



Australian
Communications
and Media Authority

Direction under subsection 121(1) of *the Telecommunications Act 1997*

TO: Harbour of Technology Pty Ltd (ACN 088 805 234)

OF: C/- Crowe Horwath
107 West High Street
COFFS HARBOUR NSW 2450

Attention: Mr Roy Lyle Steyne, Director and Secretary

I, Jennifer McNeill, delegate of the Australian Communications and Media Authority (**the ACMA**), being satisfied that Harbour of Technology Pty Ltd (ACN 088 805 234) (**Harbour of Technology**), has contravened the *Telecommunications Consumer Protections Code (C628:2012)* (**the TCP Code**) as described below;

HEREBY direct Harbour of Technology, under subsection 121(1) of the *Telecommunications Act 1997* (**the Act**) to comply with the TCP Code.

Details of the contraventions

1. The ACMA has investigated Harbour of Technology's compliance with clauses 9.3.1 and 9.4.1 of the TCP Code. As a carriage service provider, Harbour of Technology is a participant in the section of the telecommunications industry to which the TCP Code applies.
2. The ACMA is satisfied that Harbour of Technology contravened clause 9.3.1(a) of the TCP Code which requires that a supplier provide a Customer Information Compliance Statement to Communications Compliance annually. The ACMA is satisfied that Harbour of Technology is a supplier, as defined in the TCP Code and had not submitted a Customer Information Compliance Statement as at 1 April 2015.
3. The ACMA is satisfied that Harbour of Technology contravened clause 9.4.1(a) of the TCP Code which requires that a supplier provide a Compliance Attestation to Communications Compliance, which has been endorsed by the chief executive officer or a senior manager of the supplier, annually. The ACMA is satisfied that Harbour of Technology had not submitted an annual Compliance Attestation as at 1 April 2015.

Requirement to comply with this Direction

Under subsection 121(2) of the Act, Harbour of Technology must comply with a direction under subsection 121(1) of the Act.


If Harbour of Technology does not comply with this Direction, the ACMA may apply to the Federal Court for an order that Harbour of Technology pay the Commonwealth a pecuniary penalty in respect of its contravention of a civil penalty provision (subsection 121(4) and section 570 of the Act).

Reconsideration of a decision

Under subsection 558(1) of the Act, Harbour of Technology may apply to the ACMA for the ACMA to reconsider the decision to direct Harbour of Technology to comply with the TCP Code. The application must be submitted in writing to the ACMA and must set out the reasons for the application (subsection 558(2) of the Act). The application must be made within 28 days after Harbour of Technology is informed of the decision (subsection 558(3) of the Act).

If Harbour of Technology is dissatisfied with the ACMA's decision on reconsideration, it may:

- (a) subject to the *Administrative Appeals Tribunal Act 1975* (the **AAT Act**), apply to the Administrative Appeals Tribunal for review of the reconsideration decision, and
- (b) request a statement under section 28 of the AAT Act in relation to that decision.



Signature

Jennifer McNeill
General Manager
Content, Consumer and Citizen Division
Delegate of the Australian Communications and Media Authority

31 August 2015