

Regulatory Compliance Statement

CUSTOMER DOCUMENT · WHOLESALCOMMS PTY LTD

Wholesalecomms Pty Ltd ("Wholesalecomms") is committed to operating in full compliance with all applicable Australian telecommunications laws, regulations, and industry codes. As a provider of telecommunications services within Australia, we maintain robust compliance frameworks to ensure the delivery of lawful, secure, and high-quality services to our customers and partners.

Legislative & Regulatory Compliance

Wholesalecomms complies with the requirements set out under:

- The Telecommunications Act 1997
- The Telecommunications (Consumer Protection and Service Standards) Act 1999
- The Privacy Act 1988
- The Spam Act 2003
- The Do Not Call Register Act 2006
- Applicable determinations and standards issued by the Australian Communications and Media Authority
- Relevant industry codes registered with the Communications Alliance

Carrier & Network Compliance

Where required, Wholesalecomms operates under appropriate carrier or carriage service provider arrangements in accordance with Australian law. We comply with:

- Interception capability and lawful access obligations
- Emergency call service requirements
- Data retention and security obligations
- Network integrity and resilience standards

Consumer Protection

Wholesalecomms supports fair trading and consumer protection principles, including:

- Transparent pricing and service terms
- Accurate billing practices
- Effective complaints handling procedures
- Compliance with the Telecommunications Consumer Protections (TCP) Code

We maintain internal processes to ensure prompt resolution of complaints and ongoing service quality monitoring.

Privacy & Data Protection

Wholesalecomms is committed to protecting personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs). We implement appropriate technical and organisational measures to safeguard customer data from misuse, interference, loss, unauthorised access, modification, or disclosure.

Ongoing Compliance & Governance

Wholesalecomms maintains internal compliance programs, regular policy reviews, staff training, and risk management procedures to ensure continued alignment with evolving regulatory obligations.

We actively monitor updates from regulatory authorities and industry bodies to maintain best-practice compliance standards within the Australian telecommunications sector.