

**ENFORCEABLE UNDERTAKING  
GIVEN TO THE AUSTRALIAN COMMUNICATIONS AND MEDIA  
AUTHORITY BY COMMONWEALTH BROADCASTING CORPORATION  
(ACN 000 019 796), DOUBLE T RADIO PTY LTD (ACN 003 181 244) AND  
AUSTRALIAN RADIO NETWORK PTY LIMITED (ACN 065 986 987)  
UNDER SECTION 205W OF THE BROADCASTING SERVICES ACT 1992  
(CTH)**

**1 Persons giving the undertaking**

1.1 This Undertaking is given to the ACMA by:

1.1.1 Commonwealth Broadcasting Corporation (ACN 000 019 796);

1.1.2 Double T Radio Pty Ltd (ACN 003 181 244); and

1.1.3 Australian Radio Network Pty Limited (ACN 065 986 987).

under subsection 205W(1) of the Broadcasting Services Act 1992.

**2 Background**

2.1 The Sydney Licensee is licensed under the Act to provide commercial radio broadcasting services in the Sydney RA1 licence area.

2.2 The Melbourne Licensee is licensed under the Act to provide commercial radio broadcasting services in the Melbourne RA1 licence area.

2.3 The ACMA has investigated whether the Licensees complied with their obligations under the Code with respect to complaints handling.

2.4 On 5 September 2025, following its investigation the subject of Investigation Report BI716 and BI-717, the ACMA found that during the Complaints Investigation Period, the Licensees received complaints that were not responded to within 30 days of receipt of the complaint, as required under clause 10.11 of the Code.

2.5 ARN is the owner of the Licensees. ARN oversees and manages the Licensees' complaints handling procedures.

2.6 The Licensees and ARN acknowledge the ACMA's findings that the Licensees have breached their obligations under section 10 of the Code relating to complaints handling, as set out in Investigation Reports BI716 and BI-717. that the Licensees have breached their obligations under section 10 of the Code relating to complaints handling, as set out in Investigation Reports BI-716 and BI-717.

2.7 In response to the ACMA's findings and concern to ensure the Licensees' future compliance with clause 10.11 of the Code, the Licensees and ARN offer this Undertaking.

**3 Definitions**

In this Undertaking:

**ACMA** means the Australian Communications and Media Authority.

**Act** means the *Broadcasting Services Act 1992* (Cth).

**ARN** means Australian Radio Network Pty Limited (ACN 065 986 987) of 40 Mount Street, North Sydney, NSW 2060.

**Code** means the Commercial Radio Code of Practice 2017 (revised 2018) and any replacement code registered by the ACMA under section 123 of the Act.

**Complaints Investigation Period** means the ACMA's investigation into the compliance of the Licensees with clause 10.11 of the Code covering the period 1 August 2024 to 31 October 2024.

**Commencement Date** has the meaning given to it in clause 4.1 of this Undertaking.

**Licensees** means the Sydney Licensee and the Melbourne Licensee.

**Melbourne Licensee** means Double T Radio Pty Ltd (ACN 003 181 244) of 40 Mount Street, North Sydney, NSW 2060, which broadcasts KIIS 101.1.

**Sydney Licensee** means Commonwealth Broadcasting Corporation (ACN 000 019 796) of 40 Mount Street, North Sydney, NSW 2060, which broadcasts KIIS 106.5.

**Undertaking** means this enforceable undertaking.

#### **4 Term of the Undertaking**

- 4.1 This Undertaking, having been executed by the Licensees and ARN, commences on the day it is executed by the ACMA (**Commencement Date**).
- 4.2 This Undertaking continues for a period of 18 months from the Commencement Date unless it is withdrawn or varied in accordance with clause 5.1 or the ACMA gives notice to the Licensees and ARN cancelling this Undertaking in accordance with s 205W(4) of the Act, in which event this Undertaking terminates on the day that written notice is given.

#### **5 Withdrawal or variation**

- 5.1 This Undertaking may only be withdrawn or varied with the consent of the ACMA in accordance with s 205W(3) of the Act.

#### **6 Undertakings**

Each of the Licensees and ARN (as relevant) undertakes that:

- 6.1 Within 3 months of the Commencement Date, ARN and the Licensees will provide a report to the ACMA detailing their:
- 6.1.1 process for receiving, assessing, categorising (as complaints under the Code or feedback) and responding to complaints received by the Licensees in accordance with the Code; and
  - 6.1.2 governance and oversight for that process.
- 6.2 Within 15 months of the Commencement Date, ARN and the Licensees will provide a report to the ACMA on any amendments or improvements to the complaints handling process referred to in clause 6.1 and the governance and oversight of that process.
- 6.3 ARN and the Licensees will require that all staff involved in the complaints handling process referred to in clause 6.1 undertake training on compliance with the complaints handling requirements under the Code within 6 months, and then again within 15 months of the Commencement Date. Within 6 months, and then again within 15 months, of the Commencement Date, ARN and the Licensees will provide the ACMA with a report on:
- 6.3.1 the persons required to receive the training and their roles; and

6.3.2 whether each such person has completed the training within the timeframes required by clause 6.3 and, if not, reasons as to why not.

6.4 Every 3 months, for a period of 18 months commencing on the Commencement Date, ARN and the Licensees will provide a report to the ACMA on their compliance with complaints handling under the Code for complaints received by the Licensees during the term of the Undertaking using ARN's complaints database. Such report will include:

6.4.1 the Licensee name;

6.4.2 the date of the broadcast;

6.4.3 the complaint ID number;

6.4.4 the date the complaint was received; and

6.4.5 the Licensee's response date.

## 7 Acknowledgements

7.1 ARN and the Licensees acknowledge that:

7.1.1 The ACMA will make this Undertaking publicly available by publishing it on the ACMA's website.

7.1.2 The ACMA may, from time to time, make public comment about this Undertaking and its terms which includes issuing a media release upon its execution by the ACMA.

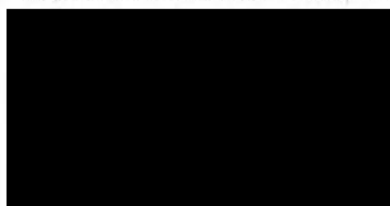
7.1.3 The ACMA may, from time to time, publicly report on compliance with this Undertaking.

7.1.4 The ACMA's acceptance of this Undertaking does not affect the ACMA's power to investigate and take compliance and enforcement action arising from conduct that is not the subject of this Undertaking or arising from future conduct.

7.1.5 This Undertaking in no way derogates from the rights and remedies available to any other person or entity arising from the alleged conduct, the subject of this Undertaking.

### Execution of the Undertaking

Signed/Executed by Commonwealth Broadcasting Corporation (ACN 000 019 796):

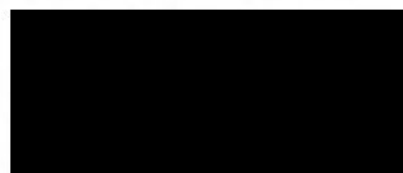


Michael Stephenson (CEO)

\_\_\_\_\_  
Name and title

21 April 2026

\_\_\_\_\_  
Date



Jeremy Child (Chief Legal Officer)

\_\_\_\_\_  
Name and title

21 April 2026

\_\_\_\_\_  
Date

Signed/Executed by Double T Radio Pty Ltd (ACN 003 181 244):



Michael Stephenson (CEO)

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**Name and title**

21 April 2026

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**Date**



Jeremy Child (Chief Legal Officer)

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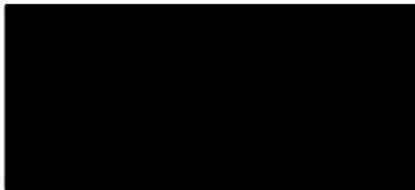
**Name and title**

21 April 2026

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**Date**

Signed/Executed by Australian Radio Network Pty Limited (ACN 065 986 987):



Michael Stephenson (CEO)

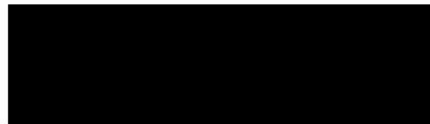
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**Name and title**

21 April 2026

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**Date**



**Signature**

Jeremy Child (Chief Legal Officer)

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**Name and title**

21 April 2026

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**Date**

Accepted by the Australian Communications and Media Authority under s205W of the *Broadcasting Services Act 1992 (Cth)*:



CAROLYN LIOGELWOOD

Name, Member

30 April 2026

Date

Autumn Field

~~Name, Member/General Manager~~

30 April 2026

Date