

## Questions on notice

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### **Questions on Notice from Senator Sarah Hanson-Young**

#### **Australian Communications and Media Authority**

Please provide any data you hold on the number of calls (mobile and landline) that attempted and were unable to connect to Triple Zero in the last twelve months. Please also provide this information as a percentage of total attempted calls to Triple Zero.

#### **Answer:**

There were 14.7 million calls made to Triple Zero over the last 12 months. This is the total number of calls that were successfully carried over telco networks and delivered to Telstra as the emergency call person.

The ACMA does not hold comprehensive quantitative data on the number of calls (mobile and landline) that attempted and were unable to connect to Triple Zero in the last twelve months. Unsuccessful call attempts often cannot be detected by telco network operators if the call has not registered on the network.

Some information relating to unsuccessful or disrupted Triple Zero calls has been provided to the ACMA under statutory notice to inform ongoing investigations. This is subject to confidentiality protections in section 521 and 522 of the *Telecommunications Act 1997*.

Work is also underway between the ACMA and the Triple Zero Custodian to obtain further information from the mobile network operators on the number of calls that were attempted but unable to connect to Triple Zero.