

**Formal warning issued under subsection 103(1) of  
the *Telecommunications Act 1997***

TO: Telstra Limited (ACN 086 174 781)

OF: Level 41, 242-282 Exhibition Street  
Melbourne VIC 3000

I, Cathy Rainsford, delegate of the Australian Communications and Media Authority (**the ACMA**), for the reasons explained in the ACMA's investigation report entitled 'Telstra [REDACTED] investigation report' sent to Telstra Limited (**Telstra**) on 31 July 2025, am satisfied that Telstra has contravened the *Telecommunications Act 1997* (**the Act**) as described below,

HEREBY issue Telstra with a formal warning under subsection 103(1) of the Act for its contraventions of subsection 101(1) of the Act.

**Details of the contravention**

1. Telstra is a carriage service provider. The ACMA has investigated Telstra's compliance with subsection 101(1) of the Act which requires that carriage service providers comply with service provider rules that apply to them.
2. Subsection 98(1) of the Act provides that the service provider rules include the rules set out in Schedule 2 to the Act and the rules (if any) set out in service provider determinations in force under section 99 of the Act.
3. The *Telecommunications (Service Provider – Identity Checks for Prepaid Mobile Carriage Services) Determination 2017* (**the Determination**) is a service provider determination made under subsection 99(1) of the Act. As such, it is a service provider rule as defined in section 98 of the Act.
4. Subsection 103(1) of the Act allows the ACMA to issue a formal warning to a carriage service provider if it contravenes a service provider rule.
5. The ACMA's investigation found that between 30 November 2024 and 19 February 2025, Telstra failed to comply with paragraph 2.3(1)(a) of the Determination on 18,388 occasions because it activated 18,388 prepaid mobile carriage services without verifying the identity of the customer in accordance with the rules set out in Part 4 of the Determination.
6. Accordingly, the ACMA is satisfied that Telstra has contravened subsection 101(1) of the Act on 18,388 occasions because it failed to comply with the Determination on those occasions.
7. Further details about Telstra's contraventions of the Determination and the Act are set out in the investigation report provided to Telstra on 31 July 2025.

Dated this 31 day of July 2025



Signature of General Manager  
Cathy Rainsford