



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

TO: Sure Telecom Pty Ltd (ACN 150231155)

OF: c/- Servcorp Pty Ltd, Level 4
4 Columbia Court
BAULKHAM HILLS NSW 2153

Attention: Kelly Ann Harrison, Company Secretary

I, Jennifer McNeill, delegate of the Australian Communications and Media Authority (**the ACMA**), being satisfied that Sure Telecom Pty Ltd (ACN 150231155) (**Sure Telecom**), has contravened the *Telecommunications Consumer Protections Code (C628:2012)* (**the TCP Code**) as described below;

HEREBY direct Sure Telecom, under subsection 121(1) of *the Telecommunications Act 1997* (**the Act**) to comply with clauses 9.3.1 and 9.4.1 of the TCP Code.

Details of the contraventions

1. The ACMA has investigated Sure Telecom's compliance with clause 9.3.1(a) of the TCP Code. As a carriage service provider, Sure Telecom is a participant in the section of the telecommunications industry to which the TCP Code applies.
2. The ACMA is satisfied that Sure Telecom 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, with the first such Customer Information Compliance Statement to be provided to Communications Compliance within seven months of the registration of the TCP Code. The ACMA is satisfied that Sure Telecom is a supplier, as defined in the TCP Code and had not submitted a Customer Information Compliance Statement as at 15 April 2013.
3. The ACMA has investigated Sure Telecom's compliance with clause 9.4.1(a) of the TCP Code.
4. The ACMA is satisfied that Sure Telecom contravened clause 9.4.1(a) of the TCP Code which requires that a supplier provide a First Compliance Attestation to Communications Compliance, which has been endorsed by the chief executive officer or a senior manager of the supplier, within seven months of the registration of the TCP Code. The ACMA is satisfied that Sure Telecom had not submitted a First Compliance Attestation as at 15 April 2013.

Requirement to comply with this Direction

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

If Sure Telecom does not comply with this Direction, the ACMA may apply to the Federal Court for an order that Sure Telecom 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, Sure Telecom may apply to the ACMA for the ACMA to reconsider the decision to direct Sure Telecom 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 Sure Telecom is informed of the decision (subsection 558(3) of the Act).

If Sure Telecom 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

22 August 2013