

Investigation report

Summary	
Entity	Switch Mobile Networks Pty Ltd (trading as Ezee Mobile)
Type of entity	Mobile carriage service provider
Australian Company Number	669 988 541
Relevant Legislation	<i>Telecommunications Act 1997</i> (Cth) Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020
Date	5 May 2026

Findings

The Australian Communications and Media Authority (the **ACMA**) finds Switch Mobile Networks Pty Ltd (**Ezee Mobile**), as mobile carriage service provider, contravened:

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

Table 1: Table of contraventions

Legislation	Provision	Number of contraventions	Relevant Period
The Standard	Paragraph 9(b)	1 contravention	From 23 December 2024 to 7 November 2025
The Act	Subsection 128(1)		

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 the Ezee Mobile website www.ezeemobile.com.au on 27 October 2025,
 - information obtained from Ezee Mobile on 21 November 2025 in response to statutory notice (**Notice**) given to it under section 521 of the Act, and
 - information obtained from Ezee Mobile on 24 April 2026.

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. Amongst other matters, it contains obligations about provision of information to customers about law enforcement and support services.
- The Standard is an industry standard registered under Part 6 of the Act. It commenced on 30 April 2020 and applies to:
 - Carriage service providers (**CSP**) who supply or arrange for the supply of public mobile telecommunications services, and
 - every port of a mobile service number (**MSN**).

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

Submissions

6. On 21 November 2025, in response to the Notice Ezee Mobile acknowledged that it had not previously published the information required under paragraph 9 of the Standard.
7. Ezee Mobile confirmed that it published the requisite information on its website in November 2025 in response to the ACMA's investigation.

Compliance with the Standard

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

8. Section 9 requires that a mobile CSP must publish information on its website advising customers that:
- 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 MSN being ported; and
 - in the event a customer suspects that their MSN has been fraudulently ported they should immediately report the activity to:
 - the Australian Federal Police or the relevant State or Territory Police; and
 - government services that support customers whose MSN is the subject of an unauthorised port.
9. The ACMA has considered whether Ezee Mobile 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 Ezee Mobile a mobile CSP?	Ezee Mobile is a mobile CSP as defined in the Standard as it is a CSP as defined at section 87 of the Act and supplies mobile carriage services to the public. Accordingly, Ezee Mobile must comply with the Standard.
Did Ezee Mobile meet the minimum requirements in publishing advice about law enforcement and government support services on its website under subparagraph 9(b)?	Evidence obtained from the Ezee Mobile website on 27 October 2025 indicated that there was no advice published to inform customers that, if they suspected their MSN has been fraudulently ported, they should immediately report the activity to: - the Australian Federal Police or the relevant State or Territory Police. - government services that support customers whose MSN is the subject of an unauthorised port. On 21 November 2025, Ezee Mobile confirmed that the required information was not previously published and stated that it had subsequently published the information on its website.

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

Compliance with the Act

11. By contravening paragraph 9(b) of the Standard as set out above, the ACMA also finds that Ezee Mobile 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.