the Federal Court of Australia for an order that Buroserv pay the Commonwealth a pecuniary penalty in respect of its contravention of a civil penalty provision (subsection 121(4) and section 570 of the Act).

Reconsideration of a decision

If Buroserv 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 Buroserv 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 Buroserv is dissatisfied with that decision, it may:

- (a) Subject to the *Administrative Review Tribunal Act 2024* (the **ART Act**), apply to the Administrative Review Tribunal for review of the reconsideration decision; and
- (b) request a statement under section 268 of the ART Act in relation to that decision.



Jeremy Fenton

Executive Manager

Unsolicited Communications and Scams Branch

Consumer Division

Delegate of the Australian Communications and Media Authority

14 July 2025