



6 March 2026

Apple welcomes the opportunity to provide more information in response to questions taken on notice on 26 February 2026.

We have set out our responses based on our understanding of the relevant questions. We also note the questions posed to one of Google's witnesses concerning satellite-based SOS messaging services. To further assist the committee, we have included in section 4 below details regarding how Apple's satellite service works to enable customers to reach emergency services when outside cellular coverage areas, e.g. in remote Australia.

### **1. Senator Hanson-Young**

#### **How many of the 14k have now updated their iPhones?**

As explained by Mr. Rodgers at the hearing, Apple does not have access to data that indicates the number of impacted devices that have updated to the revised Telstra carrier bundle. Following the hearing, Apple requested this data from Telstra. Telstra informs Apple that as of 5 March 2026, there are no active devices which have not downloaded the revised Telstra carrier bundle. There are 23 devices which are not active and have not updated to the revised Telstra carrier bundle. Telstra has reached out to the users of these 23 devices – we assume that these devices are turned off. These devices continue to be able to automatically connect to an alternative mobile network when an alternative network is available and, because the "camp on" process has already occurred, users of these devices can place emergency calls without delay.

As set out in our written submission, this update was available for affected Telstra customers to download immediately and was pushed to impacted devices over a seven-day period for customers who did not install the bundle manually. The revised carrier bundle remains available and will be automatically pushed to the remaining 23 devices as soon as these devices connect to Wi-Fi.

### **2. Senator Henderson & Senator Hanson-Young**

#### **Wording of the notification and precise location – If in the Settings function, can we have an illustration of where it sat?**

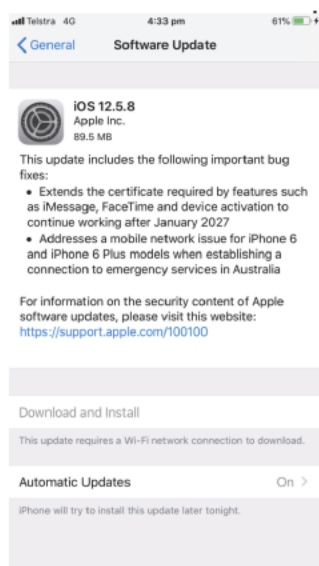
Apple notified users of impacted devices that the software updates to address the rare circumstances which led to the Optus network failure were available and specified that the update related to emergency calling: *“Addresses a mobile network issue for iPhone [INSERT] models when establishing a connection to emergency services in Australia”*.

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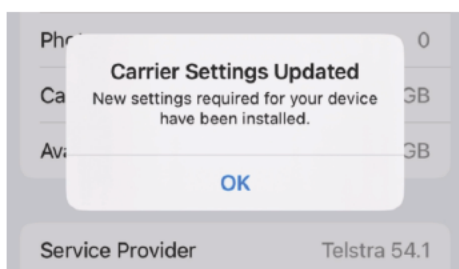
Below is a screenshot of a device depicting the description for an iPhone 6 Plus upgrading from 12.5.7 to 12.5.8:



A prominent red badge was displayed on the Settings app until the software update was downloaded and installed by the user.

Apple published an online support article for users that software updates are available for the iPhone and Apple Watch models that might be impacted by this network issue – attached as Annexure 1. Users could access the support article directly on Apple’s website and also via internet search engines on the web.

For the revised Telstra carrier bundle, this update was available for affected Telstra customers to install immediately and was pushed to impacted devices over a seven-day period for customers who did not install the bundle manually. For customers who did not install the bundle manually, the update was pushed automatically to their devices which received an alert on the display saying “Carrier Settings Updated. New settings required for your device have been installed. OK.” Because the carrier bundle was automatically pushed to and installed on these devices, customers did not have to take any additional steps beyond acknowledging the setting update as shown below. As outlined in the hearing, we understand that Telstra – as the carrier with the ongoing relationship with impacted customers – sent direct communications to those customers. We collaborated with Telstra so they could include pertinent updates and information to their customers.





Apple Retail and Apple Care support agents were informed of the software updates available to impacted devices.

As set out in our written submission, where the Carrier networks are working as expected, iPhone 6 through to iPhone 12 were reliably able to connect to emergency services. The software updates ensured that these devices could connect to the secondary network on the MOCN tower to complete an emergency call should the same rare network failure happen again.

### 3. Senator Henderson

**Did you do any Interviews In the media alerting iPhone customers that they may have an Issue?**

Apple published a support article on its support page, along with notes describing its software update (Read Me). Copies of these appear above and the support article is attached as Annexure 1.

Apple briefed media to raise awareness about the software update. Media reports subsequently appeared on 9News, EFTM and [News.com.au](#), all of which reference Apple's support page article and the Read Me notes. The 9News and EFTM emphasise "to be entirely clear, there is no issue with an iPhone 12 calling Triple Zero on your normal mobile network." The articles recommend "If you or someone you know is using an iPhone 12, in the interests of safety, it's critical you update that phone to the latest iOS."

Media reports are listed below, and copies are attached as Annexure 2.

9News	<a href="#">Apple issues urgent iPhone update after Triple Zero emergency call testing raises concerns</a>
EFTM	<a href="#">Apple rushes urgent iPhone 12 fix amid Triple Zero concerns</a>
News.com.au	<a href="#">Apple release iOS update amid concerns about access to Triple-0</a>
Gadget Guy	<a href="#">Aussies with older iPhones should download this update now</a>
iTWire	<a href="#">iOS 26.2 update restores iPhone 12 access to Triple Zero 000 emergency services</a>
Pickr	<a href="#">Apple's latest iOS update brings 000 fix for iPhone 12</a>
Tech Guide	<a href="#">Apple issues software update for iPhone 12 to avoid potential Triple Zero issues</a>
WhistleOut	<a href="#">iPhone 12 owners should upgrade to iOS 26.2 ASAP</a>

Our team liaised with our carrier partners about communications with their customers. This was in addition to any media that carriers undertook. Our Apple Retail and AppleCare teams were also informed to enable them to support customers with questions about the update.



#### **4. Satellite messaging functionality**

We understand from questions posed to one of Google's witnesses that the committee is interested in satellite-based SOS services. To further assist the committee in its consideration of this issue, we have set out below information about how Apple's Emergency SOS via satellite service works in Australia.

Emergency SOS via satellite can help users connect with public emergency services under exceptional circumstances when no other means of reaching emergency services are available. If users try to call or text emergency services but can't connect because they are off the grid — somewhere with no cellular and Wi-Fi coverage — their iPhone offers to connect via satellite. This service has helped save lives in Australia and is independent from cellular infrastructure.

This [support article](#) sets out more information about the service and is attached as Annexure 3.