

Questions on notice – Optus

- 1. When did the Singtel Chair become aware that there had been a fatality? (Question to Mr John Arthur)**

Answer:

Optus has referred this question to Singtel:

The Singtel CEO notified the Singtel Board, including the Chairman, by email on 19 September 2025 at 12:53pm SGT (2:53pm AEST).

- 2. Who notified the Singtel Chair and how did this occur? (Question to Mr John Arthur)**

Answer:

Optus has referred this question to Singtel:

The Singtel CEO notified the Singtel Board, including the Chairman, by email on 19 September 2025 at 12:53pm SGT (2:53pm AEST).

- 3. How do you measure the reliability of Singtel's network across the entirety of the Singtel Group? Is there a particular measure used? (Question to Mr John Arthur)**

Answer:

Optus has referred this question to Singtel:

Operating companies and regional associates run their respective network operations and critical infrastructure management. Each business – such as Singtel Singapore, Optus in Australia, and associated carriers in India, Indonesia, Thailand and the Philippines – has its own local carrier licence and is subject to its own national regulatory frameworks.

Measurement of network reliability is a matter for the individual operating companies. There is no aggregated metric that consolidates performance across these separate company networks.

**Senate Environment and Communications References Committee
Inquiry into the Triple Zero service outage**

4. What regulatory failures/compliance issues have arisen across all jurisdictions Singtel operates within? (Question to Mr John Arthur)

Answer:

Optus has referred this question to Singtel:

Each business – such as Singtel Singapore, Optus, and associated carriers in India, Indonesia, Thailand and the Philippines – has its own local carrier licence and is subject to its own national regulatory frameworks.

The Group's 2025 Annual Report provides significant detail on its approach to governance and regulatory compliance, acknowledging both the complexity of the environments in which it operates and the importance of strong compliance management. The report notes that: *"Each operating company's management team holds accountability for managing its own risks, taking into account its own unique local regulatory and operating environment. The Boards of our OpCos will review the key risks, controls and indicators with their respective Management and Risk Committees, where such committees are established."*

The Group's 2025 Annual Report further states: *"We monitor new developments, participate in discussions and consult with regulatory authorities on regulatory reforms and developments in the telecommunications and media industry. In addition, we conduct training and refresher sessions for employees and management to stay abreast of our regulatory obligations."*

5. Do you accept you've breached any laws or regulations? (Question to Mr Stephen Rue)

Answer:

Optus is subject to investigations and reviews and these will inform amongst other things the answer to this question.

**Senate Environment and Communications References Committee
Inquiry into the Triple Zero service outage**

6. Please provide an explanation as to why calls to the Optus call centre in Manila were not escalated? (Question to Ms Kathrine Dyer)

Answer:

During the 18 September 2025 outage, five inbound customer calls were made to Optus Contact Centres – four received in Optus Contact Centres in Manila, The Philippines; one received in an Optus Contact Centre in Bangalore, India – reporting difficulty reaching Triple Zero. These customers did not require immediate emergency assistance. These calls were not appropriately escalated internally.

Due to the unusual nature of the outage where normal calls continued to operate while some Triple Zero calls were not successful, internal systems available to the Contact Centre were not displaying any issues or errors with the network or normal calling.

No errors were evident for action by the agents who took the five calls. In the absence of this information, standard troubleshooting processes were undertaken by those call centre agents to try and resolve the customer's issue.

Escalation to a supervisor to provide the customer with a higher level of support occurred in one of the five interactions. However, the customer ended the call shortly after the supervisor joined the interaction.

Since the incident, Optus has strengthened its processes by implementing an additional compulsory escalation process following any customer reports of Triple Zero failure. Training on an enhanced escalation process is now in place and has been since 21 September 2025.

7. Provide details of Optus' engagement with the Prime Minister's Office, including who the engagement was with (Question to Ms Felicity Ross)

Answer:

There were multiple interactions with the Prime Minister's Office. The communication commenced at 5:58PM on 19 September 2025 and continued until 1 October. There was a further briefing with the Prime Minister's Office conducted on 16 October 2025. These engagements were conducted with the Prime Minister's Senior Adviser and/or Principal Private Secretary.

The purpose of these engagements was to inform the Prime Minister's Office of the timing of media conferences, to provide further information on the outage and updates on media statements that would be made by Optus.

**Senate Environment and Communications References Committee
Inquiry into the Triple Zero service outage**

- 8. When did the Optus Director, Security and Public Safety learn about the first two fatalities (Question to Ms Felicity Ross)**

Answer:

At 6:26 am on 19 September 2025, the Director, Security and Public Safety responded to the email sent by the Optus Community Manager – Contact Centre at 12:25 am, requesting additional information to fully understand what had occurred. These emails are referred to in the timeline included in the Optus submission. The Director, Security and Public Safety spoke with the Optus Community Manager – Contact Centre by phone at 6:48am to clarify the email and it was on this call where the fatalities were confirmed.

- 9. Was there anyone in management who was watching what was going on at this period when you realised 100 calls had not gotten through to the ambulance... was there anyone on your team... aside from the poor people who were doing the calls who are clearly not management? (Question to Mr Stephen Rue)**

Answer:

As Ms Dyer stated during the Senate Committee hearing, an Optus Team Leader was in place and responsible for the welfare check activity. The Team Leader summarised the outcomes of the welfare checks in an email sent at 12.25 am on 19 September 2025.

Optus senior executives progressively became aware of the outcome of the welfare checks through the morning of 19 September 2025.

- 10. Did any other members of the Optus executive management team know that there were 100 failed Triple Zero calls (not 10) on the evening of Thursday 18 September? (Question to Mr Stephen Rue)**

Answer:

As stated by the Optus CEO in the inquiry hearing on 3 November 2025, the Chief Technology Officer and the Chief Corporate Affairs and Marketing Officer were made aware on the evening of Thursday 18 September.

**Senate Environment and Communications References Committee
Inquiry into the Triple Zero service outage**

**11. When were the unsuccessful Triple Zero calls made that are related to fatalities?
(Question to Mr Stephen Rue)**

Answer:

Three people reported during a welfare check that a person in the household had passed away and it was not clear from the welfare check that emergency services had been reached. The initial Triple Zero call made by each of the three people occurred at: 3:14am; 5:45am; and 11:05am AEST respectively. Subsequent attempts to call Triple Zero were made in each case.

12. When were the emails sent by Optus to the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (the Department) on Thursday 18 September opened by Department staff? (Question to Ms Felicity Ross)

Answer:

Optus is unable to confirm when these emails were opened or read by the recipients. This question would need to be referred to the Department.

13. Please provide details of Optus participation in any outage simulations with the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts? (Question to Mr Stephen Rue)

Answer:

Optus attended a crisis communications simulation run by the National Emergency Management Agency (NEMA) supported by Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts on 20 October 2025.

14. Please provide any correspondence with the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts regarding crisis simulations and any simulation plans (Question to Mr Stephen Rue)

Answer:

Optus has attached correspondence in relation to the crisis communications simulation run by the National Emergency Management Agency (NEMA) and supported by Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts on 20 October 2025.

**Senate Environment and Communications References Committee
Inquiry into the Triple Zero service outage**

15. Does anyone within your organisation currently hold a sponsored pass to Parliament House? (Question via email from Senator David Pocock)

Answer:

Yes, further information is given in response to Question 16.

16. If so, who, and which Member of Parliament sponsors that pass? (Question via email from Senator David Pocock)

Answer:

Optus is aware of three employees who hold an active sponsored pass for the 'significant and regular' business requirement category. These are held by members of Optus' Government Affairs team:

Optus Manager, Government Affairs
Optus Associate Director, Government Affairs
Optus Senior Director, Government and Public Affairs

Optus understands that the Department of Parliamentary Services does not publish pass holder information due to privacy, parliamentary privilege and security considerations.

[REDACTED]

From: [REDACTED]@infrastructure.gov.au>
Sent: Friday, 17 October 2025 10:20 AM
Subject: Critical communications outage exercise - Participant Guide
[SEC=OFFICIAL]
Attachments: Exercise Disconnect - Participant Guide.pdf

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

OFFICIAL

OFFICIAL

Good morning

Please find attached the Participant Guide for the Critical communications outage exercise held on Monday 20 October, 8:30am-11:30am.

If you haven't already sent your **RSVP** - **please action to confirm your attendance by 12pm today** indicate either virtual or in person attendee.

Regards

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED]@optus.com.au>
Sent: Friday, 17 October 2025 10:27 AM
To: [REDACTED]
Subject: RE: Critical communications outage exercise - Participant Guide
[SEC=OFFICIAL]

Hi [REDACTED]

I hope you're well.

In case you haven't had the response from the Optus attendees – [REDACTED] and I will all be attending in person.

Let me know if you need anything further.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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Optus acknowledges the Traditional Owners and Custodians of the lands on which we live, work, and serve. We celebrate the oldest living culture and its unbroken history of storytelling and communication. We pay our respect to Elders – past, present, and future – and we strive together to embrace an optimistic outlook for our future in harmony, across all of Australia and for all of its people.

This email may be confidential. If you received it accidentally, please do not send it to anyone else, delete it and let the sender know straight away.

From: [REDACTED]@infrastructure.gov.au>
Sent: Friday, 17 October 2025 10:20 AM
Subject: Critical communications outage exercise - Participant Guide [SEC=OFFICIAL]

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

OFFICIAL

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Good morning

Please find attached the Participant Guide for the Critical communications outage exercise held on Monday 20 October, 8:30am-11:30am.

If you haven't already sent your **RSVP** - **please action to confirm your attendance by 12pm today** indicate either virtual or in person attendee.

Regards

[Redacted signature]

[Redacted signature block]

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[REDACTED]

From: [REDACTED]@infrastructure.gov.au>
Sent: Friday, 17 October 2025 10:45 AM
To: [REDACTED]
Subject: RE: Critical communications outage exercise - Participant Guide [SEC=OFFICIAL]

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

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Many thanks [REDACTED].
Grateful if you all can arrive before 8:30am for sign in.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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From: [REDACTED]@optus.com.au>
Sent: Friday, 17 October 2025 10:27 AM
To: [REDACTED]@infrastructure.gov.au>
Subject: RE: Critical communications outage exercise - Participant Guide [SEC=OFFICIAL]

You don't often get email from [REDACTED] [@optus.com.au](mailto:[REDACTED]@optus.com.au). [Learn why this is important](#)

Hi [REDACTED]

I hope you're well.

In case you haven't had the response from the Optus attendees – [REDACTED] and I will all be attending in person.

Let me know if you need anything further.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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From: [REDACTED] [@infrastructure.gov.au](mailto:[REDACTED]@infrastructure.gov.au)>

Sent: Friday, 17 October 2025 10:20 AM

Subject: Critical communications outage exercise - Participant Guide [SEC=OFFICIAL]

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

OFFICIAL

OFFICIAL

Good morning

Please find attached the Participant Guide for the Critical communications outage exercise held on Monday 20 October, 8:30am-11:30am.

If you haven't already sent your **RSVP** - **please action to confirm your attendance by 12pm today** indicate either virtual or in person attendee.

Regards

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]



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[REDACTED]

Subject: Critical communications outage exercise [SEC=OFFICIAL]
Location: [REDACTED] - read below
Start: Mon 20/10/2025 8:30 AM
End: Mon 20/10/2025 11:30 AM
Show Time As: Tentative
Recurrence: (none)
Organizer: [REDACTED]

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

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Hello all

We now have a time locked in for Monday 20 October. The event will run from 8.30am to 11.30am. While the start time is 8.30am please arrive at 8.00am to allow sign in to the facility.

The aim and objective remain the same.

To those of you who haven't already confirmed participation, please do as soon as possible via email to [REDACTED]@[infrastructure.gov.au](mailto:[REDACTED]@infrastructure.gov.au)

There is no expectation that the representatives from the States and Territories need to attend in person. A link for virtual participation below, *please consider joining the meeting as a group from a meeting room.*

It would be appreciated if Telco representatives were able to attend in person.

A participants handbook will be provided to all attendees by Friday of this week which will provide information about the event and logistics.

Logistics

- Location – [REDACTED]
- Parking - Multi-storey carpark at [REDACTED]
- The exercise will take place in a Zone 4 room – this means no electronic devices can be taken into the room. Secure storage will be provided for your devices.

Please contact [REDACTED]@[infrastructure.gov.au](mailto:[REDACTED]@infrastructure.gov.au) if you have any questions.

Many thanks.

[REDACTED]



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MS Teams Meeting Link *Please consider joining the meeting as a group from a meeting room*

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID:

Passcode:

Dial in by phone



[Find a local number](#)

Phone conference ID:

Join on a video conferencing device

Tenant key:

Video ID:

More info

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]



[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, 13 October 2025 6:05 PM
To: [REDACTED]@infrastructure.gov.au' [REDACTED]@infrastructure.gov.au>
Subject: RE: Placeholder - Proposed critical communications exercise [SEC=OFFICIAL]

Hi [REDACTED]

Can you please include me in your engagement with stakeholders on the exercise please?
[REDACTED] is currently on leave and we don't want to miss anything.

Thanks,
[REDACTED]

[REDACTED]

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- Practice coordination, notification, stabilisation, rectification and deployable emergency communications resources, and public messaging for a major systems outage.
- Identify immediate areas for improvement, sustainment or change for the higher risk weather system.
- Prepare a report on the exercise and outcomes.

Please provide the names and email addresses of nominees by COB Tuesday 14 October.

Further details, including the time and venue, will be provided shortly. Please note that, unfortunately, the date of the exercise may be subject to change. In this event we will ensure you are advised as soon as possible of the alternative date and time.

Kind regards,

[Redacted signature block]

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*I would like to acknowledge the traditional custodians of this land on which we meet, work and live.
I recognise and respect their continuing connection to the land, waters and communities.
I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.*

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[REDACTED]

[REDACTED]

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[REDACTED]



[REDACTED]

From: [REDACTED]
Sent: Wednesday, 15 October 2025 12:04 PM
To: [REDACTED]@infrastructure.gov.au>
Cc: [REDACTED]@infrastructure.gov.au>
Subject: RE: Placeholder - Proposed critical communications exercise [SEC=OFFICIAL]

That's great, thanks [REDACTED]. I'll share those dial-in details with Stephen.

Thanks,
[REDACTED]

[REDACTED]

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This email may be confidential. If you received it accidentally, please do not send it to anyone else, delete it and let the sender know straight away.

From: [REDACTED]@infrastructure.gov.au>
Sent: Wednesday, 15 October 2025 12:02 PM
To: [REDACTED]@optus.com.au>
Cc: [REDACTED]@infrastructure.gov.au>
Subject: FW: Placeholder - Proposed critical communications exercise [SEC=OFFICIAL]

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

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Hi [REDACTED]

A meeting invitation with a teams link was forwarded last night which Mr Rue can use to join the meeting. My understanding is that the Minister doesn't have any specific requests for the CEO but I would suspect she would like to hear support and commitment to the exercise and to any of the actions arising.

Hope this helps

[REDACTED]

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From: [REDACTED]@optus.com.au>
Sent: Wednesday, 15 October 2025 11:11 AM
To: [REDACTED]@infrastructure.gov.au>
Subject: RE: Placeholder - Proposed critical communications exercise [SEC=OFFICIAL]

Hi [REDACTED],

Following on from the below – [REDACTED] and myself will attend in-person on Monday.

As for Stephen Rue's attendance virtually for the first 30 minutes, he is available for this. Can you (or your team) please provide dial-in details and some information about what you'd like Stephen to do during that 30 minute block (i.e. is he being asked to deliver some remarks or simply observe)?

Thanks,

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

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From: [REDACTED] <[\[REDACTED\]@infrastructure.gov.au](mailto:[REDACTED]@infrastructure.gov.au)>

Sent: Wednesday, 15 October 2025 8:36 AM

To: [REDACTED] <[\[REDACTED\]@optus.com.au](mailto:[REDACTED]@optus.com.au)>

Subject: RE: Placeholder - Proposed critical communications exercise [SEC=OFFICIAL]

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

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Hi [REDACTED]

It should be fine, but can I ask that you notify the Minister's office of your need to dial in?

Also, the Minister is asking each of the CEOs to attend (virtually) for the first 30 mins or so. Do you think that will be possible from your end?

Many thanks

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From: [REDACTED]@optus.com.au>
Sent: Tuesday, 14 October 2025 6:26 PM
To: [REDACTED]@infrastructure.gov.au>
Subject: RE: Placeholder - Proposed critical communications exercise [SEC=OFFICIAL]

OFFICIAL

Sorry [REDACTED] – that should be a question – is that ok for us to dial in or would you really need us there?

Thanks,
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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From: [REDACTED]
Sent: Tuesday, 14 October 2025 6:09 PM
To: [REDACTED]@infrastructure.gov.au' [REDACTED]@infrastructure.gov.au>
Subject: RE: Placeholder - Proposed critical communications exercise [SEC=OFFICIAL]

Hi [REDACTED]

Sorry for the email traffic...

I can confirm we have received the invites. I just wanted to let you know that we will be dialling into this meeting remotely from Sydney. Hope that's ok.

Thanks,

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

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This email may be confidential. If you received it accidentally, please do not send it to anyone else, delete it and let the sender know straight away.

From: [REDACTED]
Sent: Tuesday, 14 October 2025 4:28 PM
To: [REDACTED]@infrastructure.gov.au' [REDACTED]@infrastructure.gov.au>
Subject: RE: Placeholder - Proposed critical communications exercise [SEC=OFFICIAL]

Hi [REDACTED]

I would like to advise of the Optus attendees for the upcoming critical communications exercise – please see details below:

[REDACTED]@optus.com.au)
[REDACTED]
[REDACTED]@optus.com.au)
[REDACTED]@optus.com.au)

Please let me know if you need anything further.

Thanks,

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

OPTUS



Hi [REDACTED]

Thanks,

[illegible]

ALERT: This email originated outside [REDACTED] network. If you do not recognise the sender or did not expect this email then please do not open any attachments or click any link.

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Good Afternoon,

In response to the outage of 18 September 2025, which impacted the carriage of calls to Triple Zero, the Minister for Communications has requested the participation of key industry stakeholders and government agencies in a simulated outage exercise.

A **critical communications exercise** will be held on **20 October 2025**, led by the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (DITRDCA) and facilitated by the National Emergency Management Agency (NEMA).

We are requesting you to nominate **up to three individuals** at a senior level who are best placed to represent your agency and jurisdiction in the Exercise.

Aim:

To strengthen emergency response to outages impacting calls to triple zero by identifying gaps, testing coordination, assessing alternatives, and addressing impacts on vulnerable groups and restoration barriers.

Objectives:

- Stress test the triple zero and telecommunication system when there is a significant outage, including impacts on triple zero service.
- Practice coordination, notification, stabilisation, rectification and deployable emergency communications resources, and public messaging for a major systems outage.
- Identify immediate areas for improvement, sustainment or change for the higher risk weather system.
- Prepare a report on the exercise and outcomes.

Please provide the names and email addresses of nominees by COB Tuesday 14 October.

Further details, including the time and venue, will be provided shortly. Please note that, unfortunately, the date of the exercise may be subject to change. In this event we will ensure you are advised as soon as possible of the alternative date and time.

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

*I would like to acknowledge the traditional custodians of this land on which we meet, work and live.
I recognise and respect their continuing connection to the land, waters and communities.
I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.*

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