



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

TO: Australian Phone and Internet Pty Ltd (ACN 604 304 243)

OF: Level 10
9-13 Hunter Street
Sydney, NSW 2000

The Australian Communications and Media Authority (the **ACMA**) is satisfied that Australian Phone and Internet Pty Ltd (ACN 604 304 243) (**Australian Phone and Internet**) has contravened the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018* (the **Complaints Standard**) as described below; and

HEREBY issues a formal warning to Australian Phone and Internet under subsection 129(2) of the *Telecommunications Act 1997* (the **Act**) for contravening paragraph 7(1)(a) of the Complaints Standard.

Details of the contravention

1. The ACMA has investigated whether Australian Phone and Internet's complaints handling process (**CHP**) complied with the minimum requirements for consumer complaints handling set out in sections 8, 9 and 10 of the Complaints Standard.
2. As a carriage service provider, Australian Phone and Internet is a participant in the section of the telecommunications industry to which the Complaints Standard applies and is required to comply with the Complaints Standard under subsection 128(1) of the Act.
3. After completing its investigation, the ACMA is satisfied that as at 17 August 2018, Australian Phone and Internet's CHP did not comply with:
 - a. paragraph 8(1)(b);
 - b. paragraph 8(1)(d);
 - c. paragraph 8(1)(k);
 - d. paragraph 8(1)(m);
 - e. section 9;
 - f. paragraph 10(d); and
 - g. paragraph 10(g)of the Complaints Standard.
4. Accordingly, the ACMA finds that Australian Phone and Internet contravened paragraph 7(1)(a) of the Complaints Standard on 17 August 2018, by not

establishing a CHP that includes the minimum requirements for consumer complaints handling.

Dated this 4th day of December 2018



Signature of Chair



Signature of Member

Nerida O'Loughlin

Name

Chris Jose

Name