



19 December 2025

Dear the Environment and Communications Reference Committee,

### **Inquiry into Triple Zero service outages – TIO response to the questions on notice**

Thank you for the opportunity to appear at the Committee’s hearing on 9 December 2025.

Please see below our responses to the Committee’s questions on notice.

#### **Question from Senator Cadell**

- 1. There are about 35 notifications of individual instances of triple 0 network complaints in your submission. Would you have a breakdown of that state by state that you could provide on notice?**

Section 4 of our submission to the Inquiry highlighted that we had identified at least 35 complaints from consumers between 1 July 2024 and 31 October 2025 who reported being unable to call Triple Zero when they needed to, specifically due to issues with mobile network reliability in regional, rural or remote Australia.

Please see below for a breakdown of these 35 regional or rural complaints by state:

<b>State</b>	<b>Number of complaints</b>
QLD	12
NSW	7
TAS	5
VIC	5
SA	4
WA	2
<b>Grand Total</b>	<b>35</b>

## **Questions from Senator Henderson about the two referred complaints**

### **2. What email address did this go to?**

As part of our complaint-handling process, we emailed summaries of the two Triple Zero outage complaints to the dedicated Optus email address that receives all TIO referrals of complaints about Optus.

This email address is generic and does not include the name of any individual Optus staff member.

In order to prevent potential misuse, we prefer not to disclose this address publicly. Should the specific email address be required, we are able to provide it, ideally on a confidential basis.

### **3. Do you know how much compensation, in terms of any reduction to the bill, there was?**

Outcome of the first complaint: The first of the two complaints was closed on the basis that the consumer had not responded to Optus and had stopped engaging with our process. We are not aware of Optus having offered or paid any compensation to this consumer.

Outcome of the second complaint: We closed this complaint after the consumer told us they had reached an agreement with Optus.

The consumer told us Optus had:

- confirmed the consumer would be able to access Triple Zero as required
- replaced all three mobile handsets, and
- provided 12 months of free mobile service to each of those three devices.

The consumer also indicated Optus had waived their current bill, however we do not have confirmation of how much credit was applied to the consumer's account (if any) to offset this bill.

Since the consumer had reached an agreement with Optus, this complaint did not require further case management from the TIO.