



31 October 2024

Optus Mobile Pty Limited (Optus Mobile) was informed on 31 October 2024 that the Australian Competition and Consumer Commission (ACCC) has filed proceedings in the Federal Court of Australia against Optus Mobile alleging that Optus Mobile acted unconscionably in its dealings with about 429 consumers.

Optus is reviewing and considering the matters raised in the proceedings and will respond to the claims made by the ACCC in due course.

At this stage, Optus Mobile is not able to determine the quantum of penalties, if any, that could arise. Any question regarding penalties is ultimately a matter for the Federal Court to determine. If a contravention is found, the Court will consider a number of factors and apply a penalty amount it determines overall as appropriate based on the events that occurred.

Optus Mobile is remediating affected customers.

Issued by Optus Finance Pty Limited on 31 October 2024