

Note: the below is an extract of correspondence sent through the ACMA's customer relationship management system.

From: [REDACTED]

To: DNCR-compliance@acma.gov.au

Date: 07/11/2019

Subject: FW: [SEC=UNCLASSIFIED] Compliance with the Do Not Call (DNCR) legislation
CRM:000661001657

Dear ACMA

Thank you for the notification below.

We have investigated the complaint from the consumer whose number [REDACTED] was dialled.

We are satisfied that this individual gave their consent for [REDACTED] to call them about telco services. The consent was given via [REDACTED] website – the process for doing so requires the customer to enter their name and telephone number, and check a box explicitly confirming that they consent to [REDACTED] contacting them on that number to discuss energy or internet offers.

Unfortunately, we have been unable to investigate the second complaint below as the consumer has not provided their telephone number.

Please let me know if you would like further information.

Can you please also direct these communications to me in future rather than [info@\[REDACTED\].com.au](mailto:info@[REDACTED].com.au).

Thanks and regards

Regards

[REDACTED]

Suite 103, 41-61 Cecil Street

South Melbourne VIC 3205

[REDACTED]

[REDACTED]

[REDACTED]

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