

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

TO: Switch Mobile Networks Pty Ltd (ACN 669 988 541)

OF: Unit 446, 1 Queens Road, MELBOURNE VIC 3004

I, Evan Westmore, delegate of the Australian Communications and Media Authority (**ACMA**), being satisfied that Switch Mobile Networks Pty Ltd (trading as **Ezee Mobile**), 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 *Telecommunications Act 1997* (Cth) (the **Act**);

HEREBY issue Ezee Mobile with a formal warning under subsection 129(2) of the Act, for failing to comply with subsection 128(1) of the Act, arising from a failure to comply with paragraph 9(b) of the Standard.

Details of the contravention

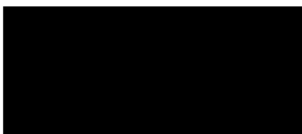
Obligation

1. As a mobile carriage service provider (CSP) who supplies or arranges for the supply of public mobile telecommunications services, Ezee Mobile is a participant in the section of the telecommunications industry to which the Standard applies.
2. Under section 9 of the PPV Standard, a mobile CSP must publish information on its website advising customers 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's investigation found that Ezee Mobile contravened paragraph 9(b) of the Standard on one occasion from at least 23 December 2024 to 7 November 2025 by failing to publish advice to inform customers what to do if they suspect their mobile service number had been fraudulently ported.
4. Accordingly, the ACMA is satisfied that Ezee Mobile has contravened 128(1) of the Act on one occasion because it failed to comply with the Standard.
5. Further details about Ezee Mobile's contraventions of the Standard and the Act are set out in the investigation report provided to Ezee Mobile on 5 May 2026.

Dated: 5 June 2026



Evan Westmore
Manager
Investigation & Enforcement
Unsolicited Communications and Scams
Delegate of the Australian Communications and Media Authority