

Formal Warning under subsection 122(2) of
the *Telecommunications Act 1997*

TO: Easy Internet Services Pty Ltd (ACN 082 852 104)

OF: 22 Sydney Street
Mackay QLD 4740

Attention: Mr Deon Lee Attard, Director and Secretary

I, Jennifer McNeill, delegate of the Australian Communications and Media Authority (**the** **ACMA**), being satisfied that Easy Internet Services Pty Ltd (ACN 082 852 104) (**Easy Internet**), has contravened the *Telecommunications Consumer Protections Code (C628:2015)* (**the** **TCP Code**) as described below;

HEREBY give Easy Internet a formal warning under subsection 122(2) of the *Telecommunications Act 1997* (**the** **Act**), for failing to comply with clause 4.1.1(d)(i) of the TCP Code.

### Details of the contraventions

1. The TCP Code is an industry code registered under Part 6 of the Act, and applies to the carriage service providers section of the telecommunications industry, regarding services provided to residential and small business consumers. As a carriage service provider, Easy Internet is a participant in the section of the telecommunications industry to which the TCP Code applies.
2. The ACMA has investigated Easy Internet’s compliance with clause 4.1.1 of the TCP Code, which sets out certain obligations for carriage service providers (referred to as “Suppliers” in the TCP Code).
3. Clause 4.1.1(d)(i) of the TCP Code requires that a summary of each of the Supplier’s current Offers (“a Critical Information Summary”) be readily accessible on the Supplier’s website. This is to allow consumers to compare the Offers of different Suppliers.
4. As at 28 November 2017, Easy Internet offered services to residential and small business consumers delivered over the National Broadband Network. However, when Easy Internet’s website was reviewed by the ACMA on 28 November 2017, no Critical Information Summary was readily accessible for any of these Offers, as required by the TCP Code.

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Signature

Jennifer McNeill

General Manager

Content, Consumer and Citizen Division

Delegate of the Australian Communications and Media Authority

2 March 2018