

Investigation report

Summary	
Entity	Yomojo Pty Ltd
Australian Company Number	609 279 245
Relevant Legislation	<ul style="list-style-type: none"> • <i>Telecommunications Act 1997</i> • Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020
Date	12 February 2026

Findings

The Australian Communications and Media Authority (the **ACMA**) finds that Yomojo Pty Ltd (**Yomojo**) contravened:

- paragraph 9(b) of the Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020 (the **Standard**),
- as a result of the above contraventions, subsection 128(1) of the *Telecommunications Act 1997* (the **Act**).

Table 1: Table of contraventions

<i>Legislation</i>	<i>Provision</i>	<i>Number of contraventions</i>	<i>Relevant Period</i>
<i>The Act</i>	<i>Subsection 128(1)</i>	1 contravention	From at least 15 October 2025 to 19 November 2025
<i>The Standard</i>	<i>Paragraph 9(b)</i>		

Reasons

- The reasons for the ACMA's findings, including the key elements which establish the contraventions, are based on:
 - Information obtained by the ACMA from Yomojo about its website (www.yomojo.com.au),
 - information obtained from Yomojo on 26 November 2025 in response to a statutory notice (the **Notice**) given to it by the ACMA under section 521 of the Act, and
 - information submitted by Yomojo on 4 February 2026 in response to the ACMA's preliminary findings.

Background

- The purpose of the Standard is to prevent the unauthorised porting of mobile service numbers and reduce harm to customers arising from the unauthorised porting of mobile service numbers.
- The Standard is an industry standard registered under Part 6 of the Act. It commenced on 30 April 2020 and applies to:
 - mobile CSPs who supply or arrange for the supply of public mobile telecommunications services, and
 - every port of a mobile service number.

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4. Subsection 128(1) of the Act requires CSPs to comply with standards registered under Part 6 of the Act. Accordingly, CSPs which are mobile CSPs must comply with the Standard.

Submissions

5. Yomojo acknowledged on 26 November 2025 that it only published the requisite information required under section 9 of the Standard on 20 November 2025.
6. Yomojo further stated on 4 February 2026 that the omission of the required information was unintentional and that the information should have been published and made available to any Yomojo customer who required it.

Compliance with the Standard

Section 9 – Minimum requirements to publish advice about law enforcement and support services

7. Section 9 of the Standard requires that a mobile CSP must publish information on its website advising customers that:
- (a) to protect customers from unauthorised ports, an additional identity verification process will be used to verify the identity of the person making a porting request, prior to the mobile service number being ported; and
 - (b) in the event a customer suspects that their mobile service number has been fraudulently ported they should immediately report the activity to:
 - (i) the Australian Federal Police or the relevant State or Territory Police; and
 - (ii) government services that support customers whose mobile service number is the subject of an unauthorised port.).
8. The ACMA has considered whether Yomojo complied with paragraph 9(b) of the Standard as set out in Table 2 below.

Table 2: Assessment of compliance with paragraph 9(b) of the Standard

Is Yomojo a mobile CSP?	Yomojo is a mobile CSP as defined in the Standard as it: <ul style="list-style-type: none">• is a CSP as defined at section 87 of the Act, and• supplies mobile carriage services to the public. Accordingly, Yomojo must comply with the Standard.
Did Yomojo meet the minimum requirements in publishing advice about law enforcement on their website under subparagraph 9(b)(i)	Evidence obtained by the ACMA from Yomojo about its website indicated that there was no advice published to inform customers that, if they suspected their mobile service number has been fraudulently ported, they should immediately report the activity to the Australian Federal Police or the relevant state and territory police. On 26 November 2025 Yomojo stated it had published the required information on the 20 November 2025. The ACMA subsequently confirmed the publication had occurred.

9. Accordingly, the ACMA finds that Yomojo contravened paragraph 9(b) of the Standard on one occasion.

Compliance with the Act

10. By contravening paragraph 9(b) of the Standard as set out above, the ACMA also finds that Yomojo contravened subsection 128(1)¹ of the Act on one occasion.

¹ Subsection 128(3) of the Act provides that subsection 128(1) of the Act is a civil penalty provision.