

Formal Warning issued under subsection 129(2) of the *Telecommunications Act 1997*

TO: Yomojo Pty Ltd (ACN 609 279 245)

OF: Level 5,121 Walker Street, North Sydney NSW 2060

I, Evan Westmore, delegate of the Australian Communications and Media Authority (**ACMA**), being satisfied that Yomojo Pty Ltd (ACN 609 279 245) (**Yomojo**), has contravened the *Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020 (the Standard)*, being an industry standard registered under Part 6 of the Act;

HEREBY issue Yomojo with a formal warning under subsection 129(2) of the *Telecommunications Act 1997 (the Act)*, for failing to comply with subsection 128(1) of the Act, as a consequence of failing to comply with paragraph 9(b) of the Standard.

Details of the contravention

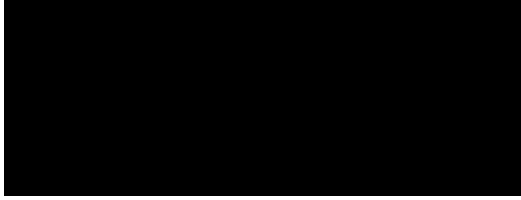
Obligation

1. As a mobile carriage service provider (**CSP**) who supplies or arranges for the supply of public mobile telecommunications services, Yomojo is a participant in the section of the telecommunications industry to which the Standard applies.
2. Under section 9 of the Standard, a mobile CSP must publish information on its website that:
 - (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.

Investigation findings

3. The ACMA commenced an investigation into Yomojo's compliance with the Standard on 31 October 2025. On 12 February 2026, the ACMA found that Yomojo contravened paragraph 9(b) of the Standard on one occasion from at least 15 October 2025 to 19 November 2025 by failing to publish on its website advice to inform customers that if they suspect their mobile service number had been fraudulently ported they should immediately report the activity to the Australian Federal Police or the relevant state and territory police.
4. Accordingly, the ACMA is satisfied that Yomojo has contravened 128(1) of the Act on one occasion because it failed to comply with the Standard during this period.
5. Further details about Yomojo's contraventions of the Standard and the Act are set out in the investigation report provided to Yomojo on 12 February 2026.

Dated: 24 March 2026



Evan Westmore

Manager

Investigations & Enforcement

Unsolicited Communications and Scams

Delegate of the Australian Communications and Media Authority