

SMS Sender ID Register

Key Compliance and Readiness Checklist: Terminating Telco

- All references refer to the [Telecommunications \(SMS Sender ID register\) Industry Standard 2025](#) unless otherwise stated.
- This checklist is not exhaustive and should not be considered as legal advice. Compliance is the responsibility of the provider.

SYSTEMS READINESS

1. Compliance obligations are understood.
2. All systems and processes have been tested to ensure they will perform and meet compliance obligations from 1 July 2026.

PARTICIPATION, POLICIES AND PROCEDURES

3. Approval to participate in the Sender ID Register as a Terminating telco has been applied for, and received, under section 484F of the [Telecommunications Act 1997](#).
4. Policies and procedures to comply with **ALL** applicable obligations have been implemented, as per Section 19 of the Standard.
5. Policies and procedures to deal with, record and resolve complaints have been implemented, as per Section 20 of the Standard.
6. Arrangements are in place, as per Part 6 of the Standard, to:
 - a. keep records demonstrating compliance with the Standard for a minimum of two years.
 - b. maintain the privacy and integrity of records.
 - c. securely destroy records when no longer required.

CUSTOMER INFORMATION AND NOTIFICATIONS

7. If you are a carriage service provider who supplies mobile services to members of the public, communication has, or will be, provided to message recipients as per Part 7 of the Standard.

DISRUPTION AND IDENTIFYING SCAMS

8. From 1 July 2026, sender ID messages will not be terminated unless they are received from a telco that is participating in the sender ID register, as per Section 18 of the Standard. A list of approved telcos and message providers is available on the ACMA's website here: <https://www.acma.gov.au/approved-telcos-and-message-providers-sms-sender-id-register>
9. An exemption will be applied where a sender ID message is received from an international telecommunications service provider, provided the terminating telco has over stamped the message with "Unverified", as per Section 18 (7) of the Standard.
10. From 1 July 2026, the following occurs before a sender ID message is terminated, as per Section 18 of the Standard:
 - a. the sender identification included in the message is confirmed to be registered in the Register, or to have already been over stamped with "Unverified" by an upstream telco.
 - b. unregistered sender IDs that have not already been disrupted are over stamped with "Unverified".
11. When a scam communication is identified, the terminating telco will notify the ACMA and the telco that sent the message within two business days, as per Section 21 of the Standard.

SECURITY AND PRIVACY

- 12. All reasonable steps are taken to ensure IT systems and processes are secure: in particular, systems for sending sender ID messages and for interacting with the register, as per Part 25 of the Standard.
 - 13. ACMA will be notified in writing as soon as practicable upon the telco becoming aware of a breach or suspected breach of security.
 - 14. If the telco is NOT already subject to the *Privacy Act 1988*, it has a documented privacy policy, trains staff on privacy requirements and destroys personal information securely when no longer needed. It does not disclose personal information to a third party except:
 - as required to manage complaints
 - with the express consent of the person
 - where required/authorised by Australian law or court order.
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REPORTING AND RECORDS

- 15. Reports are sent to the ACMA within 20 business days after the end of each quarter, as per Section 22 of the Standard.
- 16. Compliance records are kept and made available to the ACMA within five business days of a written request, as per Sections 23 and 24 of the Standard