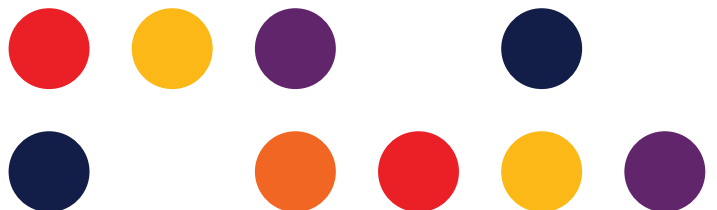




Triple Zero service outage

Senate Environment and Communications References Committee

November 2025





Submission

Background to TPG Telecom

TPG Telecom is one of Australia's leading telecommunications providers and home to some of the country's most recognised brands, including Vodafone, TPG, iiNet, Internode, felix mobile and Lebara.

Our national mobile network serves 5.6 million customers across consumer, business and government segments, covering 98.4% of the Australian population. We are investing heavily in 5G upgrades to deliver faster, more reliable connectivity. Through innovative partnerships and regional expansion, we are improving coverage and choice for communities across Australia.

In fixed broadband, we serve 2 million customers through retail services delivered over the National Broadband Network and the Vision network.

Industry submission

TPG Telecom endorses the submission provided by the Australian Telecommunications Alliance to the Committee on behalf of the telecommunications industry.

Triple Zero ecosystem

The emergency calling ecosystem is complex, involving device behaviour, Radio Access Networks (RAN), transmission networks, core network elements and interconnect arrangements with Telstra, which acts as the Emergency Call Person (ECP). Once a call is handed to Telstra, it is connected to the appropriate emergency service organisation.

TPG Telecom has long-standing arrangements to identify failed emergency calls and respond during network outages.

TPG Telecom's network architecture includes four independent systems that monitor emergency 000 call performance in real time, with defined triggers for anomalies. Before implementing any network changes, upgrades are tested for potential impacts on emergency call services. If an adverse impact is identified, the change is not applied until resolved. Comprehensive post-upgrade verification of services, including emergency 000, is also conducted.

End-to-end Emergency call flow

When a customer dials 000, 112 or 106, the process ensures the call is prioritised within our network:

1. Call initiation: The device recognises 000 and 112 as an emergency call and signals the mobile network for priority handling. Similar occurs for a 000 or 106 call on our fixed network.



2. Network prioritisation: TPG's mobile and fixed networks prioritise the call. Emergency calls made on the mobile network can be delivered even if the customer has no credit, is blocked, does not have an active SIM or is a customer of another network.
3. Call routing: An emergency call made on our mobile network passes through TPG's core network with multiple layers of redundancy and backup paths. Fixed network calls require an active broadband service supplier (eg. nbn).
4. Location information: To assist emergency services, location data is attached to emergency calls that originate on our mobile network. This includes the location of the originating cell site and the GPS location for calls from our customers using GPS enabled devices.
5. Interconnection with Telstra: The call is handed to the Telstra interconnect, and Telstra passes the call to the relevant ECP platform (for 000 or 106).
6. Continuous monitoring: Call delivery is monitored, with triggers and alarms to enable escalation of call failures.

Bean Review Recommendations

TPG Telecom has implemented measures to align with the recommendations from the review into the Optus outage of 8 November 2023 (Bean Review). We comply with requirements for emergency call delivery capability, including wilting functionality, which operates where the RAN cannot communicate with the core network.

We are participating in industry testing campaigns at the National Telecom Resilience Centre (NTRC), including planned six-monthly tests of network–device interactions for defined failure scenarios. TPG has installed radio equipment in the UTS-operated facility to enable testing of simulated known call failure modes and to validate device behaviour.

For customer information, TPG Telecom provides details of devices tested and approved for use in its network including emergency call functionality across all of its brands.

We also comply with outage notification obligations. We drove an industry outage notification scheme through the Trusted Information Sharing Network Communications Sector Group in 2016. As soon as we are aware of either a major outage or a significant local outage, TPG Telecom would notify the Emergency Call Person (ECP) for 000/112 and 106, the ACMA, TIO, the Communications Department, NEMA, and relevant ESOs in the affected State or Territory, consistent with the ECS Determination. We also have processes in place to provide ACMA with details of any emergency call outage, including the cause and remediation steps.

TPG Telecom has fully independent Operations and Management networks that ensure that we comply with requirements to enable access to network management tools during a core network outage.



Temporary Disaster Roaming (TDR) is being progressed, with controlled testing in a production environment scheduled to commence shortly. TDR will enable mobile users to connect to another carrier's network during a declared disaster or emergency in a limited geographic area, ensuring continuity of voice and text services when their home network is unavailable. It is designed to support basic communications for Australians in disaster-affected regions without degrading service for the host network.

Mutual assistance arrangements are also being advanced, and TPG Telecom is participating in industry discussions to finalise a Memorandum of Understanding with Telstra and Optus.

We also acknowledge the establishment of the Triple Zero Custodian within the Department and are engaging with the Custodian on process registers, policy coordination and priority work programs. We support regular stakeholder engagement and practical improvements across the ECS ecosystem.

13 November incident

TPG Telecom is deeply saddened that on 13 November 2025, a customer in Sydney using a Lebara service on a Samsung device, could not make Triple Zero calls on the TPG Telecom mobile network and a person tragically lost their life.

TPG Telecom was informed of the incident at 5:22pm on 17 November following advice from NSW Ambulance. TPG Telecom notified the Minister for Communications, the NSW Government, ACMA and the Triple Zero Custodian promptly after becoming aware of the tragic loss of life.

TPG Telecom offers its sincere condolences to the family and loved ones of that person at this difficult time.

We have confirmed that at the time of the attempted contact to the Triple Zero service, the TPG Telecom mobile network was operational and no outages were occurring. While investigations are ongoing, it is understood that the failed calls were due to the customer's Samsung device operating on software that was not compatible with making Triple Zero calls on the network.

We are committed to working with the Government and the ACMA as we continue to examine the events surrounding this incident.