

From: [REDACTED] <[REDACTED]@optus.com.au>
Sent: Monday, 22 September 2025 11:14 AM
To: cialerts
Cc: [REDACTED]; [REDACTED]; Optus Government Affairs; OutageNotifications
Subject: RE: UPDATE | Issue with calls to Triple Zero in SA and WA [SEC=OFFICIAL]

Thank you [REDACTED] –I will add this email to our database.

[REDACTED]
Associate Director, Government Affairs
1 Lyonpark Road, Macquarie Park, NSW 2113 Australia
[REDACTED]@optus.com.au | 04 [REDACTED]

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From: cialerts <[REDACTED]@communications.gov.au>
Sent: Monday, 22 September 2025 11:09 AM
To: [REDACTED] <[REDACTED]@optus.com.au>; cialerts <[REDACTED]@communications.gov.au>
Cc: [REDACTED] <[REDACTED]@mo.communications.gov.au>; [REDACTED]
<[REDACTED]@optus.com.au>; Optus Government Affairs <[REDACTED]@optus.com.au>;
OutageNotifications <[REDACTED]@infrastructure.gov.au>
Subject: RE: UPDATE | Issue with calls to Triple Zero in SA and WA [SEC=OFFICIAL]

[External email] Please be cautious when clicking on any links or attachments.

OFFICIAL

OFFICIAL

Good morning [REDACTED]

Could you please ensure in future notifications sent to the department regarding network outages are sent to
[REDACTED]@infrastructure.gov.au

We have previously advised via [REDACTED] of this new email address.

Kind regards

[REDACTED]
Assistant Director • Emergency Communications and Resilience Branch
[REDACTED]@infrastructure.gov.au
P +61 [REDACTED]
GPO Box 594 Canberra, ACT 2601

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From: [REDACTED] <[REDACTED]@optus.com.au>
Sent: Thursday, 18 September 2025 2:52 PM
To: cialerts <[REDACTED]@communications.gov.au>
Cc: [REDACTED] <[REDACTED]@mo.communications.gov.au>; [REDACTED]
<[REDACTED]@optus.com.au>; Optus Government Affairs <[REDACTED]@optus.com.au>
Subject: UPDATE | Issue with calls to Triple Zero in SA and WA

Good afternoon again,

I have been advised that the work to rectify the issue is complete and services have returned to normal.

The protocol reporting shows that 10 calls may have been impacted – each call is being worked through, and welfare checks will be made.

If any further information comes forward, I will provide another update – if you have any questions, please let me know.

Kind regards,

[REDACTED]
Associate Director, Government Affairs
1 Lyonpark Road, Macquarie Park, NSW 2113 Australia
[REDACTED]@optus.com.au | 04 [REDACTED]

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From: [REDACTED]
Sent: Thursday, 18 September 2025 2:45 PM
To: cialerts <[REDACTED]@communications.gov.au>
Cc: [REDACTED]@mo.communications.gov.au; [REDACTED] <[REDACTED]@optus.com.au>; Optus Government Affairs <[REDACTED]@optus.com.au>
Subject: NOTIFICATION | Issue with calls to Triple Zero in SA and WA

Good afternoon team,

I have just been informed that Optus has received reports that some customers in SA and WA are experiencing impacts to Triple Zero calls.

Suspected cause has been indicated to stem from our Regency Park exchange (which services SA and WA), this matter is urgently being worked through.

I have no further details yet, but our Networks team have commenced the welfare check processes and relevant protocols.

As more information is made available, I will provide updates, and let you know when the issue is resolved.

Kind regards,


Associate Director, Government Affairs
1 Lyonpark Road, Macquarie Park, NSW 2113 Australia
@optus.com.au | 04 

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