

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

Questions on notice – Optus

1. All internal documents in relation to this outage, including drafts of your submission and any amendments or proposals before we received the final submission, and all correspondence between Optus and the minister's office, Optus and the Prime Minister's office, Optus and emergency services, and Optus and state and territory governments.

From: [REDACTED]

Sent: Thur 18/09/2025 3:17:01 PM (UTC+10:00)

To: [REDACTED]@team.telstra.com]; [REDACTED]@relayservice.com.au]; [REDACTED]@relayservice.com.au]; [REDACTED]@team.telstra.com]

Cc: [REDACTED]@acma.gov.au]; [REDACTED]

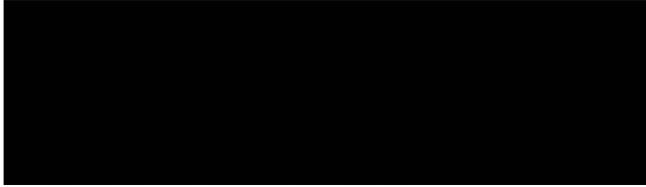
Subject: Significant Network Outage Affecting 000 Emergency Calls - Open/Resolve notification

Optus advises that it has become aware of a Significant Network Outage that adversely affects the carriage of emergency calls over the Optus network before handover to the Emergency Call Person. This notification is in accordance with Section 27 of the Telecommunications (Emergency Call Service) Determination 2019 ("Determination") This incident has now been resolved.

Incident number IM1919357 commenced at 00:40 AEST and resolve at 14:34 AEST on 19/09/2025

Mobile users unable to dial Emergency calls from South Australia, Western Australia, and Northern Territory.

Thanks,



OPTUS

From:

[Redacted]

Sent:

Thur 18/09/2025 3:27:16 PM (UTC+10:00)

To:

[Redacted]@team.telstra.com];
[Redacted]@relayservice.com.a
[Redacted]@relayservice.com.au]; [Redacted]
[Redacted]@team.telstra.co
m]

Cc:

[Redacted]
[Redacted]@acma.gov.au];
[Redacted]

Subject:

RE: Significant Network Outage Affecting 000 Emergency Calls - Open/Resolve notification

Team,

Correction to the date:

Incident number IM1919357 commenced at 00:40 AEST and resolve at 14:34 AEST on **18/09/2025**

Thanks,

[Redacted]

Operations

From:

[Redacted]

Sent: Thursday, 18 September 2025 3:26 PM

To:

[Redacted]@team.telstra.com>;
[Redacted]@relayservice.com.au; [Redacted]
[Redacted]@relayservice.com.au>;

[Redacted]@team.telstra.com
[Redacted]

[Redacted]@acma.gov.au;
[Redacted]

Subject: RE: Significant Network Outage Affecting 000 Emergency Calls - Open/Resolve notification

+ [Redacted]@team.telstra.com

From: [Redacted]
Sent: Thursday, 18 September 2025 3:17 PM
To: [Redacted]@team.telstra.com; [Redacted]@relayservice.com.au; [Redacted]
[Redacted]; [Redacted]@relayservice.com.au>;
[Redacted]@team.telstra.com

Cc: [Redacted]
[Redacted]

[Redacted]@acma.gov.au;
[Redacted]

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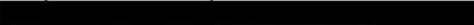
Incident number IM1919357 commenced at 00:40 AEST and resolve at 14:34 AEST on 19/09/2025

Mobile users unable to dial Emergency calls from South Australia, Western Australia, and Northern Territory.

Thanks,



1 Lyonpark Road, Macquarie Park NSW 2113 Australia



OPTUS

From: [Redacted]

Sent: Thur 18/09/2025 3:25:39 PM (UTC+10:00)

To: [Redacted]@team.telstra.com];
[Redacted]@relayservice.com.a
[Redacted]@relayservice.com.au]; [Redacted]
[Redacted]@team.telstra.co
m]

Cc: [Redacted]

[Redacted]@acma.gov.au [Redacted]@acma.gov.au];
[Redacted]

Subject: RE: Significant Network Outage Affecting 000 Emergency Calls - Open/Resolve notification
+ [Redacted]@team.telstra.com

From: [Redacted]
Sent: Thursday, 18 September 2025 3:17 PM
To: [Redacted]@team.telstra.com; [Redacted]@relayservice.com.au; [Redacted]
[Redacted]; [Redacted]@relayservice.com.au>;
[Redacted]@team.telstra.com

Cc: [Redacted]
[Redacted]
[Redacted]@acma.gov.au;
[Redacted]

Subject: Significant Network Outage Affecting 000 Emergency Calls - Open/Resolve notification

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Mobile users unable to dial Emergency calls from South Australia, Western Australia, and Northern Territory.

Thanks,



1 Lyonpark Road, Macquarie Park NSW 2113 Australia



OPTUS

From: [REDACTED]
Sent: Thur 18/09/2025 2:52:20 PM (UTC+10:00)
To: [REDACTED]@communications.gov.au]
Cc: [REDACTED]@mo.communications.gov.au'; [REDACTED]@mo.communications.gov.au]; [REDACTED]
Subject: UPDATE | Issue with calls to Triple Zero in SA and WA

Good afternoon again,

I have been advised that the work to rectify the issue is complete and services have returned to normal.

The protocol reporting shows that 10 calls may have been impacted – each call is being worked through, and welfare checks will be made.

If any further information comes forward, I will provide another update – if you have any questions, please let me know.

Kind regards,

[REDACTED]
1 Lyonpark Road, Macquarie Park, NSW 2113 Australia
[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.

Please think of the environment before printing this email.

Sent: Thursday, 18 September 2025 2:45 PM
To: [REDACTED]@communications.gov.au>
Cc: [REDACTED]@mo.communications.gov.au [REDACTED]
Subject: NOTIFICATION | Issue with calls to Triple Zero in SA and WA

Good afternoon team,

I have just been informed that Optus has received reports that some customers in SA and WA are experiencing impacts to Triple Zero calls.

Suspected cause has been indicated to stem from our Regency Park exchange (which services SA and WA), this matter is urgently being worked through.

I have no further details yet, but our Networks team have commenced the welfare check processes and relevant protocols.

As more information is made available, I will provide updates, and let you know when the issue is resolved.

Kind regards,

[Redacted signature]

1 Lyonpark Road, Macquarie Park, NSW 2113 Australia

[Redacted contact information]

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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.

Please think of the environment before printing this email.

Planned eCAB review meeting - 17-Sep-2025 MW.msg

From: [Redacted]
Sent on: Wednesday, September 17, 2025 5:47:15 AM
To: [Redacted]
CC: [Redacted]

Subject: Planned eCAB review meeting - 17-Sep-2025 MW
Attachments: Nokia Implementing Changes - 17-Sep-2025 MW.xlsx (40.94 KB)

Dear All,

Enclosed file contains the list of changes planned to be implemented by Nokia tonight 17-Sep-2025 MW and same will be discussed in the Planned e-CAB meeting scheduled today at 15:00 AEST.

[Redacted] brief summary of 24 changes planned for execution during the afternoon period is as follows:

- 24 Normal changes (100-1, Core-7, IP-16) 19 out of 24 are high-risk changes (Core-2, IP-6)
- Nil Emergency Change

Regards,

[Redacted]

Original appointment

From: [Redacted]
Sent: Wednesday, September 16, 2025 2:04 PM

[Redacted]

When: 17 September 2025, 05:00 (AEST) to 05:15 (AEST) in Microsoft Teams
 Where: Microsoft Teams Meeting

Hi All,

Please take to review the changes meeting the below criteria and planned during for immediate maintenance window

1. Emergency changes (implemented by Nokia ODC/Outsiders)
2. Normal/Trade-off changes (implemented by Nokia ODC/Outsiders)
3. Emergency changes (implemented by Optus)

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Redacted]

Nokia Implementing Changes - 17-Sep-2025 MW.msg

From: [Redacted]
Sent on: Wednesday, September 17, 2025 8:43:38 AM
To: [Redacted]
Subject: Nokia Implementing Changes - 17-Sep-2025 MW
Attachments: Nokia Implementing Changes - 17-Sep-2025 MW.xlsx (40.14 KB)

Dear All,

Enclosed file contains the list of changes planned to be implemented by Nokia tonight 17-Sep-2025 MW

Regards,

[Redacted]



vq1	[REDACTED]	vqeEscalated Change	vqCore	vqMobile Voice Core	vSBG	vqSA	vqe3 - Minor Customer Impact	vqLow	vqeP3	vqIf this activity is not performed, IP team not able to perform their firewall activity	vqeP3	vqRisk and Impact Analysis	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Softlock/Hard lock and Unlock Mobile SBGs, NBN SBGs and Non Anchor SBGs in Regency Park
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vqc

Regards,

[REDACTED]

Archived: Thursday, 6 November 2025 11:24:07 AM

From: OE High Priority Incident Management

Mail received time: Thu, 18 Sep 2025 03:53:07

Sent: Thursday, 18 September 2025 1:53:08 PM

To: [REDACTED]

Subject: INITIAL - SINGTEL OPTUS PTY LIMITED - 1 - Critical - OBCS6994150 - Mobile - Optus mobile users in South Australia have reported they are unable to call 000

Importance: Normal

Sensitivity: None

Confidential - do not circulate or otherwise disclose*

Customer Name	SINGTEL OPTUS PTY LIMITED
Short Description	Mobile - Optus mobile users in South Australia have reported they are unable to call 000
Priority	1 - Critical
Case Number	OBCS6994150
Case Opened	18-09-2025 13:51:39 AEST

Client Impact

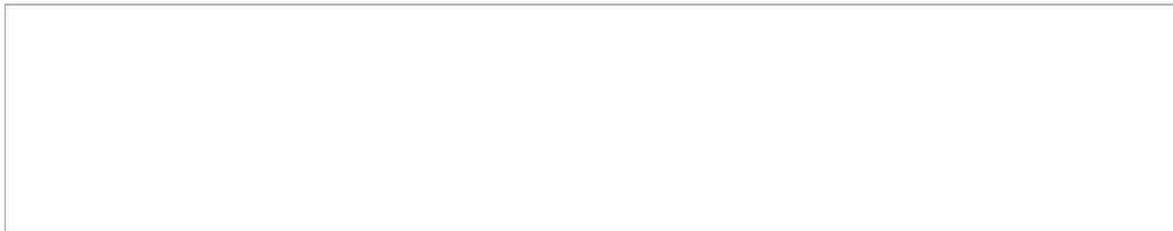
Mobile - Optus mobile users in South Australia have reported they are unable to call 000

Stakeholder Updates

18-09-2025 13:51:39 AEST - [REDACTED]

The Optus Network Management Centre has been engaged to investigate, we will provide the next update by 14:50.

Distributed by
Optus Enterprise
High Priority Incident Management
[Redacted]
[Redacted]



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Ref: [Redacted]

Archived: Thursday, 6 November 2025 11:24:20 AM

From: OE High Priority Incident Management

Mail received time: Thu, 18 Sep 2025 05:30:16

Sent: Thursday, 18 September 2025 3:30:18 PM

To: [Redacted]

Subject: RESTORED - OE HPIM - 1 - Critical - OBCS6994150 - Mobile - Optus mobile users in SA, WA & NT have reported they are unable to call 000

Importance: Normal

Sensitivity: None

Confidential - do not circulate or otherwise disclose*

[Redacted]

[Redacted]

Customer Name	OE HPIM
Short Description	Mobile - Optus mobile users in SA, WA & NT have reported they are unable to call 000
Priority	1 - Critical
Case Number	OBCS6994150
Case Opened	18-09-2025 13:51:39 AEST
Case Resolved	18-09-2025 15:29:24 AEST

Client Impact

Mobile - Optus mobile users in SA, WA & NT were are unable to call 000.

Stakeholder Updates

18-09-2025 15:29:24 AEST - [Redacted]

Optus NMC have advised the unlocking of [REDACTED] (which had been hard lock as part of yesterday's activity - C320315 to Support IP FW activity) was completed @ 14:49 and triple Zero call issues have been resolved, there are no further call failure reports from the respective states, The PIR and FCR to be shared in due course.

18-09-2025 14:45:29 AEST - [REDACTED]
Optus NMC have advised they are unlocking [REDACTED] mob (which had been hard lock as part of yesterday's activity - C320315 to Support IP FW activity), services are restoring, next update by 15:30.

18-09-2025 14:19:10 AEST - [REDACTED]
The impact has been extended to include WA, SA & NT, Optus NMC is in a technical bridge and investigating the issue, next update on or before 14:30.

18-09-2025 13:51:39 AEST - [REDACTED]

The Optus Network Management Centre has been engaged to investigate, we will provide the next update by 14:50.

Distributed by
Optus Enterprise
High Priority Incident Management

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Ref: [REDACTED]

Archived: Thursday, 6 November 2025 11:33:01 AM

From: PagerDuty

Mail received time: Thu, 18 Sep 2025 04:35:50

Sent: Thu, 18 Sep 2025 04:35:19

To: [REDACTED]

Subject: INITIAL - Networks Major Incident SL2 IM1919357- [Optus mobile users in South Australia, Western australia have reported they are unable to call 000]

Importance: Normal

Sensitivity: None

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

Incident Priority	SL2 - IM1919357
Title and Description	Optus users in SA, WA & NT have reported they are unable to call 000
Start Time	18/09/2025 14:11 AEST
Impact to Customers	<p>Location: SA,WA &NT</p> <p>000 calls impacting in SA, WA, NT Reports: 0 Consumer - 3 Enterprise</p>
Incident Update	<p>Action Plan</p> <ul style="list-style-type: none"> * SME in process of unblocking the SBG's in this affected location. <p>Completed Actions:</p> <ul style="list-style-type: none"> * Optus users in SA, WA & NT have reported they are unable to call 000 * C320315_Sofflock - Suspected to be the cause for an impact. sbg'S locked as part the change * Bridge has been initiated and engaged required stakeholders,
Next Update	<p>Next update scheduled for 18/09/2025 16:30 aest or sooner if further information becomes available. If you have further questions or concerns with this Major Incident, please contact the Duty Manager [REDACTED] [REDACTED] or email [REDACTED] for assistance.</p>

Subject: FW: Update on welfare check outcomes
Location: Microsoft Teams Meeting; OCS.PRIV.EG.NMC.01.WPT(18)
Start: Fri 19/09/2025 7:45 AM
End: Fri 19/09/2025 8:15 AM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: [REDACTED]
Importance: High

-----Original Appointment-----

From: [REDACTED]
Sent: Friday, 19 September 2025 7:04 AM
To: [REDACTED] Tony Baird
Cc: [REDACTED] Felicity Ross; [REDACTED]
Subject: Update on welfare check outcomes
When: Friday, 19 September 2025 7:45 AM-8:15 AM (UTC+10:00) Canberra, Melbourne, Sydney.
Where: Microsoft Teams Meeting; OCS.PRIV.EG.NMC.01.WPT(18)
Importance: High

Moving start time to 745am so Tony can join as well

Microsoft Teams [Need help?](#)

Join the meeting now

Meeting ID: [REDACTED]

Passcode: [REDACTED]

Dial in by phone

[REDACTED] Australia, Sydney

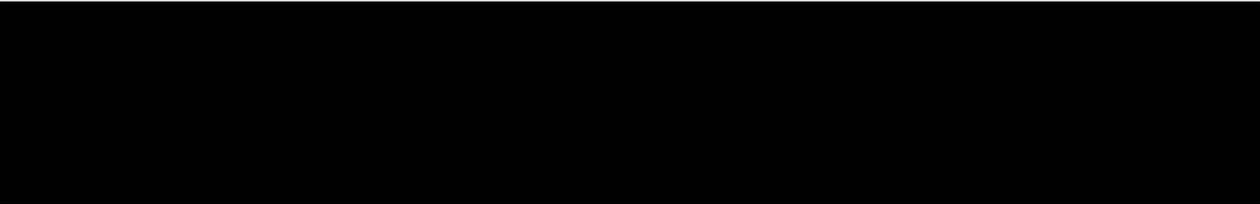
[Find a local number](#)

Phone conference ID: [REDACTED]

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

From: [REDACTED]
Sent: Friday, 19 September 2025 12:26 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: 000 Welfare Checks required - Impacted end-user list

Hi there,



Quick Summary:

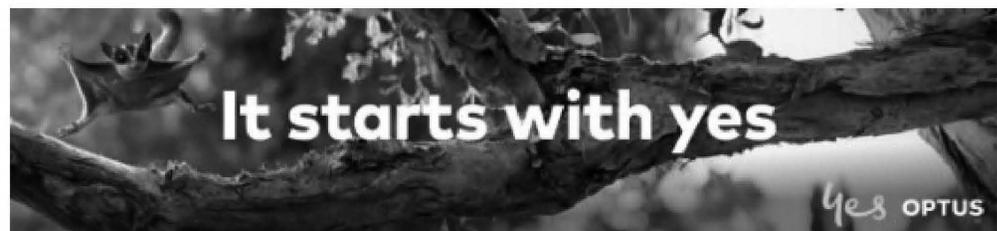
- This was declared around 2.40pm by duty manager
- Social Leadership spoke with [REDACTED] on a call around 2.40pm and were waiting for list
- We were advised that 5.52pm that there were no means to report these failed calls from [REDACTED]
- Then [REDACTED] received a call from [REDACTED] at 8pm that he had been able to find details of failed calls and that there were approximately 100 and file was sent; then [REDACTED] asked to hold off making welfare checks, we did and were then advised to commence at 8.14pm
- [REDACTED] called customers (through CXone) on list provided and referred the below as per [REDACTED] summary to state police

We've collated the notes/outcome of each call and will have details to share as required.

I'll be online from about 6am to share more, my coaches will also be available too.

Regards, [REDACTED]

[REDACTED]
727 Collins Street, Melbourne Vic 3000
[REDACTED]



OPTUS

Follow us



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]

Sent: Thursday, 18 September 2025 11:28 PM

To: [REDACTED]

[REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE: 000 Welfare Checks required - Impacted end-user list

Welfare checks have been completed – Of the 100 failed calls, 63 have been referred to police, with 3 unmatched numbers.

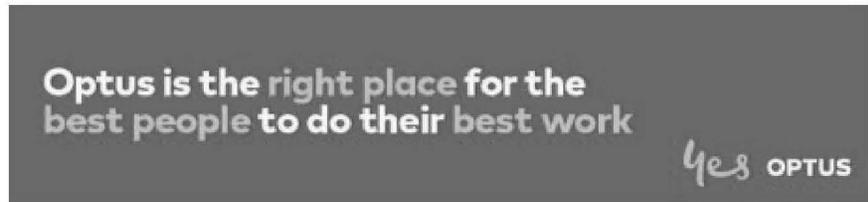
[REDACTED] are the unmatched numbers.

Thanks,

[REDACTED]

727 Collins St, Docklands VIC 3008

[REDACTED]



OPTUS

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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: Thursday, 18 September 2025 8:09 PM

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: 000 Welfare Checks required - Impacted end-user list

Attached is the list of failed calls requiring follow-up welfare checks. The data attached to this email has been checked to ensure that it covers the period 00:40 AEST 18/09/2025 to 14:34 AEST 18/09/2025 and the file contains 100 records”.

One Cycle only.

Thanks,

[REDACTED]

1 Lyonpark Road, Macquarie Park NSW 2113 Australia

[REDACTED]

OPTUS

OPTUS

Optus Media Centre / Media Releases / 2025 / 09 / Technical failure impacting Triple Zero calls

Optus launches investigation into Triple Zero call failures

19 September 2025

Yesterday, Optus conducted a network upgrade and within this process a technical failure impacted Triple Zero calls.

This resulted in the failure of a number of Triple Zero calls in South Australia, the Northern Territory and Western Australia.

Optus apologises unreservedly for this failure which resulted in a number of customers being unable to get through to emergency services in their time of need.

Normal calls were still connecting during this period.

This technical failure has now been rectified.

During the process of conducting welfare checks, we have been advised that three of the Triple Zero calls involved households where a person tragically passed away.

These welfare checks are ongoing.

Optus CEO Stephen Rue said Optus has launched an immediate investigation into the incident.

"I want to offer a sincere apology to all customers who could not connect to emergency services when they needed them most," Mr Rue said.

"And I offer my most sincere and heartfelt condolences to the families and friends of the people who passed away.

"I am so sorry for your loss.

"What has happened is completely unacceptable. We have let you down.

11/6/25, 12:46 PM

Optus launches investigation into Triple Zero call failures

"You have my assurance that we are conducting a thorough investigation and once concluded we will share the facts of the incident publicly."

Optus will co-operate fully and transparently with all relevant government agencies and regulatory bodies while we investigate this matter further.

ENDS

Media contact:

Kathy Lipari

02 9037 8179

Media@optus.com.au

9/19/25, 6:49 PM

General Announcement::Optus launches investigation into Triple Zero call failures

GENERAL ANNOUNCEMENT::OPTUS LAUNCHES INVESTIGATION INTO TRIPLE ZERO CALL FAILURES**Issuer & Securities**

Issuer/ Manager

SINGAPORE TELECOMMUNICATIONS LIMITED

Securities

SINGTEL - SG1T75931496 - Z74

Stapled Security

No**Announcement Details**

Announcement Title

General Announcement

Date & Time of Broadcast

19-Sep-2025 18:48:06

Status

New

Announcement Sub Title

Optus launches investigation into Triple Zero call failures

Announcement Reference

SG250919OTHRTH30

Submitted By (Co./ Ind. Name)

Lim Li Ching (Ms)

Designation

Assistant Company Secretary

Description (Please provide a detailed description of the event in the box below)

Please see attached the Media Release issued by Optus, a subsidiary of Singapore Telecommunications Limited.**Attachments**[19092025_Optus.pdf](#)

Total size =91K MB

OPTUS

MEDIA RELEASE

19 September 2025

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“And I offer my most sincere and heartfelt condolences to the families and friends of the people who passed away.

“I am so sorry for your loss.

“What has happened is completely unacceptable. We have let you down.

“You have my assurance that we are conducting a thorough investigation and once concluded we will share the facts of the incident publicly.”

Optus will co-operate fully and transparently with all relevant government agencies and regulatory bodies while we investigate this matter further.

ENDS

Media contact:

Kathy Lipari

02 9037 8179

Media@optus.com.au



MEDIA RELEASE

20 September 2025

Statement from CEO Stephen Rue

As I confirmed yesterday, Optus conducted a network upgrade on Thursday 18 September and within this process a technical failure impacted Triple Zero calls.

As has been reported, this was in relation to a firewall upgrade.

This resulted in the failure of a number of Triple Zero calls in South Australia, the Northern Territory and Western Australia.

The loss of the lives of three people, two in South Australia and one in Western Australia, is absolutely tragic.

I would like to once again extend my deepest condolences to their families and friends and I promise that we will fully cooperate with any and all investigations in relation to this.

In terms of our own investigation into the technical failures I can confirm that this is ongoing, and I will be fully transparent as we establish the facts of the matter.

In this regard, I have some new information to share with you .

Length of outage and alerts, commencement checks

I would like to address the rightful question around the length of the outage and how we were alerted to this.

The system upgrade that took place in the early hours of Thursday morning , around 12:30am, was a regular upgrade.

When the upgrades and changes were implemented, initial testing and monitoring did not indicate there were any issues with calls connecting – normal calls were connecting as they should and call volumes at a national level did not raise any red flags.

There was a technical failure in the system, and further, there were no alarms to alert us that some emergency calls were not making it through to emergency services.

We became aware of the severity of the incident when a customer contacted us directly at around 1.30pm on Thursday.

We were further notified by South Australia Police shortly thereafter (1:50pm).

Once notified we stopped the upgrade, restoring Triple Zero, and began to confirm with relevant stakeholders such as police and other regulatory and government agencies and departments that we had experienced an outage impacting Triple Zero.

We also confirmed that once we had the call details , we would be commencing welfare checks.

OPTUS

MEDIA RELEASE

Welfare checks commenced later that evening and into the following day, Friday (the delay due to the complexity of pulling records from the network).

During the course of those welfare checks , we were advised by three households that there had been loss of life.

While I am not able to comment in more detail regarding these individual situations as it is more appropriate for other agencies, you have my commitment that Optus will share any new information that is appropriate for us to share as we know more.

Confirmation with Agencies, SA Government and WA Government

I now would like to comment on our notifications to regulatory and government agencies and departments.

While communication with regulatory and government agencies including police , commenced in relation to the outage on Thursday, the communication of fatalities confirmed through welfare checks was not until yesterday.

Once we had this information and were confident of its accuracy we shared this with our Board, ACMA, the Federal Government and other bodies.

What I have asked my team to look into is what operational notifications could and should exist between retailers and the emergency services , when there is a welfare check that determines a death has occurred. I will update further on this as I am able to establish the facts.

I am sorry that the lack of this process led to the late notification of the Premiers and Chief Ministers, and while there was an intention to ensure an earlier awareness of our intention to speak to the media, my team did end up making contact at roughly the same time.

That said, I reiterate my belief that there should be a formal notification process in these instances, and I have asked my team to look into that urgently.

This was a complex situation where Optus was keen to be sure of the facts that were emerging and believed to be true, and at the same time we did not wish to delay public notification any further.

I also want to reiterate that we take full accountability for the technical failure and that we were unaware of this for a period of time which is an unacceptable gap in time I will ensure is fully investigated.

TIO Referrals

I now want to make you aware of the fact that we have had two complaints referred to us by the Telecommunications Industry Ombudsman.

OPTUS

MEDIA RELEASE

Both surround two individual calls to the Optus contact centre , made on Thursday morning where they complained that the Triple Zero service was not working.

Early review suggests that we have not handled these calls as would be expected. I will be able to say more about these in due course but I do want to be transparent that we now know we were informed by two individuals that they could not connect to Triple Zero and this information was not surfaced with the relevant escalation at the time.

We will be working with the TIO on these complaints and I will provide more details in due course. We are also conducting a review of all calls to our contact centres during the time of the outage.

Independent Review

I would like to conclude this update with my confirmation that Optus will be appointing an independent person to lead a review into this entire incident from every aspect. I hope to confirm that person in the coming days but need to speak with relevant stakeholders both internally and externally to confirm prior to my announcement.

I intend to update you daily as more information becomes known.

ENDS

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OPTUS

MEDIA RELEASE

21 September 2025

Optus CEO Stephen Rue Statement

I would like to provide an update today and to provide further clarity on a few elements of this situation.

I want to reiterate how sorry I am about the very sad loss of the lives of four people, who could not reach emergency services in their time of need.

Further, I acknowledge that the connection failures created immense additional distress for some of our other customers who attempted to contact the Triple Zero service on Thursday, and the news has understandably created concerns for the wider community who rightly want to know that when they need this service it will be available to them.

I would like to apologise to everyone impacted.

I was asked yesterday for additional details in relation to the cause of the upgrade failure.

Early investigations show that it appears that established processes were not followed.

In order to establish why this occurred, we are speaking with the individuals involved.

As to the full technical detail of the network failure we will need to leave that for the investigation.

What I can assure you is that actions are and will be taken to ensure this does not happen in future.

In the short term, I have put in place an immediate halt to further changes in our network system until we have a broader understanding of the events that have occurred so we can also introduce greater monitoring, testing and compliance and reviews of our change processes.

Further, our technical teams are monitoring Triple Zero call volumes and failure rates state by state 24 hours, seven days a week.

I have committed to providing updates where I am aware of new information.

Yesterday I confirmed that two customers contacted our call centre early on Thursday morning to report that they could not contact Triple Zero.

Our review of our call logs is continuing and so far as part of that process, they have found three further calls in relation to this.

As we had not detected the Triple Zero failures in our network at the time of these calls, there were no red flags for the contact centre to alert them to any live issues.

This is not clearly good enough, and we are implementing a new compulsory escalation process following any customer reports of Triple Zero failures through our customer call centre.

OPTUS

MEDIA RELEASE

As stated, these outages impacted calls in South Australia, Western Australia and Northern Territory.

The new information that I want to share is that I have been made aware that there were two callers from NSW who were unable to connect to emergency services. This is because they are based near the South Australian border and their calls were connected to South Australian towers.

Welfare checks on these callers have been progressed by Optus and the NSW Police and we are not aware of any further issues.

I would now like to provide some clarity on the welfare check process as there have been some reports that we may have missed the fourth person confirmed by police as having died while a call to Triple Zero was unsuccessfully attempted.

The welfare check process is made as follows:

- Optus attempts to call impacted households two times.
- When we are unable to make contact, we hand it over to police and police make further contact attempts.

It was during these further enquiries that the new information became known.

ENDS

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OPTUS

Television Transcript

PREPARED: MONDAY 22 SEPTEMBER 2025

TITLE: OPTUS' STEPHEN RUE PRESS CONFERENCE.

Summary: Optus' Stephen Rue press conference discussing a technical failure that affected triple-zero calls in South Australia, Northern Territory, and Western Australia.

Channel: ABC News Australia

Program: ABC News Hour

Date Broadcast: 19 September 2025

Time Broadcast: 5:47 PM - 5:56 PM

TRANSCRIPTION

HOST: And we're taking you live now to Sydney, where Optus Chief Executive Officer Stephen Rue is speaking.

STEPHEN RUE: A technical failure impacted Triple Zero calls. This resulted in the failure of a number of Triple Zero calls in South Australia, the Northern Territory and Western Australia. Our investigation is ongoing, but at this stage, I can confirm that approximately 600 customers were potentially impacted, of which a proportion of their calls did not go through. I can confirm that this technical failure has now been rectified. I have been advised that during the process of conducting welfare checks, three of the Triple Zero calls involved households where a person tragically passed away. Please know that these welfare checks are ongoing.

I want to offer a sincere apology to all customers who could not connect to emergency services when they needed them most. And I offer my sincere and heartfelt condolences to the families and friends of the people who passed away. I am so sorry for your loss. What has happened is completely unacceptable. We have let you down. You have my assurance that we are conducting a thorough investigation and once concluded, we will share the facts of the incident publicly. We will cooperate fully and transparently with all relevant government agencies and regulatory bodies while we investigate this matter further.

Thank you.

JOURNALIST: In 2024, you were fined \$12 million for the same sort of problem. You back then said it would never happen again. Federal Government said it would never happen again. And it's happened again.

STEPHEN RUE: I share your frustration. This should not have happened. We're doing a thorough investigation, I can assure you.

JOURNALIST: Do you have any idea what might have happened?

STEPHEN RUE: The facts are still being established and as I said, once they are established, we will make them public.

JOURNALIST: So, clearly Optus is clearly to blame for this because you were the ones doing the upgrade and this is where it's eventuated from that upgrade.

STEPHEN RUE: Again, I show your frustration. This is not acceptable.

JOURNALIST: Obviously, you're going to ride the storm. How do you see your future now? I know you knew that this has happened under your watch.

STEPHEN RUE: We will do a thorough investigation. Today is not about me. Today is about the people who lost their lives.

JOURNALIST: Exactly. What else you've offered - their condolences? Is there anything else you can offer?

STEPHEN RUE: Well, we will continue to do an investigation, I can assure you, and we will get to the facts. We will make them public. But again, I sincerely apologise to those people who lost their lives.

JOURNALIST: When were you aware of this? Like you call a snap news conference, quarter to 6 on a Friday? Could you have made this announcement any earlier?

STEPHEN RUE: We have been establishing the facts. When the facts that we've established - what I've told you today, when they came to light. We've been doing welfare checks during the day. They have just been completed and that's why I called the conference.

JOURNALIST: Now 600 customers affected. How many welfare checks are required as a part of that?

STEPHEN RUE: We need the welfare checks required for each customer.

JOURNALIST: All 600?

STEPHEN RUE: Yes.

JOURNALIST: You've made 600 welfare checks today?

STEPHEN RUE: We have done the welfare checks during the course of today, yes.

JOURNALIST: And can I confirm, you said three households have had someone pass away. Are you saying that three people have passed away or is there more than that?

STEPHEN RUE: That's correct. Three people. Two from South Australia, one from Western Australia.

JOURNALIST: What was the situation there? There were calling ambulance? Police?

STEPHEN RUE: Once again, when we have established all the facts, the facts will be made public.

JOURNALIST: And so what when they rang, what happened?

STEPHEN RUE: Well--

JOURNALIST: Did they hear anything? What was the result?

STEPHEN RUE: Once again those facts will be established and we will make them public.

JOURNALIST: I mean was it just nothing? Was there an answer?

STEPHEN RUE: We have been investigating during today we will continue to do further investigations. And once again, I share your frustration.

JOURNALIST: Just for the clarification of people who might see this, if there's a problem with your network, the expectation is that another network would carry the load of Triple Zero.

STEPHEN RUE: Once again, that's part of the investigation.

JOURNALIST: Just those three. So, two in South Australia, was it?

STEPHEN RUE: That's correct. Two in South Australia, one in Western Australia.

JOURNALIST: And why didn't it impact NSW or Queensland or Victoria?

STEPHEN RUE: The upgrade impact, as I said during my statement earlier, resulted in the failure for a number of Triple Zero calls in South Australia, Northern Territory and Western Australian.

JOURNALIST: And was there any reason why it didn't impact the other states?

STEPHEN RUE: Once again that will be part of the investigation. But it would have related to the network - the particular network upgrade that was being done.

JOURNALIST. So, does that mean there were certain regions that were effectively in a blackout? Or was it statewide or was it--

STEPHEN RUE: Normal calls were going through but triple zero calls were impacted in South Australia, Western Australia and Northern Territory.

JOURNALIST: What was the duration of the Triple Zero outage, do you know?

STEPHEN RUE: That will be part of the investigation again, those facts will be made public.

JOURNALIST: That's when it must be frustrating if people can make normal calls between people but they can't get on Triple Zero.

STEPHEN RUE: That's correct. So, the normal calls were going through but triple zero calls were impacted.

JOURNALIST: Okay, thank you.

JOURNALIST: Stephen, there are a couple of people who missed the audio at the very beginning. If you wouldn't mind just recapping the initial couple of facts.

STEPHEN RUE: Would you like me to read the statement again, please?

JOURNALIST: Just the first few statements.

STEPHEN RUE: Yesterday, Optus conducted a network upgrade and within this process a technical failure impacted Triple Zero calls. This resulted in the failure of a number of Triple Zero calls in South Australia, the Northern Territory and Western Australia. Our investigation is ongoing, but at this stage I can confirm that approximately 600 customers were potentially impacted of which a proportion of their calls did not go through. I can confirm that this technical failure has now been rectified. I have been advised that during the process of conducting welfare checks, three of the Triple Zero calls involving households where a person tragically passed away. Please know that these welfare checks are ongoing.

I want to offer a sincere apology to all customers who could not connect to emergency services when they needed them most. And I offer my most sincere and heartfelt condolences to the families and friends of the people who passed away.

I am so sorry for your loss. What has happened is completely unacceptable. We have let you down. You have my assurance that we are conducting a thorough investigation and once concluded, we will share the facts of the incident publicly. We will cooperate fully and transparently with all relevant government agencies and regulatory bodies while we investigate this matter further.

HOST: And we'll leave that there. That was Optus Chief Executive Officer Stephen Rue speaking about a technical failure during an Optus network upgrade yesterday in which Triple zero calls weren't going through in South Australia, the Northern Territory and Western Australia.

He said that 600 customers were potentially impacted. And during welfare checks today, it was discovered that three people in homes where Triple Zero calls were made, died. Two of those people were in South Australia and one was in Western Australia. That technical failure has now been fixed and there is an investigation.

END

OPTUS

Television Transcript

PREPARED: SATURDAY 20 SEPTEMBER 2025

TITLE: OPTUS' STEPHEN RUE PRESS CONFERENCE TRANSCRIPT

Summary: Optus' Stephen Rue press conference discussing network failure, deaths caused from the Triple Zero outage and an independent review of the technical incident.

Channel: ABC News Australia

Program: ABC News

Date Broadcast: 20 September 2025

Time Broadcast: 3:23 PM - 3:43 PM

TRANSCRIPTION

JOURNALIST: Now we are expecting to hear from the Optus Chief Executive Officer Stephen Rue. He is going to be speaking about the Optus outage on Thursday which resulted in the deaths of three people two people in South Australia and one in Western Australia. He's stepping up now. Let's listen in.

STEPHEN RUE: Good afternoon everyone. As I confirmed yesterday, Optus conducted a network upgrade on Thursday the 18th of September and within this process a technical failure impacted 000 calls. As has been reported, this was in relation to a firewall upgrade. This resulted in the failure of a number of 000 calls in South Australia, the Northern Territory and Western Australia. The loss of the lives of three people, two in South Australia and one in Western Australia, is absolutely tragic. I would again like to extend my deepest condolences to their families and friends and I promise that we will fully cooperate with any and all investigations in relation to this. In terms of our own investigation into the technical failures, I can confirm that this is ongoing and I will be fully transparent as we establish the facts of the matter. In this regard, I have some new information to share with you. I would like to address the rightful question about the length of the outage and how we were alerted to this. The system upgrade that took place in the early hours of Thursday morning around 12:30 am was a regular upgrade. When the upgrades and changes were implemented, initial testing and monitoring did not indicate there were any issues with calls connecting. Normal calls were connecting as they should and call volumes at a national level did not raise any red flags. There was a technical failure in the system, and further, there were no alarms to alert us that some emergency calls were not making it through to emergency services. We became aware of the severity of the incident when a customer contacted us directly at around 1.30 pm on Thursday. We were further notified by South Australian Police shortly thereafter at around 1.50pm. Once notified we stopped

the upgrade, restoring 000, and began to confirm with relevant stakeholders such as police and other regulatory and government agencies and departments, that we had experienced an outage impacting 000. We also confirmed that once we had the call details, that we would be commencing welfare checks. Welfare checks commenced later that evening and into the following day, Friday. And there were the delay in this at a time in this is due to the complexity of pulling records from the network. During the course of those welfare checks, we were advised by three households that there had been loss of life. While I am not able to comment in more detail regarding these individual situations as it is more appropriate for other agencies, you have my commitment that Optus will share any new information that is appropriate for us to share as we know more. I would now like to comment on our notifications to regulatory and government agencies and departments. While communication with regulatory and government agencies, including police, commenced in relation to the outage on Thursday, the communication of fatalities confirmed through welfare checks was not until yesterday. Once we had this information and were confident of its accuracy, we shared this with our board, with the ACMA, the Federal Government and other bodies. What I have asked my team to look into is what operational notifications could and should exist between retailers and the emergency services when there is a welfare check that determines a death has occurred. I will update further on this as I am able to establish the facts. I am sorry that the lack of this process led to the late notification of the Premiers and Chief Ministers. And while there was an intention, and while there was an intention was to ensure an earlier awareness of our intention to speak to the media, my team did end up making contact at roughly the same time. That said, I reiterate my belief that there should be a formal notification process in these instances and I've asked my team to look into that urgently. This was a complex situation where Optus was keen to be sure the facts that were emerging and believed to be true. And at the same time we did not wish to delay public notification any further. I also want to reiterate that we take full accountability for the technical failure and that we were unaware of this for a period of time which is unacceptable gap, which is an unacceptable gap in time, I will ensure is fully investigated. I now want to make you aware of the fact that we have had two complaints referred to us by the Telecommunications Industry Ombudsman. Both surround two individual calls to the Optus contact centre made on Thursday morning where they complained that the Triple Zero service was not working. Early review suggests that we have not handled these calls as would be expected. I will be able to say more about these in due course, but I do want to be transparent that we now know we were informed by two individuals that they could not connect into Triple Zero and this information was not surfaced with the relevant escalation at that time. We will be working with the TIO on these complaints and I will provide more details in due course. We are also conducting a review of all calls to our contact centres during the time of the outage. I would like to conclude this update with my confirmation that Optus will be appointing an independent person to lead a review into this entire incident. From every aspect, I hope to confirm that person in coming days but need to speak with relevant stakeholders both internally and externally to confirm prior to my announcement. I intend to update you daily as more information becomes known. Thank you.

JOURNALIST: What time on Thursday morning that call first came in?

STEPHEN RUE: In Thursday morning into the call centre?

JOURNALIST: ...into the call centre.

STEPHEN RUE: I believe around 9 o'clock. Correct.

JOURNALIST: And was the second call so two calls when did that...?

STEPHEN RUE: I'll confirm the exact time. Let me do that in my update tomorrow.

JOURNALIST: You said Premiers and Chief Ministers weren't notified because there wasn't a formal notification process. Isn't it just common sense to let leaders know when people are dying [INDISTINCT]

STEPHEN RUE: We spent the day confirming the facts that's and I wanted to make sure the facts before we inform relevant agencies bodies and before I made a statement which I made yesterday.

JOURNALIST: Did Optus hold names and addresses from police?

STEPHEN RUE: The numbers, the numbers were provided to the police.

JOURNALIST: So, the Australian Premier made it clear in his statements that he provided the suburbs and nothing else until he called you and asked [INDISTINCT] that change.

STEPHEN RUE: I certainly, I certainly spoke with the Premier, but again, let me confirm the exact details with you.

JOURNALIST: [INDISTINCT]

STEPHEN RUE: I'm not aware of any other deaths.

JOURNALIST: All the welfare checks have been completed?

STEPHEN RUE: They have.

JOURNALIST: And there have been no further incidents over deaths?

STEPHEN RUE: I'm not aware of any other deaths that occurred.

JOURNALIST: Will you compensate the families of the who have lost loved ones?

STEPHEN RUE: That's not a matter of course today. The matter for today is to ensure that we continue to update you on the situation.

JOURNALIST: Why is it not a matter for today?

STEPHEN RUE: Because the moment of the time is all about getting information, making sure we follow the facts and information sharing it with you transparently.

JOURNALIST: Why didn't you let the public know as soon as you knew the Triple Zero calls weren't getting through?

STEPHEN RUE: As I said, we want to get the facts of the information together we made sure that we -

JOURNALIST: That's life or death if people aren't [INDISTINCT].

STEPHEN RUE: Once we were aware of the Triple Zero calls not coming through, we stopped the process and reinstated Triple Zero.

JOURNALIST: Hours before you told the public it was hours before you told the public.

STEPHEN RUE: The Triple Zero had been stopped at that stage and we were focused then on the welfare check.

JOURNALIST: When you say Triple Zero stopped -

STEPHEN RUE: Sorry, my apology. Thank you for correcting me. The upgrade was stopped and the Triple Zero was restored. Thank you.

JOURNALIST: What do you know, or is there any idea as to why the access to Triple Zero, which should be the most accessible service in Australia, no matter which provider you're with was knocked out by this.

STEPHEN RUE: So, as I said, it was during an upgrade to a firewall upgrade. When we have the exact information, I will share that with you. That is part of our internal investigation at the moment.

JOURNALIST: How long did it take that Triple Zero call to be restored? Sorry, I might have missed that.

STEPHEN RUE: Sorry. As soon as we were aware of it, we stopped the upgrade and it was restored straight away.

JOURNALIST: So, what is that period, though?

STEPHEN RUE: It's minutes.

JOURNALIST: The outage began around. The upgrade happened at 12:30 on Thursday morning. So, we can assume that Triple Zero stopped working at that point in time and it wasn't until 1:30pm that afternoon that you, a customer contacted you and you were aware. So, that means it was 13 hours?

STEPHEN RUE: That's correct.

JOURNALIST: Is it Eastern time, those times?

STEPHEN RUE: Yes, it is.

JOURNALIST: Do you think you've breached your obligations under law to ensure emergency calls are going through?

STEPHEN RUE: That will be part of the investigation that we will do.

JOURNALIST: When did you find out [INDISTINCT]

STEPHEN RUE: I was aware of. I was aware that had been an outage pretty soon after we were [INDISTINCT].

JOURNALIST: The Communications Minister said today that she's staggered by the way that you have communicated this to the Federal Government and the three state and territory governments. What do you say to that?

STEPHEN RUE: What we spent the time doing, once we were aware of the outage, once we were doing the welfare checks, was establishing the facts. As soon as the facts were known to us, we reached out, as I said in

my statement to the relevant agency and then I want

JOURNALIST: The South Australian Premier, for example, had to contact you directly.

STEPHEN RUE: As I said, we had been in touch with the relevant police agencies. We made the Premier's office aware that I was making a press statement around the same time as I made the press statement.

JOURNALIST: They're very unhappy that you made that press statement at that same time without giving them enough time to act on it.

STEPHEN RUE: That's why I said during my statement that we're keen to look at the processes. When a welfare check occurs and an individual's lost their life, what is the process that is, should and could be in place to ensure that everybody's informed? in that case.

JOURNALIST: So you think there needs to be a process put in place, not a courtesy call or a common sense call to notify authorities and not hold a press conference that's very late on a Friday when stories die.

STEPHEN RUE: The press conference was held at the time that we had the information that could be shared with the public.

JOURNALIST: Do you see now Optus should have told everyone when you realised there was a problem with Triple Zero and not wait and at least tell the public?

STEPHEN RUE: Once we were aware of the issue with Triple Zero, the time that we spent was in looking at why that had occurred but also in ensuring that we performed the welfare checks. Once we were aware of the information, we then informed as I said the relevant parties and I wanted to make sure that we were very transparent and told the public what had occurred.

JOURNALIST: But you knew for a fact that Triple Zero wasn't working. Was that not something that people deserved to know? As soon as you knew that.

STEPHEN RUE: Triple Zero had been restored and the focus was on the welfare checks.

JOURNALIST: To clarify when did you exactly find out about this? How did you put this. 1:30pm on Thursday the company told you [INDISTINCT]

STEPHEN RUE: Shortly afterwards.

JOURNALIST: How long?

STEPHEN RUE: It was shortly afterwards.

JOURNALIST: It was 29 hours later though that you held the press conference. So, in that period of time you conducted 600 welfare checks. You found out three people had died. At what point did you know three people had passed? Was that by lunchtime Friday? Just trying to establish.

STEPHEN RUE: We were establishing facts during the time. Once the facts were known we informed the relevant agencies. And then as I said I want to be transparent.

JOURNALIST: Have you or anyone else from Optus spoken to the families other than that initial welfare check?

STEPHEN RUE: The welfare check was performed at a point in time I really checked how many.

JOURNALIST: How many people were conducting the welfare checks. There's at least 600 calls to be made.

STEPHEN RUE: I don't have the exact number. Let me, let me as I said let me get back to you.

JOURNALIST: So, have you contacted every single one. Have your people contacted every single one of those people who made those Triple 0 calls?

STEPHEN RUE: A welfare check is made, and in the event that we are not able to reach the person the process is passed on to the relevant police in the state.

JOURNALIST: But is that still ongoing? Have you spoken to the 600 people?

STEPHEN RUE: My understanding is that that is complete.

JOURNALIST: Have you reached out to the families directly?

STEPHEN RUE: I haven't at this stage reach out to the families. My focus has been on this at the right time and has to be at the right time. I will do that.

JOURNALIST: What did Optus learn from the 2022 incident? Because the Communications Minister said that Optus hasn't acted on key recommendations from the Bean review?

STEPHEN RUE: That will be part of the investigation that we will undertake.

JOURNALIST: How recently has Optus conducted outage tests to make sure the backup network comes online so customers can dial 000?

STEPHEN RUE: I don't have that information.

JOURNALIST: So, you don't know when the [INDISTINCT]

STEPHEN RUE: I don't have that specific information.

JOURNALIST: What about fire? Obviously, the focus has been on ambulance services but do you know about calls that were made for fire incidents or police related incidents?

STEPHEN RUE: We will ensure that we conduct a thorough review of all the calls that were made. I don't have that information at hand, but we will obviously be doing that as part of any investigation.

JOURNALIST: Do you wish that you let the public know as soon as you knew that this catastrophic failure had happened?

STEPHEN RUE: It was very important to establish the facts. It was very important to. To focus on the welfare checks.

JOURNALIST: For the company or for the people?

STEPHEN RUE: For everybody. And at the point in time that the welfare checks have been concluded and we had the information that was when it was the right time to share.

JOURNALIST: Is the biggest technical failure that you don't have monitoring in your systems that alerts you to a single point of the network being down, like Triple Zero. Because obviously the network was down, people were ringing, family, friends. There was no problem with the phone network. It was only Triple Zero calls. You don't have any way of monitoring that.

STEPHEN RUE: Again, that will be part of the investigation, which is why I do want to come back on a regular basis and inform you as more information comes.

JOURNALIST: The union for the communication workers says that as part of the review, Optus must examine every aspect of its systems, including its reliance on outsourcing and contracting the critical services. When you outsource the essential safety function, you increase the risk of failure [INDISTINCT]

STEPHEN RUE: What I can assure you is that we will be doing a thorough independent review into all aspects of that.

JOURNALIST: Have you listened to those two calls that came through the call centre yourself?

STEPHEN RUE: I haven't personally, but as senior members of my team have.

JOURNALIST: What have they told you that those calls were like? What are they describing?

STEPHEN RUE: Again, we will update you further at a later point in time.

JOURNALIST: Was it the one person who took those two calls?

STEPHEN RUE: Let me again update you with all the facts on that.

JOURNALIST: To clarify what was done after the 2023 outage to ensure this wouldn't happen again. Were those recommendations implemented?

STEPHEN RUE: I'm sorry, once again, I can assure you that will be part of the investigation that will be done.

JOURNALIST: Surely you know whether those recommendations were implemented?

STEPHEN RUE: I would like an investigation done to confirm all aspects.

JOURNALIST: The Federal Government says they weren't implemented, which is why this has happened.

STEPHEN RUE: Again, that's why I have asked for an independent review to be done.

JOURNALIST: In June, after the use of the hundred-million-dollar fine because of sales practices, I asked you if Australians could trust Optus again. Can Australians trust Optus again?

STEPHEN RUE: What Australians can know is that I will always be transparent with them and I'll always ensure that in this case what has occurred, that I'll be open and transparent. Which is why I'm standing here today, which is why I'll stand here again tomorrow.

JOURNALIST: How can you say that you'll be open and how can we trust that when you haven't been open and you haven't been transparent?

STEPHEN RUE: Well, what I would say to you is that I held a press conference yesterday. I had, at a point in time when I had established the facts. What I also have said to you is that I will not do an internal investigation. We will get an external review done of all aspects, all aspects of this. And I have also said that I will share the facts as and when I know them, and that is why I'm standing here today with new facts and I'll continue to do that.

JOURNALIST: The three people who lost their lives, do you know in anything more about them and whether their deaths were a direct result of not being able to get through to Triple Zero?

STEPHEN RUE: Yeah, it's not for me to comment specifically on the families and again, when we have all the information, we will share that with you.

JOURNALIST: Do you have an undertaking that if you learn of an outage of Optus or its access to 000 calls, that you will inform the public as soon as you know that?

STEPHEN RUE: Again, we will. There will be an investigation done on this. There will be, I'm sure, many recommendations. Those recommendations you will be aware of, and those recommendations will be followed.

JOURNALIST: Do you have a rough breakdown on of those 600 calls, which states those calls were made?

STEPHEN RUE: I don't have that with me here.

JOURNALIST: Why have you not contacted the three families?

STEPHEN RUE: It is appropriate to do that at the right time, in my opinion.

JOURNALIST: Is this not the right time?

STEPHEN RUE: I will do that when it is the right time.

JOURNALIST: And are all the Optus executives at work today to handle this situation?

STEPHEN RUE: We've had a, a whole of the executive today have been involved in various aspects of this.

JOURNALIST: So they're not in the office, not on the ground?

STEPHEN RUE: Some of them don't actually function necessarily in Sydney, so they've been in the relevant location. Thank you, everybody.

END

OPTUS

Television Transcript

PREPARED: SUNDAY 21 SEPTEMBER 2025

TITLE: OPTUS'S STEPHEN RUE PRESS CONFERENCE.

Summary: Optus's Stephen Rue press conference discussing updates regarding the Optus network outage, changes implemented by the company and the undertaking of an independent review.

Channel: ABC News Australia

Program: ABC News

Date Broadcast: 21 September 2025

Time Broadcast: 3:13 PM - 3:27 PM

TRANSCRIPTION

RUBY CORNISH: We're taking you to Sydney now, where the Optus CEO, Stephen Rue, is providing an update on the deadly Triple Zero outage.

STEPHEN RUE: Good afternoon. I would like to provide an update today and to provide further clarity on a few elements of this situation.

I would like to reiterate how sorry I am about the very sad loss of the lives of four people who could not reach emergency services in their time of need. Further, I acknowledge that the connection failures created immense additional distress for some of our other customers who attempted to contact the Triple Zero service on Thursday, and the news has understandably created concern for the wider community, who rightly want to know that when they need this service, it will be available to them. I would like to apologise to everyone impacted.

I was asked yesterday for additional details in relation to the cause of the upgrade failure. Early investigations show that it appears that established processes were not followed. In order to establish why this occurred, we are speaking with the individuals involved. As to the full technical detail of the network failure, we will leave that for the investigation.

What I can assure you is that actions are and will be taken to ensure that this does not happen in future. In the short term, I have put in place an immediate halt to further changes in our network system until we have a broader understanding of the events that have occurred so that we can introduce greater monitoring, testing and compliance and reviews of our change processes. Further, our technical teams are monitoring Triple Zero call volumes and failure rates state by state, 24 hours, seven days a week.

I have committed to providing updates when I am aware of new information. Yesterday, I confirmed that two customers contacted our call centre early on Thursday morning to report that they could not contact Triple Zero. Our review of our call logs is continuing, and so far, as part of that process, they have found three further calls in relation to this. As we had not detected the Triple Zero failures in our network at the time of these calls, there were no red flags for the contact centre to alert them to any live issues. This is clearly - this is not clearly good enough, and we are implementing a new compulsory escalation process following any customer reports of Triple Zero failures through our customer call centre.

As stated, these outages impacted calls in South Australia, Western Australia and Northern Territory. The new information that I want to share is that I've been made aware that there were two callers from NSW who were unable to connect to emergency services. This is because they are based near the South Australian border and their calls were connected to South Australian towers. Welfare checks on these callers have been progressed by Optus and the NSW Police, and we are not aware of any further issues.

I would now like to provide some clarity on the welfare check process, as there have been some reports that we may have missed the fourth person confirmed by police as having died while a call to Triple Zero was unsuccessfully attempted. The welfare check process is made as follows: Optus attempts to call impacted households two times. When we are unable to make contact, we hand it over to police, and police make further contact attempts. It was during these further inquiries that the new information became known.

I will now take your questions.

JOURNALIST: So, given how critical Triple 0 is, and the fact that Optus has failed in the past, you say you're monitoring now, 24 hours, the call volume. Why were you not doing that before?

STEPHEN RUE: Well, as I said, we will be looking into all processes, and that is one of the questions that the independent investigator can be looking at.

JOURNALIST: Knowing that there had been a failure before, why wasn't it not one of the first things you checked, that you were meeting all protocols in relation to Triple Zero?

STEPHEN RUE: As I said, we'll be looking at all protocols on how we operate as part of an independent review.

JOURNALIST: And is call volume the only way you have of knowing if Triple Zero has failed?

STEPHEN RUE: In this particular case, the calls were operating as per normal, except for Triple Zero. So, the actual call volumes looked normal. We are now - we are now looking at all Triple Zero call volumes.

JOURNALIST: Are you confident there hasn't been a similar network failure in the past 12 months, given that we've had Triple Zero fall out?

STEPHEN RUE: This particular event we will be investigating, and I can tell you that we'll be looking at all ways in which we can monitor things going forward.

JOURNALIST: In 2023, there was obviously a similar incident, and a number of recommendations were put forward - 18 of them, as I understand. Can you just talk us through which of those are now in place at Optus, and what they are exactly? And if there's some weren't implemented, what those ones are?

STEPHEN RUE: Yeah. Well, I've been assured that the company put in place processes around any recommendations that were made. But I will be ensuring that the independent review looks at the effectiveness of the implementation of those.

JOURNALIST: But if they were put in place, how can we now trust that it's going to make any difference - another set of recommendations, another investigation?

STEPHEN RUE: Because we will do an independent review. We will make public the facts, and I can assure you, we will be implementing everything.

JOURNALIST: You talked about the NSW case that was on the border. How confident are you there hasn't been another - there haven't been other cases of people not able to contact, say, on other border areas, Queensland or --

STEPHEN RUE: I'm not aware of any of those through our call logs.

JOURNALIST: So, 600 people around there affected, is what you've said. Are you confident that number won't be [indistinct]?

STEPHEN RUE: That is what our call logs, that is what our call logs show, and the team has looked at it on multiple occasions.

JOURNALIST: So, just getting back to what you said before, you said the way you work out if there's been a failure is based on call volume. As was mentioned over here, does that mean that there couldn't have been cases in the past when you don't know?

STEPHEN RUE: No. Sorry, maybe misunderstand. The call volumes in this case looked normal, if you like. What we are doing now is ensuring we're monitoring all call volumes on Triple Zero, twenty-four/seven.

JOURNALIST: But is it possible this has happened in the past, perhaps at a smaller scale, and Optus isn't aware of it?

STEPHEN RUE: I'm not aware of a case that like this change that had been made impacting.

JOURNALIST: There was a couple in June in Breakfast Point, an elderly couple who - an Optus customer and an Amaysim customer - who attempted to call Triple Zero more than a dozen times on both their phones, were unable to get through. They're told Optus about it and were told there was no issue with the network. They were also able to make normal calls to each other, but the Triple Zero line wasn't working. Are you aware of the case?

STEPHEN RUE: I'm not aware of the case you're talking about.

JOURNALIST: WA Premier says Optus failed to follow protocol after only informing WA Police about nine and a half hours after the outage was detected, only revealed less than 20 per cent of missed calls at that point. Why did that failure of communication happen?

STEPHEN RUE: Again, what we were doing was conducting welfare checks once we were aware there had been a Triple Zero failure. And as we go through those welfare checks - as I stated in my, at the very end - we make two calls and then where we're not - or make two attempts to contact, and where we're not able to contact, we then pass that on to the police.

JOURNALIST: If you knew there was a problem with Triple Zero, why wouldn't you raise the alarm?

STEPHEN RUE: Because we were going through the process of doing welfare checks. And as part of that, there is liaison with the - when we're not able to contact customers, there's liaison with the police.

JOURNALIST: Where is your call centre located?

STEPHEN RUE: We have call centres - we have one call centre in Australia, and we have call centres offshore.

JOURNALIST: Have you listened to the calls?

STEPHEN RUE: I haven't personally, but a senior member of my team has.

JOURNALIST: Were they offshore? Were the calls received offshore?

STEPHEN RUE: They were.

JOURNALIST: Can you confirm exactly when you found out that the outage was affecting Triple Zero calls?

STEPHEN RUE: Yes, as I said yesterday, it was shortly after that we were - it was shortly after the company was aware in that afternoon.

JOURNALIST: So, basically, listening to those calls, why do you think those operators didn't take those concerns seriously? Because it seems that it can escalate.

STEPHEN RUE: Because there was no indication of a general network issue. What the operators did was try and troubleshoot.

JOURNALIST: Well, just - so, the individual concerns of customers wouldn't raise any red flags to operators?

STEPHEN RUE: As I said, they attempted to troubleshoot. But we have now, as I said, we're implementing - just repeat what I said - we're implementing a new compulsory escalation process following any customer reports of Triple Zero failure.

JOURNALIST: Why do you think that an operator, though, wouldn't have taken that seriously and just tell someone to turn it off and on again?

STEPHEN RUE: Again, again, what they were not aware of a general network - sorry, of a Triple Zero issue. But I can assure you that will be part of the review that we'll be taking.

JOURNALIST: Do you think, though, having some of those call centre operators offshore in another country they may not recognise the [indistinct]?

STEPHEN RUE: The location of call centres is not really a topic for today. What the topic is around our processes and ensuring that the processes are in place.

JOURNALIST: Do you think, in hindsight, the moment that there was some concern about this, out of an abundance of caution, you should have just told the public there are some issues with Triple Zero calls?

STEPHEN RUE: Well, once we were aware of the Triple Zero issue, we immediately went in. The Triple Zero service was restored. What we were then focused on was the welfare checks.

JOURNALIST: Which government agencies or departments did Optus contact after realising this?

STEPHEN RUE: There's a multiplicity of agencies, from regulators through to federal government, state government agencies that we would contact.

JOURNALIST: When were they contacted?

STEPHEN RUE: At a range of times because it depends upon the agency. But at a range of times.

JOURNALIST: Before the press conference?

STEPHEN RUE: Yes. Many, many were notified for the press conference, yes.

JOURNALIST: Can you just talk a little bit more about established processes were not followed? What do you mean by that? What do you know at this stage?

STEPHEN RUE: Yeah, what I would like to do is leave that to - rather than me, because as I said here, we're going through that process of talking to people. I would like to leave that to an independent review, though, which we will release the facts of so that it comes independently, rather than me speculating.

JOURNALIST: Who's leading that review?

STEPHEN RUE: That has yet to be determined. The board are in active --

JOURNALIST: Why should anybody then trust, given the failures of Optus on a number of occasions, why should anybody trust you any further?

STEPHEN RUE: So, just to finish your question, and the board is in active discussion as to who gets gets appointed as the independent. Clearly, that will be a - that will be a matter that the board will ensure occurs.

JOURNALIST: Sorry, why should anybody, current customers or future customers, trust you any further, given the litany of failures of this company?

STEPHEN RUE: Because I am absolutely determined to ensure that what occurred, we get an independent review of that, we get recommendations about what we do, and I am determined - determined that we will

implement those.

JOURNALIST: So, is it not important to listen to calls, then?

STEPHEN RUE: Well, I may well do that, but my as I said a very senior member of my team has done that and reported that to me.

JOURNALIST: Why haven't you?

STEPHEN RUE: Because I have been doing a multiplicity of things, and one of my senior members on my team has done that.

JOURNALIST: If multiple government agencies and departments were contacted before that press conference, why wasn't the SA Premier aware of this?

STEPHEN RUE: The SA Premier's office was informed of our press conference around the time of the press conference.

JOURNALIST: The Deputy Western Australian Premier today said it was 9 pm on Thursday evening that Optus requested police make welfare checks on 26 residents. So, that was the welfare of 26 residents that you didn't know what their health condition was when you made the press conference.

STEPHEN RUE: The process that occurs is that we make welfare checks. Where we are not able to contact, we pass that on to the relevant authority. The relevant authority then has the - is the person who makes contact with the families. That is the protocol - the families, the people who attempted to make the call. That is the process that is followed.

JOURNALIST: But at the time of you telling media, that that could have been 26 people -

END

Press conference 24.09.25 Transcript

Thank you all for once again making this trip out here to Macquarie Park. I'd like to provide a further update to you and to provide some further clarity on a few elements of this situation that some of you have been seeking information about.

I have made a commitment to be as open and transparent as we can. There are very many moving parts to this. We do not want to release inaccurate information and therefore are doing our very best to ensure we have established the facts before we discuss them. As you will have seen today, the Optus chairman, John.

Arthur has announced. Kerry Schott has been appointed to head the independent review into what happened on Thursday, September 18th. While our internal investigations are ongoing, this independent review will identify the causes and canvass the applicable processes, protocols and operations of this incident. The review will also examine the management.

Of triple zero calls in the Optus network, including the monitoring and operational effectiveness in relation to the technical failure actions taken by Optus in response to the incident, including adherence to policies, procedures and legislative requirements, will also be considered by the review. Dr. Schott has experience at both the executive and board level in both the public and private sectors across infrastruc-

Infrastructure, energy and telecommunications sectors. And the board has committed to releasing the report. Once again, I would like to apologise to everyone impacted by the triple zero failures. There are no words, no words that can express how sorry I am about the very sad loss of the lives of four people.

Who could not reach emergency services in their time of need. I'd like to give you an update now about the network upgrade and the technical failure that ensued. The firewall upgrade program that caused the Triple Zero failures on Thursday, September 18, was scheduled to be completed over two nights. Our preliminary investigation.

Investigations have determined that on the first night of the upgrade, the steps taken on past successful upgrades of a similar nature were not followed. Step one in the previous successful upgrades, the process was to divert calls away from the relevant part of the core network to a separate part of the core network. Step two involved the equipment.

Behind the firewall being upgraded, being locked and step three is to then safely upgrade the firewall, with the final step being to unlock and redivert the traffic back. On this occasion of the upgrade on September 18 that caused the triple zero outage, the first step in the process was not followed.

We have successfully completed similar upgrades in the past and it should be reiterated the issue occurred because this time there was a deviation from established processes. The independent review. Sorry. The independent review will investigate the series of

events that took place here and determine why all 000 calls did not direct divert correctly.

1:27pm

To be very clear, Optus is accountable for the operation of its network. I would also like to provide an update about the number of customers that failed to reach emergency services during the technical failure on Thursday. There have been questions about why triple zero calls fail to transfer or utilise another available network. This is known in the industry as camping on.

Our early investigations have determined that about 25% of the 631 customers that failed to connect did get through. Approximately 86 of the 631 eventually successfully reached triple zero through the Optus network, and approximately 65 reached emergency services by transferring to another carrier such as Telstra or tpg.

1:28pm

Our early internal investigations have therefore determined There were approximately 480 customers who did not get through to Triple Zero. The independent review, as well as our own ongoing investigations will be examining why this happened and will determine whether there are any patterns that exist to the call failures. Inevitably, this will form part of the ACMA's investigation.

For which we will cooperate fully and transparently. Our technical teams continue to monitor 000 call volumes and failure rates state by state, 24 hours, 7 days a week. And we have implemented a new compulsory escalation process following any customer reports of 000 failure through our customer call centre. Finally, as many of you are aware, the.

1:29pm

Federal Court is due to come back this afternoon with a ruling regarding the penalty proposed by the Australian Competition and Consumer Commission and Optus arising from unconscionable conduct and inappropriate sales practices between August 2019 and July 2023. The Federal Court will also be making appropriate orders to this effect as the judgement is yet to be delivered. We cannot.

Comment on this matter now, but I will issue a statement later today. I will now take questions. The 65 that would be reached by transferring to another carrier. Were they camping on or did they just go use someone else's phone they were camping on? Investigate whether officers failed to implement review recommendations from previous high profile incidents.

1:30pm

The independent review. The terms upon that actually was released by the chairman in statement today. But yes, it will look for example at the implementation of being recommendations. Sorry. The team that performed the final upgrade, where are they based? The team is based both here and it's also based in Chennai. You've had a number of job cuts in recent years. Were there any cut from that team? Not to my knowledge. But to be very clear.

This is a process issue. This is a process breakdown. As I outlined, the first step in the standard process was not followed. Is that team of this staff or third party contractors? It's a combination. So, is Nokia involved? Your network Nokia are involved in Chennai? Yes. Is there any clear understanding of what steps were I taken? Yes, it was outlined as outlined in my remarks. The very first step which was to repeat which is to.

1:31pm

Divert calls away from the core part of the network was not followed. Is that just to be clear, that's as a result of human error, not a technical standard. That is as a result of human error. That's correct. In terms of instructions provided. Sorry, the instructions weren't following through correctly or it just wasn't attempted at all? Well, the whole. No, certainly. Sorry, no. The whole sequence of events and the whole process flow and what occurred will be conducted by the independent review, and I would like as.

As I said, there's many moving parts here. What I'd like to do is let the actual facts come through in the independent review, which we will make public for everybody. Have you personally spoken to Nokia about that? I have had no conversation with Nokia. Have you had the opportunity to directly engage with. What I have done is I have asked for advice from both the South Australian and the West Australian police. I have asked them about the approach.

1:32pm

Appropriateness and I've asked them to actually contact effectively the families as to any engagement with the company and me personally. Is it your desire to reach out to the families? I'm seeking advice on that matter. If I am, if the advice is appropriate for me to reach out, it is my desire to do so, yes. Is it an appropriate time frame to still be seeking advice on this matter? It's been a number of days since you've taken advice. No, no, we have asked. Sorry. To be clear, we have asked for that advice and we have then asked the.

The authorities to reach out as to whether families want to contact, want to have a discussion with us. I talk with Nokia all the time. But in terms of this particular process, what my focus has been on is what has been the process steps. To be very clear, this is process steps. This is optimistic accountability. We are accountable for our network. So,

therefore, what I have been focusing on is making sure the teams are working through the process.

1:33pm

Doctor Schopp, who's on the NBN board and appointed you as CEO. Optics are everything. Does that erode the notion that this will be a full independent review? Absolutely not. In any shape or form. Dr. Schott is a very, very well known, very capable, truly independent individual. Dr. Schott will report to the board. The report will be done.

Independently to our board. She is a high, outstanding, highly qualified individual and is completely independent. And just one more question, Mr. Rooh. I know you don't want to talk about what the federal court's going to decide on the penalty, but the question if I could put to you, what kind of company sells phone packages to people with an intellectual disability? I have made it very clear to the extent that you can go online and find Stack.

1:34pm

That I have made by video as well as by words, that that behaviour is totally and utterly unacceptable. And as a result, you know, you will absolutely have my assurance that when I first came into this role, the actual findings had come down just a few days before I started. One of the very first things that I did was set up a whole accompanying review.

When I say review. Actually, it's more than that. We looked at our sales processes. We're looking at incentive schemes. We have bought back some of the franchise stores that were involved a whole of business, because that behaviour is totally and utterly unacceptable. I'm sorry. Would you commit to giving regular updates to media about what we.

1:35pm

I think in terms of regular updates to the media, for example, at the time of every half year, we certainly talk about the company. I'm very happy to give appropriate updates to the media about the company. Absolutely. Is Singtel under investing opted? I think if you actually have a look at what Singtel.

Singtel with Moon. The Chief Executive Singtel said today the Singtel have invested to get the exact number. Yep, \$9.3 billion over the last five years in the company. Sorry, the company. I think what you're trying to refer to is the timing of capital expenditure any telecommunication company has.

1:36pm

Ups and downs and expenditure, depending upon what's occurring. So, in the last few years, there has been significant upgrades to the 5G network and the company has

been investing heavily in upgrading 5G networks in the metropolitan, metropolitan areas. And that led to an elevated level of spend. You can hardly say that \$9.3 billion worth of investment is not significant investment in the company. The question is, is it enough? Well, what we're talking about today is actually not expenditure.

What we're talking. What I outlined today is process. It's not expenditure, it's process. The process. Standard processes were not followed. That's not an investment issue. That is people not following processes. But typically people are an investment issue. Jobs have been cut. Do you have the right amount of staff to follow the process? Yes. This is not a roundabout lack of staff. This is.

1:37pm

What has occurred here is a standard process that's not being followed. What the independent review, again, will do is outline the facts of that which we'll make public. But that is a process issue. It's not an investment issue. Well, then is it an issue of taking jobs offshore? It is a process issue. So, regardless of where process is conducted, the issue was process was not followed. And to be very clear, the accountability for that rests with Optus. But there were.

Issues with people in actual call centres receiving warnings from customers and maybe escalate those. Would you consider bringing some of those call centres back in Australia? Well, firstly, again, regardless of where that particular, where that particular process was followed is not the point. The point is that indications were made to people in call centres that there may have been a triple.

1:38pm

Zero failure. That was not, that was not elevated. That's a process issue. Regardless of where that is, did they understand the context? Do people overseas necessarily understand the context and the importance of the triple zero system? Yeah. Well, once again, a process, once again, that the way in which the company, regardless of where, deals with when matters arise into.

Call centres, how that is elevated and it should be something that I'm sure the independent review will look at. But in the meantime, as I said as well here, we have made sure that any calls that give an indication of triple zero failure will be elevated to management. If the review finds of the offshore call centres were issued, would you consider bringing them all back to Australia? I'm not going to speculate on what the review is.

1:39pm

Is going to find. So, the Prime Minister said he'd be surprised if you haven't considered your future as a result of this area. This is not. That's what I said the other day as well, and I was asked the same question. This is not about me. What we have here is. Lives

have been lost. What we have here is a failure of triple zero. What we have here is processes in call centres, but also network not being followed. So, what this is.

About is ensuring that we have the facts, ensuring that those facts are shared and ensuring that what comes out of those facts are implemented. That's what this is about. The Triple Zero network at the moment is being monitored by, as I said again in my remarks by the network team, 24 hours a day, seven days a week. That is definitely. That is.

1:40pm

Good question. Same question I've asked. And that that question will be, I'm sure, discussed in multiple investigations. Nokia run your network Operations centre. They're in charge of it on the night, they're in charge of the upgrade. Do you have confidence in Nokia going forward? Have you put additional company resources to look over their shoulder? This is not about Nokia. This is about Optus accountability to ensure its network operates. That's what this is about.

Optus continue to have confidence in Nokia's ability to carry out processes on behalf of Optus. The issue here again is the process breakdown. That is Optus accountability. That's what the issue is about. Optus and Telstra hold about 70% of the market. Is Optus simply to fail? Optus again is an important part of the telecommunication industry. But to.

1:41pm

Honestly is really about updating you on three things. On the fact that we have an independent review now in train, the fact that we had a process issue, and the fact that the third thing which will come to me, the fact that some of the calls can't on there are calls for office to lose its naming rights to first date. You're not to respond.

We have a sponsorship arrangement with Optus Stadium, which continues on today. Absolutely. And you know, as the Chief Executive of the company, what I want to see is an independent review. And to comment further on Dr. Schott, I want an independent review. I.

1:42pm

I want to ensure that the findings are factually determined by an independent person because I want to implement the findings of that and I want to continue on with the work that I have been doing since I've become the Chief Executive. This is not about customers diverting from Optus again. This is about talking about a tragedy that occurred.

This is about talking about the process issues. I'm sorry, this is. This today. This today is about the fact that people were not able to reach emergency services. This is about

emergency services. I'm sorry, this is about emergency services. The other one's saying what? There are now millions of Australians that use Optus, so they will equally be watching this, wondering whether or not they can continue to trust the business, and that's the question.

1:43pm

Well, the question there, the answer, therefore, is exactly what I said earlier. I'm repeating what I said. I am determined to get an independent fact base. I'm determined to implement what needs to be done to ensure that these processes and this does not occur again. I am determined to ensure that emergency services are available to people at time of need. Put another way, can people custody.

Once again, I'm simply going to repeat what I said. This is about making sure that we have recommendations that will be followed and to continue on with the other work that I have been doing, including the work that you asked earlier around the sales practices of the company in the past. You said earlier that it's not about you, but you've also just recently said you'd like to be able to implement the findings that is independent with you. Do you believe that you're the best person to do that, given what's happened under your role? I am to be.

1:44pm

Determined again, because, again, I'm sorry to be repetitive, but I'm determined to get independent findings and to implement those findings. Thank you, everybody.

Internal\Singtel Optus Group and Non-Public Email Addresses

000 Emergency Call

Organizer 

Time Friday, 19 September 2025 6:00 AM-6:30 AM

Location [Microsoft Teams Meeting; OCS.PRV.EG.NMC.01.WPT\(18\)](#)

Respond

<input type="checkbox"/> Accept ▾	<input type="checkbox"/> ? Tentative ▾	<input type="checkbox"/> ✕ Decline ▾	<input type="checkbox"/> ⌚ Propose New Time ▾
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 Fw: Emergency Call Events - Nation Wide KPI
Outlook item ▾

As per attachment.

Morning regroup after yesterdays events.



Microsoft Teams [Need help?](#)

Join the meeting now

Meeting ID: 

In Shared Folder  Calendar

-----Original Appointment-----

From: [REDACTED]

Sent: Thursday, 18 September 2025 1:39 PM

To: [REDACTED]

Subject: SA Optus Mobiles Unable to Call 000

When: Thursday, 18 September 2025 1:30 PM-2:00 PM (UTC+10:00) Canberra, Melbourne, Sydney.

Where: Microsoft Teams Meeting

From: [REDACTED]
Sent: Fri 19/09/2025 4:36:29 PM (UTC+10:00)
To: Optus Media Centre[media@optus.com.au]
Subject: Optus CEO Stephen Rue to address media

Friday, 19 September 2025

OPTUS MEDIA ALERT

Optus Chief Executive Officer Stephen Rue will address the media with some remarks regarding an Optus issue.

When: 5:30pm AEST

Where: Optus Campus Sydney - 1 Lyonpark Road, Macquarie Park (map below)

Online meeting details: [Join the meeting](#)

Meeting ID: [REDACTED]

Passcode: [REDACTED]

Optus campus parking details & instructions:

- Enter via 1 Lyonpark Road
- Turn right and follow signs to the Visitor Parking area (near Building A)
- Collect a ticket at the boom gate and keep it with you, our team will assist with validation to ensure no charges apply
- Once inside, please follow signs to Main Reception (Building F) for check-in and to have your parking ticket validated
- Please carry photo ID for check-in
- **Note:** Parking is complimentary for media guests when validated. If your ticket is not validated, parking charges will apply.

OPTUS

Optus Media Centre / Media Releases / 2025 / 09 / Statement from CEO Stephen Rue

20 September 2025: CEO, Stephen Rue Update

20 September 2025

As I confirmed yesterday, Optus conducted a network upgrade on Thursday 18 September and within this process a technical failure impacted Triple Zero calls.

As has been reported, this was in relation to a firewall upgrade.

This resulted in the failure of a number of Triple Zero calls in South Australia, the Northern Territory and Western Australia.

The loss of the lives of three people, two in South Australia and one in Western Australia, is absolutely tragic.

I would like to once again extend my deepest condolences to their families and friends and I promise that we will fully cooperate with any and all investigations in relation to this.

In terms of our own investigation into the technical failures I can confirm that this is ongoing, and I will be fully transparent as we establish the facts of the matter. In this regard, I have some new information to share with you.

I would like to address the rightful question around the length of the outage and how we were alerted to this.

The system upgrade that took place in the early hours of Thursday morning, around 12:30am, was a regular upgrade.

When the upgrades and changes were implemented, initial testing and monitoring did not indicate there were any issues with calls connecting – normal calls were connecting as they should and call volumes at a national level did not raise any red flags.

There was a technical failure in the system, and further, there were no alarms to alert us that some emergency calls were not making it through to emergency services.

11/7/25, 2:25 PM

20 September 2025 CEO Stephen Rue Update

We became aware of the severity of the incident when a customer contacted us directly at around 1.30pm on Thursday.

We were further notified by South Australia Police shortly thereafter (1:50pm). Once notified we stopped the upgrade, restoring Triple Zero, and began to confirm with relevant stakeholders such as police and other regulatory and government agencies and departments that we had experienced an outage impacting Triple Zero.

We also confirmed that once we had the call details, we would be commencing welfare checks.

Welfare checks commenced later that evening and into the following day, Friday (the delay due to the complexity of pulling records from the network).

During the course of those welfare checks, we were advised by three households that there had been loss of life.

While I am not able to comment in more detail regarding these individual situations as it is more appropriate for other agencies, you have my commitment that Optus will share any new information that is appropriate for us to share as we know more. I now would like to comment on our notifications to regulatory and government agencies and departments.

While communication with regulatory and government agencies including police, commenced in relation to the outage on Thursday, the communication of fatalities confirmed through welfare checks was not until yesterday.

Once we had this information and were confident of its accuracy we shared this with our Board, ACMA, the Federal Government and other bodies.

What I have asked my team to look into is what operational notifications could and should exist between retailers and the emergency services, when there is a welfare check that determines a death has occurred. I will update further on this as I am able to establish the facts.

I am sorry that the lack of this process led to the late notification of the Premiers and Chief Ministers, and while there was an intention to ensure an earlier awareness of our intention to speak to the media, my team did end up making contact at roughly the same time.

That said, I reiterate my belief that there should be a formal notification process in these instances, and I have asked my team to look into that urgently.

11/7/25, 2:25 PM

20 September 2025 CEO Stephen Rue Update

This was a complex situation where Optus was keen to be sure of the facts that were emerging and believed to be true, and at the same time we did not wish to delay public notification any further.

I also want to reiterate that we take full accountability for the technical failure and that we were unaware of this for a period of time which is an unacceptable gap in time I will ensure is fully investigated.

I now want to make you aware of the fact that we have had two complaints referred to us by the Telecommunications Industry Ombudsman.

Both surround two individual calls to the Optus contact centre, made on Thursday morning where they complained that the Triple Zero service was not working.

Early review suggests that we have not handled these calls as would be expected. I will be able to say more about these in due course but I do want to be transparent that we now know we were informed by two individuals that they could not connect to Triple Zero and this information was not surfaced with the relevant escalation at the time.

We will be working with the TIO on these complaints and I will provide more details in due course. We are also conducting a review of all calls to our contact centres during the time of the outage.

I would like to conclude this update with my confirmation that Optus will be appointing an independent person to lead a review into this entire incident from every aspect. I hope to confirm that person in the coming days but need to speak with relevant stakeholders both internally and externally to confirm prior to my announcement.

I intend to update you daily as more information becomes known.

ENDS

Media contact:

Optus Corporate Affairs

02 9037 8179

media@optus.com.au

From: Optus Media Centre[media@optus.com.au]
Sent: Sat 20/09/2025 5:44:31 PM (UTC+10:00)
To: Optus Media Centre[media@optus.com.au]
Subject: Optus Update on 000 Outage

Good evening,

Please find below a statement from Optus on new information we've found in our investigation and the statement from this afternoon's press conference.

We are saddened to learn of a new fatality in Western Australia which appears to have occurred during the outage period, and we have been advised by WA Police that they believe the individual likely attempted to contact triple zero for assistance. We will continue to work with WA Police and other agencies to understand more of what has occurred.

CEO Stephen Rue said:

"I am deeply saddened by this further news and extend my heartfelt condolences to the person's family and friends.

As stated earlier today I have asked for a full review into the circumstances relating to the failed network upgrade and impact on the triple zero network. I will also be working with my Board and executive team to enable a full independent review of the entire incident including all the impacts and related information. This includes working closely with relevant agencies to establish the full facts."

+++

You can also find a link to Stephen Rue's statement from this afternoon here:
www.optus.com.au/about/media-centre/media-releases/2025/09/20-september-2025-ceo-stephen-rue-update

Thank you,



OPTUS

MEDIA RELEASE

19 September 2025

Optus launches investigation into Triple Zero call failures

Yesterday, Optus conducted a network upgrade and within this process a technical failure impacted Triple Zero calls.

This resulted in the failure of a number of Triple Zero calls in South Australia, the Northern Territory and Western Australia.

Optus apologises unreservedly for this failure which resulted in a number of customers being unable to get through to emergency services in their time of need.

Normal calls were still connecting during this period.

This technical failure has now been rectified.

During the process of conducting welfare checks, we have been advised that three of the Triple Zero calls involved households where a person tragically passed away.

These welfare checks are ongoing.

Optus CEO Stephen Rue said Optus has launched an immediate investigation into the incident.

“I want to offer a sincere apology to all customers who could not connect to emergency services when they needed them most,” Mr Rue said.

“And I offer my most sincere and heartfelt condolences to the families and friends of the people who passed away.

“I am so sorry for your loss.

“What has happened is completely unacceptable. We have let you down.

“You have my assurance that we are conducting a thorough investigation and once concluded we will share the facts of the incident publicly.”

Optus will co-operate fully and transparently with all relevant government agencies and regulatory bodies while we investigate this matter further.

ENDS

Media contact:

Kathy Lipari

02 9037 8179

Media@optus.com.au

From: [REDACTED]
Sent: Mon 22/09/2025 7:56:12 PM (UTC+10:00)
To: John Arthur (Chairman) [REDACTED]; Nicky Tan (Director) [REDACTED]; Michaela Browning [REDACTED]; Michaela Browning (Director) [REDACTED]; Kuan Moon Yuen (SINGTEL) [REDACTED]; Moon – Group Chief Executive Officer [REDACTED]; Stephen Rue [REDACTED]; Michael Venter [REDACTED]; Andrew Parker (Director) [REDACTED]
Cc: [REDACTED]
Subject: Proposed Agenda for meeting of 22 September 2025

Dear directors,

The proposed agenda for this evening is as follows:

1. Crisis Update (in respect of the events of today)
2. Go-forward Governance Framework
3. Independent Review
4. Legal Issues & Independent Advice for the Board
5. AOB

Please note, [REDACTED] will also be in attendance at the invitation of the Chairman.

Kind regards

[REDACTED]

[REDACTED]

1 Lyonpark Road, Macquarie Park NSW 2113 Australia
[REDACTED]

OPTUS

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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.

GENERAL ANNOUNCEMENT::OPTUS BOARD INDEPENDENT REVIEW AND SINGTEL GROUP CEO STATEMENT**Issuer & Securities**

Issuer/ Manager

SINGAPORE TELECOMMUNICATIONS LIMITED

Securities

SINGTEL - SG1T75931496 - Z74

Stapled Security

No**Announcement Details**

Announcement Title

General Announcement

Date & Time of Broadcast

24-Sep-2025 08:47:56

Status

New

Announcement Sub Title

Optus Board Independent Review and Singtel Group CEO Statement

Announcement Reference

SG250924OTHR73QW

Submitted By (Co./ Ind. Name)

Lim Li Ching (Ms)

Designation

Assistant Company Secretary

Description (Please provide a detailed description of the event in the box below)

Please see attached the announcement issued by Optus, a subsidiary of Singapore Telecommunications Limited (Singtel) and the Statement issued by the Singtel Group CEO.

Attachments [Ann_20250924_Optus_Independent_Review.pdf](#) [Ann_20250924_Singtel_Group_CEO_Statement.pdf](#)

Total size =94K MB

Optus Board Independent Review appoints Kerry Schott

The Chairman of the Optus Board, John Arthur, has announced today that the Board has commissioned Dr Kerry Schott AO to lead an Independent Review into the technical failure on 18 September 2025 which impacted Optus customers calling Triple Zero.

Dr Schott is an experienced executive and Board director, with a deep understanding of public and private sector organisations.

The Review will identify the causes, and canvass the applicable processes, protocols and operations, of the incident on 18 September 2025.

The Review will also examine the operational management of Triple Zero calls in the Optus network, including the monitoring and operational effectiveness in relation to this incident. Actions taken by Optus in response to the incident, including adherence to policies, procedures and legislative requirements, will also be considered by the Review.

Mr Arthur said: “What has occurred is clearly unacceptable, and on behalf of the Board I apologise for this failure in our accountability to all those who relied on our Triple Zero services. I particularly express my deep condolences to the families and friends of the four people who passed away.

“The Optus Board is working with Chief Executive Stephen Rue and his team to ensure we develop a full understanding of what went wrong and why, and what we need to do to prevent any repetition. In the interests of transparency - and to promote greater community understanding of what went wrong and why - we are committed to sharing the facts of the incident. The appointment of Kerry Schott to conduct an Independent Review will support these objectives. Dr Schott’s extensive cross-industry experience at both the executive and Board level, and in both the public and private sectors, particularly in infrastructure, energy, and telecommunications ideally equips her to undertake this Review.”

The Independent Review is expected to be completed before the end of the year. Dr Schott will report to the Optus Board on her findings. After considering those findings the Board will make Dr Schott’s report public.

Note to editors:



Dr Kerry Schott AO

Kerry Schott is currently a Director of AGL, Chair of the Carbon Market Institute and Chair of the Competition Review Panel for the Australian Government. These appointments follow a long career in the privatisation and infrastructure area in both government and investment banking. She was a Managing Director at Deutsche Bank and Executive Vice President at Bankers Trust Australia. She became CEO of Sydney Water 2005-2011. She has had numerous Board positions including Chair of Moorebank Intermodal and Director of NBN, and Chair of Retained Roads Pty Ltd (a 49% owner of West Connex motorway.)

Kerry has also served on a number Advisory Committees and policy reviews. She has currently led a short review into Incident Management at Sydney Trains for the NSW Government Cabinet Office; chaired a panel to review Freight Policy in NSW. chaired a short review of Marinus Link for the Tasmanian Government; reviewed Inland Rail for the Australian Government and briefly chaired ARTC.

Kerry holds a doctorate from Oxford University and was awarded an Order of Australia in 2015 for services to business and commerce. She holds honorary doctorates from the University of Sydney, Western Sydney University and the University of New England.



Statement by Singtel Group CEO Yuen Kuan Moon:

We are deeply sorry to learn about the network incident at our Optus subsidiary that has impacted Triple Zero calls, and to hear that customers could not connect to emergency services when they most needed them. Our hearts go out to the families and friends of those who have passed away and we know that Optus will get to the bottom of this matter.

We are working with the Optus board and management to ensure a thorough investigation of this incident to prevent any future recurrence. Optus has been co-operating fully and transparently with all relevant government agencies and regulatory bodies while the matter is being investigated and will share the findings in due course.

Optus is in the midst of an ongoing transformation led by Stephen Rue who was appointed 11 months ago to lead the charge. We will continue to fully support the Optus board and management team as they work through this incident and accelerate the changes needed. We are committed to the continued transformation of Optus to improve the processes and resiliency of the company and improve the reliability of critical services.

The Singtel Group has supported Optus by investing over A\$9.3 billion in the past five years with a large proportion of that put to building network infrastructure across Australia, and will continue to invest as needed for Optus to provide reliable communication services to all Australians.

OPTUS

MEDIA RELEASE

24 September 2025

Optus Board Independent Review appoints Kerry Schott

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Dr Schott is an experienced executive and Board director, with a deep understanding of public and private sector organisations.

The Review will identify the causes, and canvass the applicable processes, protocols and operations, of the incident on 18 September 2025.

The Review will also examine the operational management of Triple Zero calls in the Optus network, including the monitoring and operational effectiveness in relation to this incident. Actions taken by Optus in response to the incident, including adherence to policies, procedures and legislative requirements, will also be considered by the Review.

Mr Arthur said: "What has occurred is clearly unacceptable, and on behalf of the Board I apologise for this failure in our accountability to all those who relied on our Triple Zero services. I particularly express my deep condolences to the families and friends of the four people who passed away.

"The Optus Board is working with Chief Executive Stephen Rue and his team to ensure we develop a full understanding of what went wrong and why, and what we need to do to prevent any repetition. In the interests of transparency - and to promote greater community understanding of what went wrong and why - we are committed to sharing the facts of the incident. The appointment of Kerry Schott to conduct an Independent Review will support these objectives. Dr Schott's extensive cross-industry experience at both the executive and Board level, and in both the public and private sectors, particularly in infrastructure, energy, and telecommunications ideally equips her to undertake this Review."

The Independent Review is expected to be completed before the end of the year. Dr Schott will report to the Optus Board on her findings. After considering those findings the Board will make Dr Schott's report public.

ENDS

Media contact:

Optus Corporate Affairs
02 9037 8179
media@optus.com.au

OPTUS

MEDIA RELEASE

Note to editors:



Dr Kerry Schott AO

Kerry Schott is currently a Director of AGL, Chair of the Carbon Market Institute and Chair of the Competition Review Panel for the Australian Government. These appointments follow a long career in the privatisation and infrastructure area in both government and investment banking. She was a Managing Director at Deutsche Bank and Executive Vice President at Bankers Trust Australia. She became CEO of Sydney Water 2005 -2011. She has had numerous Board positions including Chair of Moorebank Intermodal and Director of NBN, and Chair of Retained Roads Pty Ltd (a 49% owner of West Connex motorway.)

Kerry has also served on a number Advisory Committees and policy reviews. She has currently led a short review into Incident Management at Sydney Trains for the NSW Government Cabinet Office; chaired a panel to review Freight Policy in NSW. chaired a short review of Marinus Link for the Tasmanian Government; reviewed Inland Rail for the Australian Government and briefly chaired ARTC.

Kerry holds a doctorate from Oxford University and was awarded an Order of Australia in 2015 for services to business and commerce. She holds honorary doctorates from the University of Sydney, Western Sydney University and the University of New England.



MEDIA RELEASE

24 September 2025

24 September 2025: CEO, Stephen Rue Update

Thank you all for once again making the trip out here to Macquarie Park today.

I would like to provide a further update to you all and to provide some further clarity on a few elements of this situation that some of you have been seeking information about.

I have made a commitment to be as open and transparent as we can be. There are very many moving parts to this - we do not want to release inaccurate information and therefore are doing our very best to ensure we have established the facts before we discuss them.

As you will have seen today, the Optus chairman John Arthur has announced Kerry Schott has been appointed to head the Independent Review into what happened on Thursday September 18.

While our internal investigations are ongoing, this independent review will identify the causes, and canvass the applicable processes, protocols and operations of the incident.

The Review will also examine the management of Triple Zero calls in the Optus network, including the monitoring and operational effectiveness in relation to the technical failure.

Actions taken by Optus in response to the incident, including adherence to policies, procedures, and legislative requirements, will also be considered by the review.

Dr Schott has experience at both the executive and board level, in both the public and private sectors, across the infrastructure, energy, and telecommunications sectors.

The Board has committed to releasing the report.

Once again, I would like to apologise to everyone impacted by the triple zero failures.

There are no words that can express how sorry I am about the very sad loss of the lives of four people, who could not reach emergency services in their time of need.

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MEDIA RELEASE

I'd like to give you an update now about the network upgrade and the technical failure that ensued.

The firewall upgrade program that caused the Triple zero call failures on Thursday September 18 was scheduled to be completed over two nights.

Our preliminary investigations have determined that on the first night of the upgrade the steps taken on past successful upgrades of a similar nature were not followed .

Step 1. In the previous successful upgrades, the process was to divert calls away from the relevant part of the core network to a separate part of the core network.

Step 2. Involved the equipment behind the firewall being upgraded being locked.

Step 3. Is to then safely upgrade the firewall and the final step is to unlock and re-divert the traffic back.

On this occasion of the upgrade on Sep 18 that caused the triple zero outage, the first step in the process was not followed.

We have successfully completed similar upgrades in the past and it should be reiterated the issue occurred because this time, there was a deviation from established processes.

The Independent Review will investigate the series of events that took place here and determine why all triple zero calls did not direct correctly.

To be very clear Optus is accountable for the operation of its own network.

I would also like to provide an update about the number of customers that failed to reach emergency services during the technical failure on Thursday.

There have been questions about why triple zero calls failed to transfer or utilise another available network – this is known in the industry as “camping on”.

Our early investigations have determined now that about 25 per cent of the 631 customers that failed to connect did get through.

Approximately 86 of the 631 eventually successfully reached Triple 0 through the Optus network.

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MEDIA RELEASE

Approximately 65 reached emergency services by transferring to another carrier such as Telstra or TPG.

Our early internal investigations have therefore determined there were approximately 480 customers who did not get through to Triple zero.

The independent review, as well as our own ongoing investigations will be examining why this happened and will determine whether there are any patterns that exist to the call failures.

Inevitably this will form part of ACMA's investigation for which we will cooperate fully and transparently.

Our technical teams continue to monitor Triple Zero call volumes and failure rates state by state 24 hours, seven days a week.

And we have implemented a new compulsory escalation process following any customer reports of Triple Zero failure through our customer call centre.

ACCC

Finally, as many of you are aware the Federal Court is due to come back this afternoon with a ruling regarding the penalty proposed by the Australian Competition & Consumer Commission (ACCC) and Optus arising from unconscionable conduct and inappropriate sales practices between August 2019 and July 2023.

The Federal Court will also be making appropriate orders to this effect. As the judgement is yet to be delivered, we cannot comment on this matter now, but I will issue a statement later today.

I will now take questions.

ENDS

Media contact:

Optus Corporate Affairs
02 9037 8179
media@optus.com.au

Message

From: [REDACTED]
Sent: 17/09/2025 11:37:47
To: OPE dropbox (Change Management) [REDACTED]; Optus Planned Events Escalations [REDACTED]; [REDACTED]
CC: [REDACTED]
Subject: Escalated Change | C320315 [REDACTED]

Hi CM Team,

Kindly process the below escalated change from your end.

Escalated Change Request	
Email Header	Escalated Change C320315 [REDACTED]
Summary of Activity/Change Description/Purpose	Soft lock / Hard lock and Unlock Mobile SBGs, NBN SBGs and Non Anchor SBGs in Regency Park to support IP Team firewall activity
Start Date /Time:	18/09/2025 00:00:00
End Date /Time:	19/09/2025 06:00:00
Risk (High/Medium/Low)	Low
Urgency (High/Medium/Low)	Low
Justification as to why Escalated Change is required / Why is the lead-time not met?	If this activity is not performed, IP team not able to perform their firewall activity
Impact to Optus should the change be delayed	If this activity is not performed, IP team not able to perform their firewall activity
Customer/Service Impact	No Customer Impact
Other Details	
Secondary Change Reviewer – Customer Impact, MOP, Rollback plan.	[REDACTED]
Change Escalation Contact	[REDACTED]
Optus Line Director / Nokia MSP Ops Director Approval (Optus Initiated Escalated CR)	
Nokia Domain Manager / Nokia GDC Ops Manager Approval (Nokia Initiated Escalated CR)	[REDACTED]

BR//

[REDACTED]

Message

From: [REDACTED]
Sent: 17/09/2025 09:23:00
To: [REDACTED]
CC: [REDACTED]
Subject: RE: Changes planned from [REDACTED] | C320315 | Softlock/Hard lock and Unlock Mobile SBGs, NBN SBGs and Non Anchor SBGs in Regency Park
Attachments: MOP for Soft Lock Hard lock Unlock [REDACTED] Traffic to support IPNE Activity.docx

MoP is approved

BR//
[REDACTED]

From: [REDACTED]
Sent: Wednesday, 17 September 2025 2:11 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Changes planned from [REDACTED] | C320315 | Softlock/Hard lock and Unlock Mobile SBGs, NBN SBGs and Non Anchor SBGs in Regency Park

Hi [REDACTED]

Could you please check and provide your MOP approval for the below activity.

CM No: C320315 / IM1915960 **(2 Days Activity - Offload one day and Onload in another day)**

Title: Soft lock / Hard lock and Unlock Mobile SBGs, NBN SBGs and Non Anchor SBGs in **Regency Park** to support IP Team firewall activity

Activity Start Time: 18/09/2025 00:00:00

Activity End Time: 19/09/2025 06:00:00

Thanks in Advance 😊

Regards,

[Redacted]

From: [Redacted]
Sent: Wednesday, 17 September 2025 1:52 AM
To: [Redacted]
Cc: [Redacted]
[Redacted]
Subject: RE: Changes planned from [Redacted] | C320315 | Softlock/Hard lock and Unlock Mobile SBGs, NBN SBGs and Non Anchor SBGs in Regency Park

Hi team,

MOP Approved

Br//
[Redacted]

From: [Redacted]
Sent: Tuesday, September 16, 2025 5:25 PM
To: [Redacted]
Cc: [Redacted]
[Redacted]
Subject: Changes planned from [Redacted] | C320315 | Softlock/Hard lock and Unlock Mobile SBGs, NBN SBGs and Non Anchor SBGs in Regency Park

Hi [Redacted],

Please find the MOP attached for off load & on load traffic from location Regency Park vSBG for supporting IPNE firewall activity.
Could you please check and approve the MOP for this activity.

Message

From: [Redacted]
Sent: 17/09/2025 13:04:57
To: [Redacted]
CC: [Redacted]
Subject: Re: Changes planned from [Redacted] | C320315 | Softlock/Hard lock and Unlock Mobile SBGs, NBN SBGs and Non Anchor SBGs in Regency Park

Hi,

Approved, please follow the MOP and ensure Pre checks and post checks are done

Thanks & Regards

[Redacted]
Sent from [Outlook for Android](#)

From: [Redacted]
Sent: Tuesday, September 16, 2025 9:41:09 PM
To: [Redacted]
Cc: [Redacted]
[Redacted]
Subject: RE: Changes planned from [Redacted] | C320315 | Softlock/Hard lock and Unlock Mobile SBGs, NBN SBGs and Non Anchor SBGs in Regency Park

Hi [Redacted]

Could you please check and provide your MOP approval for the below activity.

CM No: C320315 / IM1915960 **(2 Days Activity - Offload one day and Onload in another day)**
Title: Soft lock / Hard lock and Unlock Mobile SBGs, NBN SBGs and Non Anchor SBGs in **Regency Park** to support IP Team firewall activity
Activity Start Time: 18/09/2025 00:00:00
Activity End Time: 19/09/2025 06:00:00

Thanks in Advance 😊

Regards,
[Redacted]

From: [REDACTED]
Sent: Fri 19/09/2025 2:32:59 PM (UTC+10:00)
To: Moon – Group Chief Executive Officer [REDACTED]; Kuan Moon Yuen (SINGTEL [REDACTED]; John Arthur (Chairman [REDACTED]; Michaela Browning [REDACTED]; Michaela Browning (Director) [REDACTED]; Andrew Parker (Director) [REDACTED]; Nicky Tan (Director) [REDACTED]; Michael Venter [REDACTED]
Cc: Stephen Rue [REDACTED]
Subject: Confidential: IMPORTANT | 000 outage in SA, WA and NT

Dear Directors,

Please see the note below from Stephen regarding an urgent matter.

Kind regards

[REDACTED]

Dear Directors,

I want to update you on a network issue we experienced during a software upgrade which caused an outage for certain 000 calls in South Australia, Western Australia and Northern Territory.

Background

At 00:40 AEST on 18 September (ie early hours Thursday morning) a network upgrade to a security firewall was commenced. The normal procedure did not appear to have been undertaken with the resultant unintended consequence of impacting traffic flow for certain 000 calls (other calls were not impacted). Optus was notified of some 000 calls failing to connect by an EB customer at 1:25pm AEST Thursday. Changes made to the network were rolled back, restoring traffic flows by 3pm, and we started investigation into the outage. In total, it appears that 624 calls to 000 were impacted, of which a percentage, dependant on device used to make the call, would have successfully connected through Telstra, TPG or another Optus gateway (successfully rerouted to elsewhere on the Optus network). The exact percentage we are currently determining.

The initial indications were that 100 calls failed to connect to 000. Accordingly, at

8.14pm we commenced welfare checks and 40 of these were completed successfully. The remaining 60 calls were referred to the police for follow up. We are aware that 4 of the 40 customer we followed up were impacted including 2 potential fatalities.

By 11.30pm the Networks team completed a deep dive into the data using a secondary method and a total of 624 failed 000 calls were noted. The 100 calls identified earlier formed part of this cohort of 624 calls. The remaining 524 welfare checks are currently being completed, with one additional fatality being reported to us at this stage.

We are finalising the facts and are in the process of informing stakeholders such as the ACMA, Ministers' office, comms department, Premiers of SA, WA, emergency services ministers is SA, WA, NT, the TIO, ACCAN (consumer group) etc.

I plan to make a live media statement at 3.30. I will send the statement to you all once finalised. I will not be taking questions.

I will organise a Board call later today, where we can dive in to detail and provide you with our stakeholder plan.

Kind regards
Stephen

OPTUS

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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.

From: Felicity Ross [redacted]
Sent: Friday, September 19, 2025 2:08:42 PM
To: John Arthur [redacted]; Xuan Moon Yuen [redacted]; Michaela Browning [redacted]; Stephen Rue [redacted]; Andrew Parker [redacted]; Nicky Tan [redacted]
Subject: Draft statement: Stephen - media

As discussed – kind regards, Felicity

Talking points Stephen: VIDEO Statement

- Yesterday, Optus conducted a network upgrade and within this process a technical failure impacted Triple Zero calls.
- This resulted in the failure of a number of Triple Zero calls in South Australia, the Northern Territory and Western Australia.
- Our investigation is ongoing but I can confirm that approximately 600 customers were potentially impacted of which a proportion of their calls did not go through.
- This technical failure has now been rectified.
- I have been advised that during the process of conducting welfare checks three of the Triple Zero calls involved households where a person tragically passed away.
- These welfare checks are ongoing.
- I want to offer a sincere apology to all customers who could not connect to emergency services when they needed them most.
- And I offer my most sincere condolences to the families and friends of the people who passed away.
- I am so sorry for your loss.
- What has happened is completely unacceptable and we have let you down.
- You have my assurance that we are conducting a thorough investigation and once concluded we will share the facts of the incident publicly.
- We will co-operate fully and transparently with all relevant government agencies and regulatory bodies while we investigate this matter further.

Felicity Ross
Chief Corporate Affairs & Marketing Officer
Mobile: [redacted]
1 Lyonspark Road, Macquarie Park NSW 2113 Australia
[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: Optus Media Centre[media@optus.com.au]
Sent: Fri 19/09/2025 6:48:23 PM (UTC+10:00)
To: Optus Media Centre[media@optus.com.au]
Subject: Media Release: Optus launches investigation into Triple Zero call failures

OPTUS

MEDIA RELEASE

19 September 2025

Optus launches investigation into Triple Zero call failures

Yesterday, Optus conducted a network upgrade and within this process a technical failure impacted Triple Zero calls.

This resulted in the failure of a number of Triple Zero calls in South Australia, the Northern Territory and Western Australia.

Optus apologises unreservedly for this failure which resulted in a number of customers being unable to get through to emergency services in their time of need.

Normal calls were still connecting during this period.

This technical failure has now been rectified.

During the process of conducting welfare checks, we have been advised that three of the Triple Zero calls involved households where a person tragically passed away.

These welfare checks are ongoing.

Optus CEO Stephen Rue said Optus has launched an immediate investigation into the incident.

"I want to offer a sincere apology to all customers who could not connect to emergency services when they needed them most," Mr Rue said.

"And I offer my most sincere and heartfelt condolences to the families and friends of the people who passed away.

"I am so sorry for your loss.

"What has happened is completely unacceptable. We have let you down.

"You have my assurance that we are conducting a thorough investigation and once concluded we will share the facts of the incident publicly."

Optus will co-operate fully and transparently with all relevant government agencies and regulatory bodies while we investigate this matter further.

ENDS

Media contact:

Kathy Lipari

02 9037 8179

Media@optus.com.au

Message

From: [REDACTED]
Sent: 18/09/2025 23:37:42
To: [REDACTED]
CC: [REDACTED]
Subject: RE: Emergency Call Events - Nation Wide KPI
Attachments: Gx RX LX SOS updated.xlsx

Hi all,

S11 record retrieval was unsuccessful and we have used an alternate Gx [REDACTED] dataset (policy/authentication from EPG to PCRF).

The result is 624 unique Optus subscribers with SOS APN sessions on [REDACTED] and [REDACTED] EPGs (from 0030 to 1500), resulting in allocation of Regency Park SBG for attempted registration and call setup.

Without evidence of a SIP INVITE, the assumption is that these SOS APN sessions correlate to a failed emergency call attempt.

The Optus MSISDN list is on tab, 'Optus subscriber list'.

State	Gx Events
SA	332
WA	267
NT	22
NSW	3
Grand Total	624

Please note there are 42 inbound roamers with failed SOS sessions, see 'Inbound Roamer' tab.

Also we had a high number of SOS APNs requests coming from a particular set of wireless modules (Telit) – these have been removed from the unique user list.

+ thankyou to [REDACTED] for support in records analysis.

[REDACTED]

[REDACTED] | 1 Lyonpark Road, Macquarie Park NSW 2113

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From: [REDACTED]
Sent: Thursday, 18 September 2025 10:12 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Emergency Call Events - Nation Wide KPI

That is good. Very helpful. Thanks team

From: [REDACTED]
Sent: Thursday, September 18, 2025 10:10:57 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Emergency Call Events - Nation Wide KPI

++ [REDACTED]

To link in the superset from S11 once the parallel processing is completed. ETA 11pm.

Cheers,

From: [REDACTED]
Sent: Thursday, 18 September 2025 9:05 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Emergency Call Events - Nation Wide KPI

Thanks [REDACTED].

From: [REDACTED]

Sent: Thursday, September 18, 2025 8:24:45 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: Emergency Call Events - Nation Wide KPI

Hi [REDACTED] and team

FYI – 000 health checks in place, which will continue through the maintenance window and until we sync up on a monitoring plan..

Thanks

[REDACTED]

From: [REDACTED]

Sent: Thursday, 18 September 2025 5:12 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: Emergency Call Events - Nation Wide KPI

Importance: High

Hi [REDACTED] and Team,

Please find the Emergency Call event trends for all states captured from [REDACTED]. We will share the below graphs with 2 hours' time interval starting from now.

Graphs are captured with duration of last 12 hours and with granularity 1 minute.

Please advise if it needs any changes in duration, states, and distro lists.

NSW :

From: [REDACTED]
Sent: Thur 18/09/2025 2:24:29 PM (UTC+10:00)
To: [REDACTED]
Subject: Heads up: issue with calls to Triple Zero in SA and WA
[REDACTED]

If you've not heard yet, there's been an issue identified by Networks which is impacting calls to Triple Zero in SA and WA, possibly from 3am today.

Suspected cause is a Network change (upgrade to SBGs in the Regency Park exchange, which services SA and WA), so this change is urgently being rolled back.

I have no further details yet, but have advised Networks to commence welfare check processes.

I'll update you as we learn more.

Kind regards

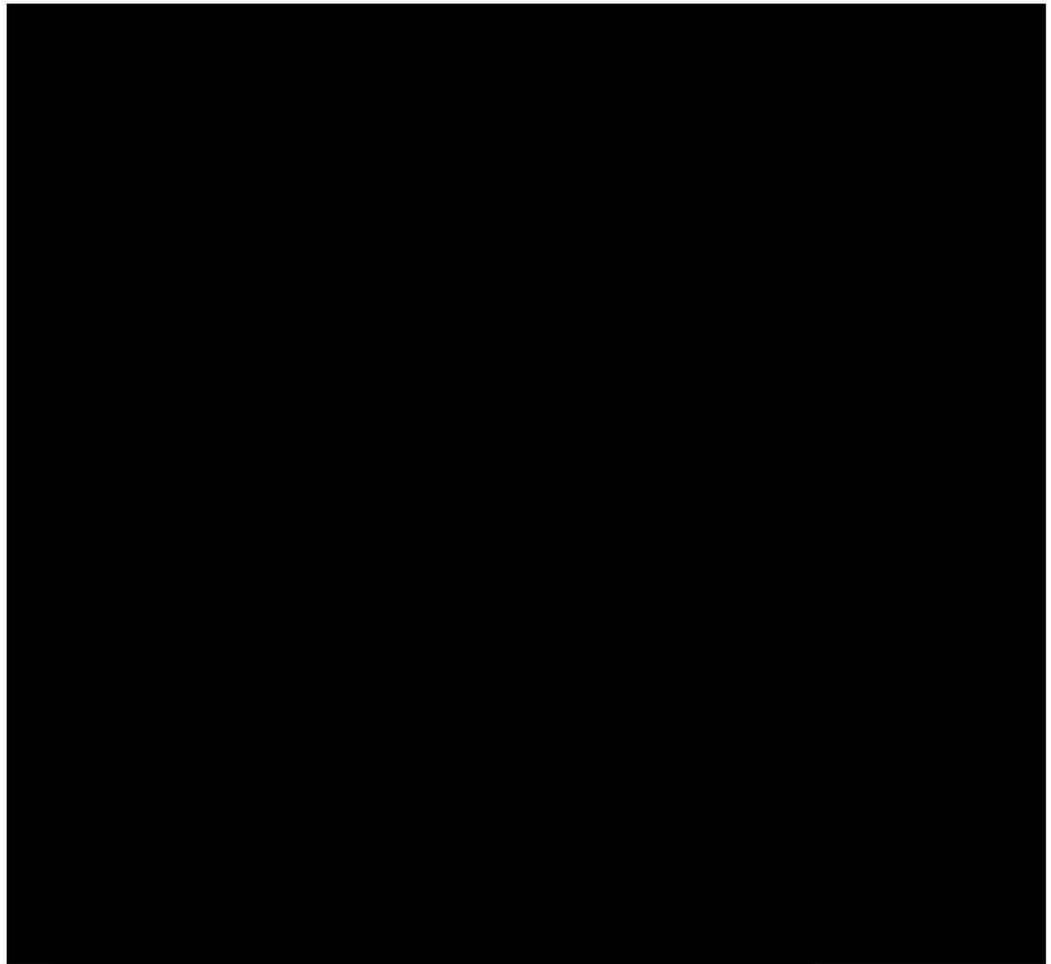
[REDACTED]

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Subject: Planned eCAB review meeting - 17-Sep-2025 MW

Attachment: Nokia Implementing Changes - 17-Sep-2025 MW.xlsx

Dear All,

Enclosed file contains the list of changes planned to be implemented by Nokia tonight 17-Sep-2025 MW and same will be discussed in the Planned e-CAB meeting scheduled today at 16:00 AEST.

[Redacted] brief summary of 24 changes planned for execution during the aforesaid period is as follows:

- 24 Normal changes (TXN-1, Core-7, IP-16). 11 out of 24 are high-risk changes (Core-2, IP-9)
- NIL Emergency Change

Regards,



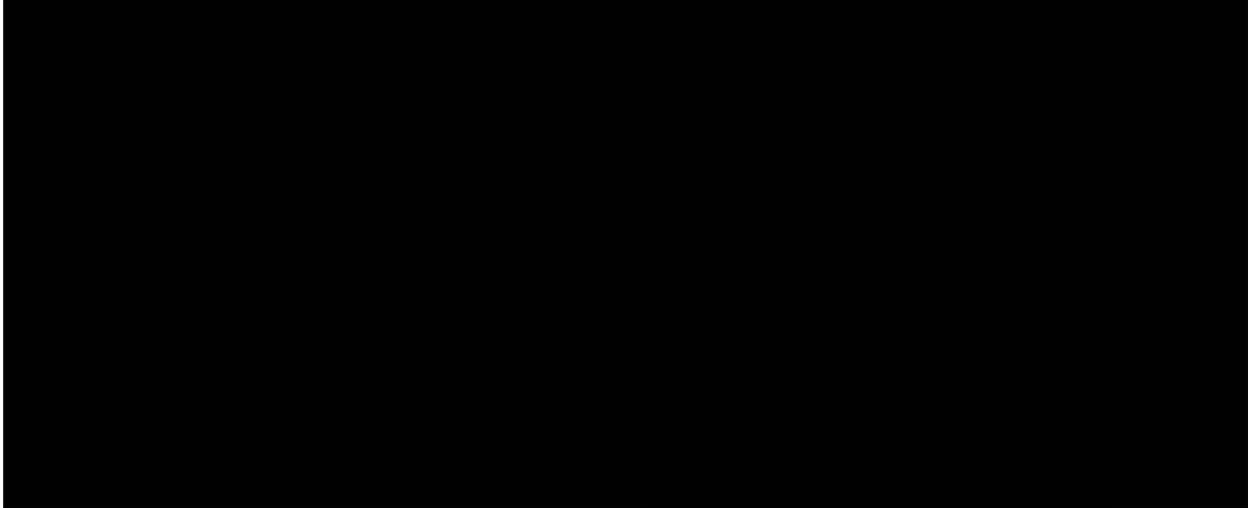
NOKIA

-----Original Appointment-----

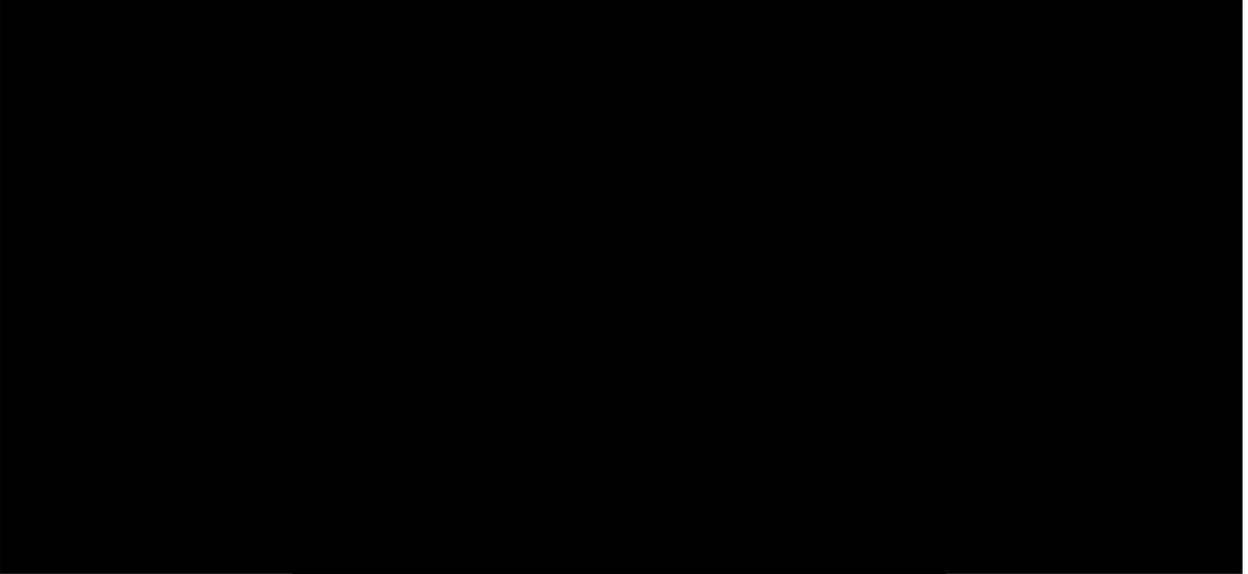
From: [Redacted]

Sent: Tuesday, September 6, 2022 3:08 PM

To: [Redacted]



Cc: [Redacted]



Subject: Planned eCAB review meeting

When: 17 September 2025 16:00-16:30 (UTC+10:00) Canberra, Melbourne, Sydney.

Where: Microsoft Teams Meeting

Hi All,

Placeholder to review the changes meeting the below criteria and planned during the immediate maintenance window.

1. Emergency changes (implemented by Nokia GDC/Onshore)
2. Normal/Standard changes (implemented by Nokia GDC/Onshore)
3. Emergency changes (implemented by Optus)

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: [REDACTED]

Passcode: [REDACTED]

[Download Teams](#) | [Join on the web](#)

Join with a video conferencing device

[REDACTED]

Video Conference ID: [REDACTED]

[Alternate VTC instructions](#)

-- Note that attendee's phone number is visible for the meeting organizer when connected by phone. Do not manually delete or change any information in this section --

[Learn More](#) | [Meeting options](#)

Regards,

[REDACTED]

NOKIA

From: [REDACTED]
Sent: Fri 19/09/2025 6:33:41 AM (UTC+10:00)
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: 000 Welfare Checks

Hi [REDACTED] just re-worded and formatted the update, please refer to this:

We received a file of 100 failed 000 calls at around 8:00 PM.

From 8:30 PM to 9:30 PM, [REDACTED] began contacting all 100 customers, while [REDACTED] managed the social queues.

Customers who didn't answer the first attempt were called a second time. Of the 100 customers:

- 60 customers did not answer, and 57 were referred to the police. 3 were not referred since networks couldn't locate the details
- 40 customers answered. Several were significantly affected, and the team noted the following during their conversations.

Notes from team

[REDACTED]

Thanks,
[REDACTED]

From: [REDACTED]

Sent: Thursday, September 18, 2025 11:45 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: 000 Welfare Checks

Hi [REDACTED]

We received a file of 100 failed 000 calls at about 8PM.

[REDACTED] attempted to contact all 100 customers between 8:30 PM to 8:30 PM. [REDACTED] was managing the social Queues.

We attempted to call all users twice, 60 of those customers did not answer our calls and 57 of the 60 customers were referred to the police.

Out of the 40 customers who did answer our call some of the customers were extremely affected, here are some notes from the team who spoke with them.

Notes

[REDACTED]

Message

From: [REDACTED]
Sent: 19/09/2025 06:25:40
To: [REDACTED]
CC: [REDACTED]
Subject: Re: 000 Welfare Checks required - Impacted end-user list

Hi all

This is so difficult for all involved. [REDACTED]

Who can provide me with details on those 3 extreme cases? I need to understand what's occurred, so we can determine if we need to advise the Minister, etc.

Thanks,

From: [REDACTED]
Sent: Friday, September 19, 2025 12:25:53 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: 000 Welfare Checks required - Impacted end-user list

Hi there,

[REDACTED]

Quick Summary:

- This was declared around 2.40pm by [REDACTED]
- Social Leadership spoke with [REDACTED] on a call around 2.40pm and were waiting for list
- We were advised that 5.52pm that there were no means to report these failed calls from [REDACTED]
- Then [REDACTED] received a call from [REDACTED] at 8pm that he had been able to find details of failed calls and that there were approximately 100 and file was sent; then [REDACTED] asked to hold off making welfare checks, we did and were then advised to commence at 8.14pm
- [REDACTED] called customers (through CXone) on list provided and referred the below as per [REDACTED] summary to state police

We've collated the notes/outcome of each call and will have details to share as required.

I'll be online from about 6am to share more, [REDACTED] will also be available too.

Regards, [REDACTED]

[REDACTED]
727 Collins Street, Melbourne Vic 3000
[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: Thursday, 18 September 2025 11:28 PM

To: [REDACTED]
[REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE: 000 Welfare Checks required - Impacted end-user list

Welfare checks have been completed – Of the 100 failed calls, 63 have been referred to police, with 3 unmatched numbers.

[REDACTED] are the unmatched numbers.

Thanks,

[Redacted]
727 Collins St, Docklands VIC 3008
[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: Thursday, 18 September 2025 8:09 PM

To: [Redacted]

Subject: 000 Welfare Checks required - Impacted end-user list

Attached is the list of failed calls requiring follow-up welfare checks. The data attached to this email has been checked to ensure that it covers the period 00:40 AEST 18/09/2025 to 14:34 AEST 18/09/2025 and the file contains 100 records”.

One Cycle only.

Thanks,

[Redacted]

1 Lyonpark Road, Macquarie Park NSW 2113 Australia
[Redacted]

OPTUS

From: [REDACTED]
Sent: Friday, 19 September 2025 5:20 PM
To: [REDACTED]
Subject: RE: Media briefing through Teams Live

[REDACTED]

These are Stephen's talking points for the media call. The media statement will be very similar. Just finalising formatting etc.

Talking points Stephen: VIDEO Statement

- Yesterday, Optus conducted a network upgrade and within this process a technical failure impacted Triple Zero calls.
 - This resulted in the failure of a number of Triple Zero calls in South Australia, the Northern Territory and Western Australia.
 - Our investigation is ongoing but at this stage I can confirm that approximately 600 customers were potentially impacted of which a proportion of their calls did not go through.
 - I can confirm that this technical failure has now been rectified.
 - I have been advised that during the process of conducting welfare checks three of the Triple Zero calls involved households where a person tragically passed away.
 - Please know that these welfare checks are ongoing.
 - I want to offer a sincere apology to all customers who could not connect to emergency services when they needed them most.
 - And I offer my most sincere and heartfelt condolences to the families and friends of the people who passed away.
 - I am so sorry for your loss.
 - What has happened is completely unacceptable. We have let you down.
 - You have my assurance that we are conducting a thorough investigation and once concluded we will share the facts of the incident publicly.
 - We will co-operate fully and transparently with all relevant government agencies and regulatory bodies while we investigate this matter further.
- [REDACTED]

From: [REDACTED]
Sent: Fri 19/09/2025 10:00:01 AM (UTC+10:00)
To: [REDACTED]
Cc: [REDACTED]
Subject: Full list
Attachment: IMSIs with Emergency call attempts 0030 to 1500 SA WA and NT - Full list.xlsx

Hello Team,

Attaching the full list, 524 on a different tab.

Thanks,

[REDACTED]
1 Lyonpark Road, Macquarie Park NSW 2113 Australia
[REDACTED]

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Optus Media Centre / Media Releases / 2025 / 09 / 22 September 2025 CEO Stephen Rue Update

22 September 2025: CEO, Stephen Rue Update

22 September 2025

In reviewing our call logs of customers who could not contact triple zero on Thursday, we have identified an additional seven customers.

Our investigations have revealed there was a period from 12.17am to 12.30am, as the upgrade was being readied for deployment, during which the ability of these customers to get through to emergency services was affected.

We have completed welfare checks and can confirm that three of the households have confirmed they require no further assistance.

Two customers have been referred to SA Police and two to WA Police as we have been unable to make contact. This is in line with standard welfare check protocol.

Subject: CMEC Activation

From: CMEC [REDACTED]
Sent: Friday, 19 September 2025 10:00 AM
To: Felicity Ross [REDACTED]
Subject: CMEC Activation

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

CMEC Message

Subject:

CMEC Activation

Sender:

[REDACTED]

Message: Optus CMEC Activated: The crisis management process has been initiated due to failed 000 calls. Please join a conference call at (11:00am AEST). Dial in details will be sent to your email. If in the OCS office, please convene at C4 Boardroom Please respond to this message on your availability.

Please respond.

YES I AM AVAILABLE.

NO I AM NOT AVAILABLE.