

**Senate Environment and Communications References Committee
Inquiry into the Triple Zero Service Outage**

Questions on notice – SA Ambulance Service

Questions on Notice from Senator Sarah Hanson-Young

Chronology of the 18 September 2025 Optus outage

1. Telstra states in its supplementary submission that it was contacted by the SA Ambulance Service (SAAS) at 13:14 AEST on 18 September 2025 regarding potential Triple Zero call issues:

5.1 Communication between South Australian Ambulance supervisor and Telstra's Triple Zero call centre in Sydney

Telstra's Triple Zero call centre in Sydney received a phone call from a South Australian Ambulance (SAA) supervisor at 13:14 AEST, 18 September 2025. The South Australian Ambulance supervisor advised that a caller had reported to them that they could not call Triple Zero from their Optus service, and they requested if the ECP had received any information in relation to a broader Optus issue. The Telstra Triple Zero supervisor on duty advised the SAA supervisor that they were not aware of any incidents however would pass the request to the Telstra Triple Zero Incident Management Operation Team (IMO) and provide an update back to the SAA supervisor. The IMO conducted a series of internal checks confirming that no incident had been reported by Optus and that the ECP's performance dashboard (which monitors the volume of emergency calls received) showed no abnormal patterns and no failed emergency calls had been recorded between 00:40 AEST and the time of the call from the SAA supervisor to alert Telstra (as ECP) ahead of Optus contacting the ECP. This information was reported back to the SAA supervisor.

(Telstra, *Submission 7.1*, p. 14)

On the other hand, the SAAS's submission states that on 18 September 2025 it contacted Telstra at 11:35 CST (12:05 AEST) and received a call back at 12:00 CST (12:30 AEST):

- At 11:35 CST, SAAS contacted Telstra as the Triple Zero (000) Emergency Call Person (ECP) responsible for transferring Triple Zero (000) calls to Emergency Service Organisations (ESO) to seek advice on whether any outages or technical issues had been identified and, if so, to request Telstra perform a review of these reported failed connections.
- The request was escalated to the Telstra Supervisor, who called back at 12:00 CST to advise that there were no recorded outages, and that the numbers callers used to try to call Triple Zero (000) unsuccessfully were not visible on their system.

(SAAS, *Submission 27*, p. 1)

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Could you clarify or provide any additional information on the nature of SAAS’s communications with Telstra on 18 September 2025 concerning the Triple Zero call issues, including the timing of those contacts? Additionally, please specify the source or sources of the information relied upon by SAAS.

2. Optus states in its submission that it was contacted by the SAAS at 13:15, 13:17 and 13:25 AEST on 18 September 2025 regarding potential Triple Zero call issues:

18/09/2025	13:15	Call from SA Ambulance to Optus Operational Architect - EB Delivery regarding possible Triple Zero issue.	SA Ambulance notifies Optus that there is a potential issue with emergency calls. Asks the Optus contact if there is an issue with Triple Zero of which the contact says they are not aware of any. SA Ambulance contact says they will confirm. Call duration 37 seconds.
18/09/2025	13:17	Call from SA Ambulance to Optus Operational Architect - EB Delivery confirming Triple Zero issue.	SA Ambulance confirms with Optus Operational Architect – EB Delivery that there are issues with emergency calls. Optus confirms they will escalate internally. Call duration 25 seconds.
18/09/2025	13:25	Call from SA Ambulance to Optus Operational Architect - EB Delivery asking for update.	SA Ambulance calls Optus requesting an update on the emergency call issue identified. Optus confirms the issue is being escalated. Call duration 15 seconds.

(Optus, *Submission 1*, Appendix A)

On the other hand, the SAAS’s submission states that it attempted to contact Optus at 13:43 CST (14:13 AEST) on 18 September 2025, and does not mention any further communications with Optus that day:

- SAAS proceeded to attempt to contact an Optus representative via phone call to discuss the issue at 13:43 CST.

(SAAS, *Submission 27*, p. 2)

Could you clarify or provide any additional information on the nature of SAAS’s communications with Optus on 18 September 2025 concerning the Triple Zero call issues, including the timing of those contacts? Additionally, please specify the source or sources of the information relied upon by SAAS.

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Answer:

Response to 1:

SAAS can confirm that a call was made to the Telstra Supervisor by the Emergency Medical Dispatch Supervisor Team Leader on 18 September 2025 timestamped in ACST @ 1128:13. This call was recorded by the telephony recording system and tagged with the operator position and the number dialled. This number has been confirmed as 1800 220 208 which is the SAAS contact for the Telstra Supervisor.

SAAS Emergency Medical Dispatch Supervisor Team Leader received a call from Telstra @ 1157:07 as follow up to the above conversation.

Response to 2:

Having further reviewed communication logs and followed up with staff, SAAS can confirm it did contact Optus at 13:15, 13:17 and 13:25 AEST on 18 September 2025 regarding potential Triple Zero call issues as per Optus, Submission 1, Appendix A. These communications were by a SAAS telecommunications staff member from a mobile phone rather than recorded calls from within our Emergency Operations Centre, and were not captured in our original timeline.