



The Hon Anika Wells MP
Minister for Communications and Minister for Sport
Member for Lilley

Senator Sarah Hanson-Young
Chair
Environment & Communications References Committee

Dear Senator Hanson-Young,

The Triple Zero Optus outage of September 18 was a tragedy.

This incident is being investigated and action will be taken to ensure Optus is held to account for its failures.

I commend the committee in its efforts to investigate the resilience and reliability of the Triple Zero ecosystem and look forward to its report.

As Minister for Communications and the Member for Lilley, I am accountable to the Parliament in the House of Representatives and, accordingly, I do not attend the Senate or its committees.

I have answered sixteen questions during Question Time in the House along with questions from the media and will continue to do so.

Yours sincerely

A handwritten signature in blue ink, reading 'Anika Wells'.

Anika Wells

1 December 2025



THE SENATE

ENVIRONMENT AND COMMUNICATIONS REFERENCES COMMITTEE

The Hon Anika Wells MP
Minister for Communications and Minister for Sport

20 November 2025

Dear Minister

Invitation to appear at a hearing into the Triple Zero service outage inquiry

I am writing to you in my capacity as Chair of the Senate Environment and Communications References Committee (committee). As you would be aware, on 28 October 2025 the Senate referred an inquiry into the Triple Zero service outage for report by 11 February 2026.

As set out in the inquiry's [Terms of Reference](#), the committee is examining the causes, impacts and responses to Optus' recent network outage of 18 September 2025 and other recent outages affecting access to Triple Zero including their frequency and management.

The inquiry will also consider broader issues relating to the resilience and reliability of Australia's telecommunications networks and emergency call services, including the adequacy of current regulatory, legislative and policy frameworks and whole-of-government responsibilities and coordination.

A [public hearing](#) was held on 3 November 2025 with senior representatives of Optus, and the Australian Communications and Media Authority.

The committee would welcome your attendance at a forthcoming public hearing to provide a direct update on the Government's response to the outage, as well broader work underway to strengthen network resilience and critical telecommunications infrastructure including implementation of the Australian Government's Review into the Optus outage of 8 November 2023 (the Bean Review). The committee has a scheduled hearing on Tuesday 9 December 2025.

I expect that the committee will invite representatives of the Department of Infrastructure, Transport, Regional Development, Communications, Sports and the Arts to also appear.

The committee would be pleased to accommodate your availability when scheduling the hearing.

Please contact the Committee Secretary, Mr Tas Larnach,
to discuss this further.

if you would like

Yours sincerely

Senator Sarah Hanson-Young
Committee Chair

Encl. Terms of Reference for Triple Zero service outage inquiry

Terms of Reference

An inquiry into Triple zero service outages, with particular reference to:

- a. the Optus triple zero service outage of 18 September 2025, including:
 - i. the cause of the outage including the performance of emergency ‘camp-on’ arrangements,
 - ii. the role of the Minister for Communications (the minister) and the Australian Government in safeguarding the integrity, resilience and public confidence of the triple zero system,
 - iii. the impact on Optus customers including in relation to the tragic deaths of a number of people as a result of not being able to telephone triple zero for emergency assistance,
 - iv. the response by Optus, including compliance with legislative, regulatory and policy requirements, the implementation of any technical and operational changes and any support and compensation provided to impacted customers and their families,
 - v. the timeline of events, including the notification to and the adequacy of the response by the Australian Government, the minister and the Australian Communications and Media Authority (ACMA), and
 - vi. the role and responsibilities of Optus’s parent company Singtel with respect to Optus’s obligations to provide a telecommunications service on which Australians can depend;
- b. other recent outages affecting access to triple zero and the adequacy of the responses by the relevant entity, the minister, the Australian Government and ACMA;
- c. the frequency and management of triple zero outages including:
 - i. the role of the minister, ACMA and the Australian Government in ensuring reliable access to and public confidence in emergency telecommunications assistance, including in relation to the efficacy, reliability and enforcement of emergency camp-on arrangements,
 - ii. steps taken to maintain access to emergency and essential services during outages and to support impacted Australians,
 - iii. the adequacy of regulatory, legislative and policy frameworks governing Australians’ access to emergency telecommunications assistance including whole-of-government responsibilities and co-ordination and the protection of vulnerable Australians, and
 - iv. whether federal government oversight of critical telecommunications infrastructure is fit for purpose;
- d. the implementation of recommendations of the Australian Government Review into the Optus Outage of 8 November 2023 (Bean Review) and the September 2024 inquiry report by the Environment and Communications References Committee into the Optus network outage;

- e. the limitations on domestic mobile telecommunications customers accessing services offered by alternate carriers, known as mobile phone 'roaming', which is particularly an issue in times of emergency in regional communities where mobile coverage can be less reliable;
- f. the appropriateness of contracts between Optus and the Australian Government, particularly since the Optus network outage of November 2023; and
- g. any other related matters.