

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
Committee Inquiries Question on Notice
Environment and Communications References
Inquiry into Triple Zero Services Outages

IQ25-000187

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 64 (09 December 2025)

Topic: Dealing with media inquiries

Sarah Hanson-Young asked:

CHAIR: Was there any discussion about how this would be dealt with in terms of media inquiries, given the high level of public interest in these issues at the time?

Mr Grunhard: It's some months ago now. I don't recall, but we can check that for you.

CHAIR: Can you take it on notice, please. I'd like to know if there were any briefing notes

Answer:

There were no discussions with the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts' Media team regarding the 24 September incident.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Committee Inquiries Question on Notice

Environment and Communications References

Inquiry into Triple Zero Services Outages

IQ25-000188

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 65 (09 December 2025)

Topic: Communications between the department, the minister's office and ACMA regarding the incident on 24 September

Sarah Hanson-Young asked:

CHAIR: You had a conversation with the chair of the ACMA at this time—or somebody at the ACMA?

Mr Grunhard: We passed the information about the incident on to the ACMA yes.

CHAIR: When did the ACMA come back you about this specific incident?

Mr Grunhard: We'd definitely have to take that on notice. We'll give you details.

CHAIR: I'd like you to take on notice—we want the communications between the department, the minister's office and the ACMA in relation to this incident on 24 September.

Mr Grunhard: Understood

Answer:

Please see response IQ25-000192.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Committee Inquiries Question on Notice

Environment and Communications References

Inquiry into Triple Zero Services Outages

IQ25-000189

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 66 (09 December 2025)

Topic: Seeking confirmation from Telstra

Sarah Henderson asked:

Senator HENDERSON: No, I don't need to have my attention drawn to TPG's evidence. I'm asking you: did you go back to Telstra and say, 'We've had conflicting advice from TPG'? Can you please explain why we've got two different stories?

Ms Chapple: My team will tell me if I have got the wrong end of the stick here. We were notified by Telstra, as the emergency call person. Our usual practice would be to go to the mobile operator who delivers the service—which, in this case, we did; it was TPG. We sought information about the nature of the incident and information from them about how they had contacted the customer.

Senator HENDERSON: I'm not asking that question. Given you had two different stories, did you go back to Telstra and try and understand why you had conflicting stories?

Mr Grunhard: I understand what you're asking. I will check some of our records of our communications on notice."

Answer:

On 24 September 2025, TPG Telcom provided information to the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts indicating the unconfirmed death of the caller. On 26 September 2025 TPG advised the department that the caller had not died. TPG indicated to the department that follow up inquiries had been made to inform this advice. Telstra did not hold a direct customer relationship with the caller, unlike TPG.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
Committee Inquiries Question on Notice
Environment and Communications References
Inquiry into Triple Zero Services Outages

IQ25-000190

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 66 (09 December 2025)

Topic: Confirmation of information and source

Sarah Henderson asked:

Senator HENDERSON: You've been told someone has died, and then you're told two days later someone hasn't died. Did it not occur to you that you should go back to Telstra and say: 'How did you get this information? What's the source? What do you know that maybe we don't know?'

Mr Grunhard: I don't think we would have had confidence that Telstra would have had better information because they were in fact more distant from the incident than the operator, TPG. I will check—

Senator HENDERSON: No, that's not correct. Their personnel receive emergency calls directly. They operate the backbone of the triple 0 service in this country. Why would you think it was not something you would double-check?

Mr Grunhard: I will check for you what communications we have"

Answer:

Please see response IQ25-000192.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
Committee Inquiries Question on Notice
Environment and Communications References
Inquiry into Triple Zero Services Outages

IQ25-000191

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 66 (09 December 2025)

Topic: Staff on duty at time of incident

Sarah Henderson asked:

Senator HENDERSON: I want to go back to 24 September. Ms Chapple, you're the head of the Triple Zero Custodian office. You gave evidence last time that your office works 24/7. Who was on duty that day and that evening?

Ms Chapple: I would need to take that on notice. I don't have the details. I started in the role on 27 October. So we would need to check the records.

Answer:

An APS staff member was rostered on for the day and evening of 24 September 2025.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Committee Inquiries Question on Notice

Environment and Communications References

Inquiry into Triple Zero Services Outages

IQ25-000192

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 69 (09 December 2025)

Topic: All relevant communications regarding advice from minister's office

Sarah Henderson asked:

Senator HENDERSON: But the minister was aware of this on 24 September. Did you get back any advice from the minister? Was there any action that the minister discussed with your department?

Mr Grunhard: As I've just said a number of times, the chief of staff asked us to investigate and to be very closely apprised of what was happening. There was no discussion about making or not making some kind of public announcement.

Senator HENDERSON: Isn't it the case that TPG said to you: 'We're not aware of any death'?

Mr Grunhard: TPG confirmed for us that—

Senator HENDERSON: They were not aware.

Mr Grunhard: there had been no fatality associated with this incident.

Senator CADELL: They were not aware, or there was none?

CHAIR: Yes—they are different things.

Mr Grunhard: I understand they're different things. I'll have to go back and check my record to get exactly the right word.

Senator CICCONE: The witness said he would take on notice that aspect.

Mr Grunhard: Indeed.

Senator HENDERSON: Could you provide on notice all relevant communications.

Answer:

TPG advised the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts on 26 September 2025 that the caller had not died.

Relevant communications are attached.

Attachments

A – email – 3:56pm, 24 September 2025

B – email – 2:56pm, 24 September 2025

C – email – 5:03pm, 24 September 2025 .

From: [Grunhard, Samuel](#)
To: [REDACTED] [McMullan, Kate](#)
Cc: [REDACTED]; [Sillieri, Kathleen](#); [REDACTED]
Subject: RE: Vodafone reported TZ issue Weds 24th [SEC=OFFICIAL]
Date: 24 September 2025 15:10:28
Attachments: [image001.png](#)

OFFICIAL

OFFICIAL

Thank you [REDACTED], very helpful.

Sam Grunhard

a/g Deputy Secretary

Communications and Media Group

E: [REDACTED]@communications.gov.au

P: [REDACTED] • **M:** [REDACTED]

EA: [REDACTED] • **E:** [REDACTED]@communications.gov.au • **P:** [REDACTED]

Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

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OFFICIAL

OFFICIAL

From: [REDACTED]@INFRASTRUCTURE.gov.au>
Sent: Wednesday, 24 September 2025 3:04 PM
To: McMullan, Kate [REDACTED]@infrastructure.gov.au>; Grunhard, Samuel [REDACTED]@COMMUNICATIONS.gov.au>
Cc: [REDACTED]@INFRASTRUCTURE.gov.au>; Sillieri, Kathleen [REDACTED]@infrastructure.gov.au>; [REDACTED] [REDACTED]@infrastructure.gov.au>; [REDACTED] [REDACTED]@infrastructure.gov.au>; [REDACTED] [REDACTED]@infrastructure.gov.au>; [REDACTED] [REDACTED]@infrastructure.gov.au>
Subject: RE: Vodafone reported TZ issue Weds 24th [SEC=OFFICIAL]

OFFICIAL

OFFICIAL

Hello Kate & Sam

I just spoke to [REDACTED] who has looked into the matter.

He said that the NRS received the call in question at 7.49am today on an NRS 'receive a call' number. [This is the service a person who wants to contact an NRS user calls, rather than a more common NRS contact number to make a call].

The caller wasn't a registered NRS user but the NRS was able to place a call to emergency services on the caller's behalf.

Happy to ask further questions if you have follow ups.

Thank you, [REDACTED]

[REDACTED] (he/him)

Director • Communications Accessibility Section • Consumer Safeguards Branch • Communications Services and Consumer Division

[REDACTED]@infrastructure.gov.au

P [REDACTED] • M [REDACTED]

Level 46, 360 Elizabeth St Melbourne, VIC 3000

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OFFICIAL

OFFICIAL

From: McMullan, Kate <[REDACTED]@infrastructure.gov.au>

Sent: Wednesday, 24 September 2025 11:19 AM

To: [REDACTED]@INFRASTRUCTURE.gov.au>

Subject: FW: Vodafone reported TZ issue Weds 24th [SEC=OFFICIAL]

OFFICIAL

OFFICIAL

Hi [REDACTED], see below – another Triple Zero issue, unfortunately again involving a loss of life.

This one potentially involving use of NRS when the person’s normal phone capability (on Vodafone) failed.

Would you be able to reach out to our Concentrix people and see if they have any insights on this? I don’t seem to have a ph no for [REDACTED], just email addresses.

Kate McMullan

[REDACTED]

OFFICIAL

OFFICIAL

From: Grunhard, Samuel <[REDACTED]@COMMUNICATIONS.gov.au>

Sent: Wednesday, 24 September 2025 11:13 AM

To: McMullan, Kate <[REDACTED]@infrastructure.gov.au>

Cc: Silleri, Kathleen <[REDACTED]@infrastructure.gov.au>; [REDACTED]
[REDACTED]@infrastructure.gov.au>

Subject: RE: Vodafone reported TZ issue Weds 24th [SEC=OFFICIAL]

OFFICIAL

OFFICIAL

Sorry – Kate: can you please ask Concentrix if they have any info

Sam Grunhard

a/g Deputy Secretary

Communications and Media Group

E: [REDACTED]@communications.gov.au

P: [REDACTED] • M [REDACTED]

EA: [REDACTED] • **E:** [REDACTED]@communications.gov.au • **P:** [REDACTED]

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From: Grunhard, Samuel
Sent: Wednesday, 24 September 2025 11:12 AM
To: CHISHOLM, James <[REDACTED]@infrastructure.gov.au>
Cc: Silleri, Kathleen <[REDACTED]@infrastructure.gov.au>; McMullan, Kate <[REDACTED]@infrastructure.gov.au>; [REDACTED] <[REDACTED]@infrastructure.gov.au>
Subject: Vodafone reported TZ issue Weds 24th [SEC=OFFICIAL]
Importance: High

OFFICIAL

James, I've received calls from [REDACTED] (Telstra) and Liz Quinn (ACMA) about an apparent Triple Zero call fail this morning, and have called [REDACTED] (Vodafone) about the same.

Apparently NSW Health are reporting that an 84-year-old passed away this morning having tried to connect to Triple Zero on Vodafone and failed. Apparently he ultimately got through via the NRS. The ambos who attended the scene evidently tried to call Triple Zero from the phone and also failed.

All of this is unconfirmed.

Telstra and Voda are both reviewing call logs and will advise when they know any more, and the ACMA is on alert as we are, but they have no additional info and are awaiting Telstra and Voda reports.

Sam

Sam Grunhard

a/g Deputy Secretary

Communications and Media Group

E: [REDACTED]@communications.gov.au

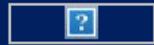
P [REDACTED] • M [REDACTED]

EA: [REDACTED] • E: [REDACTED]@communications.gov.au • P [REDACTED]

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OFFICIAL

From: [Silleri, Kathleen](#)
To: [REDACTED]
Subject: FW: Update - Wentworth Falls issue [SEC=OFFICIAL]
Date: 11 December 2025 15:55:55
Attachments: [image003.png](#)
[image004.jpg](#)
[image002.png](#)
[image006.png](#)

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Kathleen Silleri

Assistant Secretary • Triple Zero Custodian Operations Branch • Triple Zero Custodian Division

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

P [REDACTED] • M [REDACTED]

GPO Box 594 Canberra, ACT 2601

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From: Silleri, Kathleen
Sent: Wednesday, 24 September 2025 3:00 PM
To: [REDACTED] [@infrastructure.gov.au](mailto:[REDACTED]@infrastructure.gov.au); [REDACTED]
[REDACTED] [@infrastructure.gov.au](mailto:[REDACTED]@infrastructure.gov.au)>
Subject: FW: Update - Wentworth Falls issue [SEC=OFFICIAL]

OFFICIAL

OFFICIAL

From: Grunhard, Samuel [REDACTED]@COMMUNICATIONS.gov.au>
Sent: Wednesday, 24 September 2025 2:59 PM
To: [REDACTED]@tpgtelecom.com.au>
Cc: Sillieri, Kathleen <[REDACTED]@infrastructure.gov.au>
Subject: RE: Update - Wentworth Falls issue [SEC=OFFICIAL]

OFFICIAL

OFFICIAL

Thanks [REDACTED]. Two questions from me on quick review:

1. I gather it's now clear that the handset attempted to dial Triple Zero but was not successfully connected through to the ECP?
2. When do you expect to understand the cause?

Thanks
Sam

Sam Grunhard

a/g Deputy Secretary

Communications and Media Group

E: [REDACTED]@communications.gov.au

P: [REDACTED] • M: [REDACTED]

EA: [REDACTED] • E: [REDACTED]@communications.gov.au • P: [REDACTED]

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OFFICIAL

OFFICIAL

From: [REDACTED]@tpgtelecom.com.au>
Sent: Wednesday, 24 September 2025 2:56 PM

To: Grunhard, Samuel <[REDACTED]@COMMUNICATIONS.gov.au>
Cc: Sillieri, Kathleen <[REDACTED]@infrastructure.gov.au>
Subject: Update - Wentworth Falls issue

Hi Sam

Following our discussion this morning, I can now provide an update on the incident at Wentworth Falls. Our regulatory team is also providing this update to the ACMA, NSW Ambulance, and NSW Telco Authority.

TPG Telecom received an escalation today at 10:14 am from the Duty Officer at the Telecommunications Emergency Management Unit, New South Wales Telco Authority, regarding unsuccessful emergency call attempts by a single user and device in the Wentworth Falls area. New South Wales Ambulance attended the location.

Currently, there is no evidence of a widespread outage or disruption to emergency service calls on the Vodafone network at the time of the incident. Internal monitoring tools and alerts indicate no ongoing issues, and emergency call traffic patterns are consistent with historical averages. We have conducted a review of 000 call volumes over the past seven days, breaking the review down by "hour per day." Our review has concluded that 000 call volumes for this morning are at the same levels as experienced throughout the past week.

A preliminary investigation identified five call attempts using non-mobile emergency numbers: 22 22 (an alert code for cardiac events in medical facilities) and 106 (the National Relay Service standard phone emergency number not supported on mobile phones).

The handset involved in these attempts has been identified. Further investigations are underway to determine the reason the handset did not connect to emergency services when the correct emergency services number was subsequently dialled.

Our regulatory team is available to answer further queries as they arise from the Department.

Kind regards,

[REDACTED]

[REDACTED]
Head of Government Relations
[REDACTED]



I acknowledge the Traditional Custodians of the lands on which I work and reside, the Gadigal and Darramuragal Peoples, and I pay my respects to their Elders, past, present and emerging.

Confidential

Subject: FW: wentworth falls Triple Zero call matter [SEC=OFFICIAL]

From: Elizabeth Quinn [redacted] <[redacted]@acma.gov.au>
Sent: Thursday, 2 October 2025 10:43 AM
To: Irwin, Andrew [redacted] <[redacted]@infrastructure.gov.au>; [redacted] <[redacted]@acma.gov.au>
Cc: CHISHOLM, James [redacted] <[redacted]@infrastructure.gov.au>; Grunhard, Samuel [redacted] <[redacted]@COMMUNICATIONS.gov.au>; LA RANCE, Lisa [redacted] <[redacted]@infrastructure.gov.au>; [redacted] <[redacted]@INFRASTRUCTURE.gov.au>; Sillieri, Kathleen [redacted] <[redacted]@infrastructure.gov.au>; [redacted] <[redacted]@acma.gov.au>
Subject: RE: wentworth falls Triple Zero call matter [SEC=OFFICIAL]

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Hi Andrew,
This is under active consideration and we will be in touch when we have an update.
Thanks,
Liz

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From: Irwin, Andrew <[redacted]@infrastructure.gov.au>
Sent: Thursday, 2 October 2025 10:39 AM
To: Elizabeth Quinn <[redacted]@acma.gov.au>; [redacted] <[redacted]@acma.gov.au>
Cc: CHISHOLM, James <[redacted]@infrastructure.gov.au>; Grunhard, Samuel <[redacted]@COMMUNICATIONS.gov.au>; LA RANCE, Lisa <[redacted]@infrastructure.gov.au>; [redacted] <[redacted]@INFRASTRUCTURE.gov.au>; Sillieri, Kathleen <[redacted]@infrastructure.gov.au>
Subject: RE: wentworth falls Triple Zero call matter [SEC=OFFICIAL]

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Hi Elizabeth and [redacted],

I am writing to follow up on the matter raised by Shanyn Sparreboom in her email below, whereby an elderly TPG Telecom customer has been unable to call Triple Zero because she has not completed a software update on her mobile handset, despite repeated advice from TPG Telecom.

We would be grateful for your advice, in particular, on whether TPG Telecom would have been obliged to block that handset under the Emergency Call Service Determination. And if not, are changes to the Determination needed?

We would also be grateful for advice as to whether any inquiries the ACMA has made with TPG Telecom (and other mobile network operators) have revealed that many handsets and customers are affected in this way.

It is concerning to the Department that a range of end users could be continuing to use handsets that cannot call Triple Zero despite the regulatory changes that were made in preparation for the 3G switch off. It is conceivable that other less technologically literate, and potentially vulnerable, Australians may be in a similar position of having failed to make updates to the handset in response to messages from their telco.

Thanks

Andrew

Andrew Irwin (he/him)

Assistant Secretary • Markets, Competition and Spectrum Branch • Communications Infrastructure Division

andrew.irwin@infrastructure.gov.au

P [redacted] • M [redacted]

GPO Box 594 Canberra, ACT 2601

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I am part time – working 9.30-4.30 Monday and Tuesday, 9-2.30 on Wednesday, and regular hours on Thursday and Friday.



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Ngunnawal Country



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From: Sparreboom, Shanyn <shanyn.sparreboom@infrastructure.gov.au>
Sent: Friday, 26 September 2025 3:20 PM
To: [redacted] <[\[redacted\]@acma.gov.au](mailto:[redacted]@acma.gov.au)>; [redacted] <[\[redacted\]@acma.gov.au](mailto:[redacted]@acma.gov.au)>
Cc: CHISHOLM, James <[\[redacted\]@infrastructure.gov.au](mailto:[redacted]@infrastructure.gov.au)>; Grunhard, Samuel <[\[redacted\]@COMMUNICATIONS.gov.au](mailto:[redacted]@COMMUNICATIONS.gov.au)>; LA RANCE, Lisa <[\[redacted\]@infrastructure.gov.au](mailto:[redacted]@infrastructure.gov.au)>; Irwin, Andrew <[\[redacted\]@infrastructure.gov.au](mailto:[redacted]@infrastructure.gov.au)>; [redacted] <[\[redacted\]@INFRASTRUCTURE.gov.au](mailto:[redacted]@INFRASTRUCTURE.gov.au)>; Sillieri, Kathleen <[\[redacted\]@infrastructure.gov.au](mailto:[redacted]@infrastructure.gov.au)>
Subject: FW: wentworth falls Triple Zero call matter [SEC=OFFICIAL]
Importance: High

OFFICIAL

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Hi Elizabeth and [REDACTED]

We have become aware that a Vodafone customer tried to call Triple Zero on their phone but the call did not go through. After discussions with TPG ([REDACTED]) and Telstra ([REDACTED]), the following has been ascertained:

- TPG confirmed that there was no evidence of network problems.
- Telstra confirmed that no evidence of a camp-on from the phone IMEI number (so camp-on did not occur). Call volumes from Vodafone otherwise appear normal and are coming through as would be expected.
- Phone was a Samsung J2. [REDACTED] says this is among the cohort of older phones that was not blocked under the 3G shutdown rules because it is capable of making Triple Zero calls over 4G, but requires the software to be updated / user action to enable Triple Zero calling over 4G. He says that despite repeated messages to the user over many months, the software had not been updated or the user action not taken, hence it was unable to call Triple Zero.
- The user was sufficiently knowledgeable to use other methods to contact emergency services and was attended to. The paramedics tested the phone and confirmed it could not reach Triple Zero.
- Thankfully the person is still with us.

The information points to a problem with the device as the device cannot call Triple Zero. We ask that ACMA consider:

- whether this is a breach of the ECS Determination – given the person can make other calls but not Triple Zero calls;
- the extent to which there are other devices in this category – if MNOs are sending messages to customers to update software then they would have knowledge of impacted customers and devices;
- what action should be taken by MNOs with respect to these customers; and
- if it is not a breach whether changes need to be made to the ECS Determination.

We would be grateful if the ACMA could keep the department informed of its consideration of this issue. We are deeply concerned that there may be devices that cannot call Triple Zero in the market.

For completeness, below is the email trail of information gathered after we heard about the incident for completeness. We have informed the Minister's Office.

Kind regards
Shanyn

Shanyn Sparreboom

A/g First Assistant Secretary • Communications Infrastructure Division

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

P [REDACTED] • M [REDACTED]

GPO Box 594 Canberra, ACT 2601

Executive Assistant: [REDACTED] [@infrastructure.gov.au](mailto:[REDACTED]@infrastructure.gov.au) [REDACTED]

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From: Grunhard, Samuel <[REDACTED]@COMMUNICATIONS.gov.au>
Sent: Friday, 26 September 2025 2:22 PM
To: [REDACTED] (A. Wells, MP) <[REDACTED]@aph.gov.au>; [REDACTED] <[REDACTED]@mo.communications.gov.au>
Cc: [REDACTED] <[REDACTED]@mo.communications.gov.au>; CHISHOLM, James <[REDACTED]@infrastructure.gov.au>; Sillieri, Kathleen <[REDACTED]@infrastructure.gov.au>; Sparreboom, Shanyn <[REDACTED]@infrastructure.gov.au>
Subject: RE: wentworth falls Triple Zero call matter [SEC=OFFICIAL]

OFFICIAL

OFFICIAL

Barnaby, I called [REDACTED] at TPG for an update on this matter.

- Person did **not** pass away and is still with us – good news.
- Phone was a Samsung J2. [REDACTED] says this is among the cohort of older phones that was not blocked under the 3G shutdown rules because it is capable of making Triple Zero calls over 4G, but requires the software to be updated / user action to enable Triple Zero calling over 4G. He says that despite repeated messages to the user over many months, the software had not been updated or the user action not taken, hence it was unable to call Triple Zero.
- The user was sufficiently knowledgeable to use other methods to contact emergency services and was attended to. The ambos tested the phone and confirmed it could not reach Triple Zero.

I will pass this information on to the ACMA lest there be regulatory implications. I am unclear whether the device should or should not have been blocked under the Determination. We will also explore whether broader industry messaging is required.

Sam

Sam Grunhard

First Assistant Secretary
Communications Services and Consumer Division
Communications and Media Group
E: [REDACTED]@communications.gov.au
P: [REDACTED] • M: [REDACTED]
GPO Box 594 Canberra, ACT 2601
EA: [REDACTED] • E: [REDACTED]@communications.gov.au • P: [REDACTED]
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From: Grunhard, Samuel <[REDACTED]@COMMUNICATIONS.gov.au>
Sent: Wednesday, 24 September 2025 5:03 PM
To: [REDACTED] (A. Wells, MP) <[REDACTED]@aph.gov.au>; [REDACTED]
[REDACTED]@mo.communications.gov.au>
Cc: [REDACTED]@mo.communications.gov.au>; CHISHOLM, James
<[REDACTED]@infrastructure.gov.au>; Silleri, Kathleen <[REDACTED]@infrastructure.gov.au>
Subject: wentworth falls Triple Zero call matter [SEC=OFFICIAL]

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Hi [REDACTED],

An update on this matter reported earlier today:

- [REDACTED] at TPG/Vodafone reports no evidence of any network problems, all generally working as expected – but this device failed to connect to Triple Zero, cause unknown. They are investigating and will revert.
- The caller eventually got through to Triple Zero via the National Relay Service (our team confirmed with the NRS that this is accurate). However they ultimately passed away.
- Further from Telstra – [REDACTED]: no evidence of a camp-on from that IMEI number (so camp-on did not occur). Call volumes from Vodafone otherwise appear normal and are coming through as would be expected. Can see the phone was otherwise active. Nothing else Telstra can really tell us – will need Vodafone to answer the question about device behaviour.

The ACMA is aware.

Sam

Sam Grunhard

a/g Deputy Secretary

Communications and Media Group

E: [REDACTED]@communications.gov.au

P: [REDACTED] • M: [REDACTED]

EA: [REDACTED] • E: [REDACTED]@communications.gov.au • P: [REDACTED]

Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

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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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Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
Committee Inquiries Question on Notice
Environment and Communications References
Inquiry into Triple Zero Services Outages

IQ25-000193

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 69 (09 December 2025)

Topic: Knowledge of conflicting information by Mr Chisholm

Sarah Hanson-Young asked:

CHAIR: Did Mr Chisholm know of this conflicting information—a death on the 24th being reported by Telstra and then, on the 26th, conflicting information from TPG—before he fronted our Senate estimates hearing in October?

Mr Grunhard: I'd have to check that

Answer:

TPG notified the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts of the unconfirmed death of the caller on 24 September 2025. On 26 September 2025 TPG advised the department that a death had not occurred. Mr Chisholm received this conflicting information on 24 and 26 September 2025, respectively.

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Committee Inquiries Question on Notice
Environment and Communications References
Inquiry into Triple Zero Services Outages

IQ25-000194

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 70 (09 December 2025)

Topic: Information provided to Deputy Secretary

Sarah Hanson-Young asked:

CHAIR: Would you have told your boss on 24 September that there had been another death?

Mr Grunhard: I think it is likely, but I would like to check. I don't want to mislead you.

Answer:

On 24 September 2025 Mr Samuel Grunhard, a/g Deputy Secretary, emailed Mr James Chisholm, a/g Secretary, advising NSW Health had indicated there had been a death, and noting this information was yet to be confirmed.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Committee Inquiries Question on Notice

Environment and Communications References

Inquiry into Triple Zero Services Outages

IQ25-000195

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 70 (09 December 2025)

Topic: Advice from NSW Ambulance

Sarah Henderson asked:

Senator HENDERSON: Can I just clarify one thing—you mentioned that you're still checking with NSW Ambulance in relation to this death.

Mr Grunhard: We're seeking to clarify exactly what the position is in relation to the mobile phone issue.

Senator HENDERSON: You didn't make that phone call at the time?

Mr Grunhard: We've had a number of lines of inquiry. I'm going to check for you.

Senator HENDERSON: No, no—

Mr Grunhard: I understand the question you're asking.

Senator HENDERSON: On 26 September, when you were told that there was no death, did you seek to clarify the conflicting information? We know you didn't ring Telstra. Did you seek to clarify that with NSW Ambulance?

Mr Grunhard: I'll check that for you.

Senator HENDERSON: You can't recall.

Mr Grunhard: I can't recall, but we will check it for you.

Senator HENDERSON: Ms Chapple, do you know, as the now Triple Zero Custodian?

Ms Chapple: It was before my time in the role. I'm sorry. We would need to check.

Mr Grunhard: We're very happy to check it for you, Senator

Answer:

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts did not make a phone call to NSW Ambulance in relation to this death on 26 September, as we had received advice from TPG there had not been a death (refer to IQ25-000192)

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Committee Inquiries Question on Notice
Environment and Communications References
Inquiry into Triple Zero Services Outages

IQ25-000196

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 70 (09 December 2025)

Topic: Defective Samsung device

Sarah Henderson asked:

Senator HENDERSON: Did you think, when you knew, that this was likely to be a defective Samsung device? What action did you then take to raise a red flag that, potentially, many Australians had a defective Samsung device?

Mr Grunhard: It's important to say that at that stage there was no information about the extent of the issue—

in other words how many Samsung models or devices would be impacted—but we did immediately ask the ACMA to look into it as a matter of urgency.

Senator HENDERSON: Did you do that by way of a telephone call or by correspondence?

Mr Grunhard: I suspect both, but I'll check.

Senator HENDERSON: What was the response from ACMA?

Mr Grunhard: I'll check it for you, but I know that ACMA did look into it, and, indeed, as we've been discussing, many weeks of activity ensued, which resulted in all the extra information we now have about Samsung devices

Answer:

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts referred the incident to the Australian Communications and Media Authority (ACMA) on 24 September 2025 and provided follow up information on 26 September 2025.

On 2 October 2025 the ACMA confirmed in writing that the matter was under its active investigation.

On 20 October 2025 Telstra advised the department and the ACMA it had identified issues with a range of Samsung devices and had commenced activity to notify impacted customers ahead of further actions. TPG and Optus similarly commenced notifying impacted customers.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Committee Inquiries Question on Notice

Environment and Communications References

Inquiry into Triple Zero Services Outages

IQ25-000197

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 70 (09 December 2025)

Topic: Full chronology of every event from 24 September

Sarah Henderson asked:

Senator HENDERSON: Can we get a full chronology of every event from 24 September of every phone call, every alert, every notice and every email that was sent so that we can properly understand what happened from 24 September? You can imagine how concerned we are to hear this information for the first time today.

Mr Grunhard: That's no problem. We'll provide it whenever we can.

Answer:

Please see the attachments contained in response to IQ25-000192.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
Committee Inquiries Question on Notice
Environment and Communications References
Inquiry into Triple Zero Services Outages

IQ25-000198

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 73 (09 December 2025)

Topic: Discussions between the minister and officers in the department

Sarah Henderson asked:

Senator HENDERSON: You had a number of conversations with the chief of staff. Do you recall whether the minister had any discussions with anyone in your department?

Mr Grunhard: I don't know the answer to that.

Senator HENDERSON: Can you take that on notice, please?

Mr Grunhard: Of course

Answer:

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts routinely discusses triple zero and device issues with the Minister.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
Committee Inquiries Question on Notice
Environment and Communications References
Inquiry into Triple Zero Services Outages

IQ25-000199

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 77 (09 December 2025)

Topic: First sought clarification from NSW Ambulance Service

Sarah Hanson-Young asked:

CHAIR: I think we're going around in circles now, to be honest. I think, given the contradictory information, we need a lot of questions answered and information clarified. I would, though, like to know when you first sought clarification from New South Wales Ambulance Service about the death. When was that?

Mr Grunhard: Again, we'll have to check our records. It's a couple of months ago.

CHAIR: No.

Mr Grunhard: Do you mean as in today or—

CHAIR: No. Hang on. You told me the first you asked for clarification was this morning.

Ms Chapple: But we've been making inquiries since this morning.

Mr Grunhard: Sorry, I misunderstood your question.

Ms Chapple: I'm not aware of the time, but I can certainly let you know.

CHAIR: And you still haven't had a response?

Ms Chapple: Not before coming in this room.

CHAIR: Nobody has texted you?

Ms Chapple: I haven't checked my phone, but I don't believe I have—

CHAIR: You knew about this last night. You sought advice. It's four o'clock and you haven't got clarification?

Mr Grunhard: We'll have to take it on notice.

Answer:

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts contacted the NSW Telco Authority on the morning of 9 December 2025. The NSW Telco Authority is responsible for emergency management and communications within NSW. They responded in the afternoon of the same day, advising they did not have any additional information in relation to the incident.