

Correspondence between ACCAN, ACMA, ATA and Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

a) ACCAN Consumer Sentiment Tracker Wave 3	2
b) ACCAN email to Senator Hanson-Young – 11 March 2026	6
c) ACCAN email to Luke Coleman – Australian Telecommunications Alliance – between 12 March to 13 March 2026	8
d) Telstra letter to ACCAN – 16 March 2026.....	13
e) Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts – Triple Zero Custodian Division letter to ACCAN – 16 March 2026	16
f) ACCAN letter to Lyndall Stoyles - Telstra – 16 March 2026	18
g) Telstra letter to ACCAN - 17 March 2026	21
h) ACMA Letter to ACCAN – 19 March 2026	26
i) Screen shot - ACCAN response to ACMA – 19 March 2026.....	28

a) ACCAN Consumer Sentiment Tracker Wave 3

ACCAN Consumer Sentiment Tracker Wave 3

Communications services like mobile and home internet are essential to everyday life in Australia, including as a lifeline to emergency services. Concerningly, Australians are experiencing frequent outages and disruptions to the telecommunications services they rely on – including the ability to call emergency services in times of need.

To better understand how consumers experience communications services, the Australian Communications Consumer Action Network (**ACCAN**) has developed the ACCAN Consumer Sentiment Tracker (**the Tracker**). The Tracker is informed by a consumer survey commissioned by ACCAN and undertaken by Essential Research.

Wave 3 of the Tracker, collected in February 2026 shows the following data:

Consumers are deeply concerned about reliable Triple Zero access

- Nearly half of all Australians (47%) are concerned that their mobile call to Triple Zero could fail to connect during an emergency.
- 1 in 10 consumers (10%) have reported that they or a member of their family were not able to contact Triple Zero from a mobile phone due to a mobile outage in the last 12 months. 23% of people told us that they, or someone in their household, have a medical condition that would place a life at risk if access to Triple Zero services via a mobile phone was lost.
- More than 3 in 4 Australians are only able to access Triple Zero through a mobile phone. Despite this, the mobile networks used by Australians, including those living in regional, rural and remote (RRR) areas are not regulated with the express goal of reliability.

Service reliability overall is critical to consumers and a frequent issue

- Reliability is the most important factor for consumers after price and ranks above coverage and speed across the three waves of the tracker.
- 33% of consumers experienced at least one unplanned mobile outage in the past year, with 11% reporting experiencing two outages, and 6% reporting three or more.

Consumers overwhelmingly support the introduction of mobile reliability standards

- 76% of consumers report a mobile phone is their only way to contact Triple Zero.
- Consumers strongly support the government introducing minimum reliability requirements for mobile phone networks providers.
- 74% of consumers support enforceable service standards, with financial penalties for network providers who breach their obligations.

Why is this data important?

Australians support more action on mobile network reliability

The Tracker has consistently demonstrated that reliability is the most important factor for consumers when choosing a mobile plan after price.

Among those consumers with a firm view (that is excluding undecided or unsure), 94% agree that the Government should play a stronger role in regulating telecommunications companies, with only 6% expressing disagreement.

In areas of Australia that only have access to one mobile network provider, an unreliable telecommunications network means – among other risks – unreliable access to Triple Zero and emergency services.

For example, responding to questions on notice for the inquiry into Triple Zero Service outage, Telstra recently made public that in 2025 there were 5,221 mobile tower outages on its network lasting more than 10 minutes in areas where Telstra is the only mobile provider. This means that during these outages, Australians in that area would be completely unable to access Triple Zero.

In Roy Morgan's latest report on Australia's most trusted and distrusted brands, not a single telecommunications provider appeared in the top 20 most trusted brands. Further, Australia's two largest providers, Optus and Telstra, are both in the top 10 most distrusted brands.¹ Repeated breaches of social licence by large communications providers are stark reminders of why consumers may distrust mobile network providers and support further regulation of the communications sector.

Consumers strongly support legislated reliability standards

Unreliable mobile networks negatively impact public safety and access to educational and social services, especially in RRR areas. The Tracker demonstrated that among those consumers with a firm view (that is excluding undecided or unsure), **94% support the introduction of minimum reliability requirements for mobile phone network providers**, with only 6% expressing opposition.

Consumers expressed support for minimum mobile standards covering:

- the ability to call Triple Zero services (85%)
- stable phone call connections (85%)
- accurate timely reporting of outages (82%)
- time taken to repair an outage (81%).

¹ Roy Morgan Research, 'Australia's Most Trusted and Distrusted Telcos Deep-Dive Webinar' (11 December 2025) <<https://www.roymorgan.com/findings/australias-most-trusted-and-distrusted-telcos-deep-dive-webinar>>.

In the energy sector, providers are financially rewarded or penalised according to performance reliability targets. The Tracker has shown significant support for equivalent requirements.

- 74% of consumers support financial penalties being handed out to mobile phone network companies who fail to meet service standards.
- Among those consumers with a firm view on financial penalties (that is excluding undecided or unsure), 93% expressed support, with only 7% expressing opposition.

Action can be taken to improve mobile reliability

Amendments to the *Telecommunications (Consumer Protections and Service Standards) Act 1999* (Cth) could be made to empower the relevant Minister to institute minimum mobile service standards.

Minimum mobile service standards would:

- Reduce incidences of network outages, and incentivise network maintenance and timely resolution of faults
- Safeguard public access to Triple Zero services
- Strengthen digital inclusion, ensuring greater quality and reliability of services in RRR areas
- Uplift national economic productivity
- Hold telecommunication providers accountable for the services they deliver
- Align the telecommunications sector with other essential services (such as energy) and international standards.

Triple Zero needs modernisation to meet community needs

ACCAN calls for urgent modernisation of Australia's Triple Zero system and technologically neutral access to Triple Zero. While the above reforms to mobile reliability will improve consistent access to Triple Zero, especially in RRR areas, more can be done to ensure all Australians can reliably and inclusively access emergency services.

ACCAN calls for the implementation of a universal SMS to the Triple Zero service and to commit to an inclusive, resilient, and evolving emergency communications system.² This should include future support for additional digital channels such as SMS to Triple Zero, real-time text, and 24/7 video relay services to Triple Zero.

² ACCAN, 'Inquiry into Triple Zero Service Outages' <<https://www.accan.org.au/accan-submission/inquiry-into-triple-zero-service-outages>>.

b) ACCAN email to Senator Hanson-Young – 11 March 2026

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: ACCAN Consumer Sentiment Tracker Wave 3
Date: Tuesday, 24 March 2026 9:45:01 AM
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)
[Consumer Sentiment Tracker Wave 3.pdf](#)

Research from ACCAN, a copy of which I understand was sent to each committee member ahead of the hearing on 12 March.

From: CEO [REDACTED]
Sent: Wednesday, 11 March 2026 8:44 AM
To: Hanson-Young, Sarah (Senator) [REDACTED]
Subject: ACCAN Consumer Sentiment Tracker Wave 3

Dear Senator

The attached summarises key findings from Wave 3 of ACCAN's Consumer Sentiment Tracker relating to consumer views on mobile network reliability and access to Triple Zero services. The data indicates significant consumer concern about the reliability of emergency access via mobile networks, alongside strong support for minimum reliability standards.

I would welcome the opportunity to discuss this further with you, either in Canberra or via online meeting. Ayden Castro in my office can assist with arranging a suitable time on [REDACTED]

Warm regards Carol

Carol Bennett
Chief Executive Officer

accan
Australia's peak body for
communications consumers.



Our team acknowledges the Gadigal people of the Eora Nation on which ACCAN's office stands, as well as the many other traditional lands where our staff, board and members operate. We pay our respects to Aboriginal and Torres Strait Islander cultures, and to Elders past and present.

A: PO Box A1158 Sydney South, NSW 1235 | **P:** 02 9288 4000

c) ACCAN email to Luke Coleman – Australian Telecommunications Alliance – between 12 March to 13 March 2026

From: Carol Bennett
Sent: Friday, 13 March 2026 10:30 AM
To: 'Luke Coleman' [REDACTED]
Cc: Gareth Downing [REDACTED] Christiane Gillespie-Jones
[REDACTED]
Subject: RE: 000 Research

Dear Luke

Thanks for responding.

Unfortunately, you again seem to think that questioning the research - claiming the message is wrong - or the survey is wrong - is the big issue. It isn't.

You say the Telcos have acknowledged the problems with triple zero and are undertaking measures to address the problems - again not sure I see that in your response.

Building public trust and confidence doesn't happen when you're primarily seeking to defend the industry, deny there is a problem, or dispute survey results about the extent of the problem.

Do you seriously think there is not a significant problem here? Do you question that the public have lost confidence in triple zero? Do you think that the trust problem is because ACCAN published a survey showing consumer sentiment and giving voice to their experience? Why make denial your story?

I look forward to you being part of the solution rather than further exacerbating the issue of public confidence in Telcos and triple zero.

ACCAN will continue to represent consumer voices and work towards Telcos to better provide what is an essential lifesaving service. It is consumer voices that inform our advocacy for regulations and practices that will improve consumer safety and confidence.

Regards Carol

Carol Bennett

Chief Executive Officer

accan

Australia's peak body for
communications consumers.



Our team acknowledges the Gadigal people of the Eora Nation on which ACCAN's office stands, as well as the many other traditional lands where our staff, board and members operate. We pay our respects to Aboriginal and Torres Strait Islander cultures, and to Elders past and present.

A: PO Box A1158 Sydney South, NSW 1235 | **P:** 02 9288 4000 | **M:** [REDACTED]

From: Luke Coleman [REDACTED]
Sent: Friday, 13 March 2026 10:00 AM

To: Carol Bennett [REDACTED]
Cc: Gareth Downing [REDACTED]; Christiane Gillespie-Jones
[REDACTED]
Subject: Re: 000 Research

Carol,
Questioning the findings of this so-called research - particularly when it is framed in a way that appears to be deliberately designed to mislead - is not "shooting the messenger". If ACCAN is confident in the research methodology that supports the claim that 1 in 10 people were unable to reach 000 due to an outage, then the research and the methodology, including the questions asked, should have been made public at the same time as your media release. If this information is not made completely transparent then you expect the public to take your claims at face value - when they deserve the proper scrutiny.
Your media release yesterday was designed to undermine confidence in Triple Zero, and the industry more broadly. Industry has repeatedly and publicly acknowledged the problem and is working to address it - ACCAN appears more interested in scoring cheap shots in the media than in being part of the solution.

Luke

[REDACTED]

[REDACTED]

Luke Coleman
CEO



A Level 25/100 Mount St, North Sydney, NSW, 2060
E [REDACTED]
M [REDACTED]
W www.austelco.org.au

From: Carol Bennett [REDACTED]
Sent: Friday, 13 March 2026 9:46 AM
To: Luke Coleman [REDACTED]
Cc: Gareth Downing [REDACTED]; Christiane Gillespie-Jones
[REDACTED]
Subject: RE: 000 Research

Dear Luke

It's not surprising that Australians are rightly concerned about their access to triple zero. People have died and there have been well documented outages.

Our survey is conducted by an independent well respected commercial research company, Essential Media about public perception and consumer experience. Its findings suggest the telcos, government and others have work to do to rebuild trust in triple zero. Shooting the messenger is not part of that work and doesn't give anyone confidence

that the industry acknowledges the problem and is working to address it. We will be releasing the full survey findings publicly shortly. Carol

Carol Bennett

Chief Executive Officer

accan

Australia's peak body for
communications consumers.



Our team acknowledges the Gadigal people of the Eora Nation on which ACCAN's office stands, as well as the many other traditional lands where our staff, board and members operate. We pay our respects to Aboriginal and Torres Strait Islander cultures, and to Elders past and present.

A: PO Box A1 | 58 Sydney South, NSW | 235 | **P:** 02 9288 4000 | [REDACTED]

From: Luke Coleman [REDACTED]
Sent: Thursday, 12 March 2026 11:31 AM
To: Carol Bennett [REDACTED]
Cc: Gareth Downing [REDACTED]; Christiane Gillespie-Jones
[REDACTED]
Subject: 000 Research

Hi Carol,

I have seen your media release regarding ACCAN's consumer sentiment research in relation to 000.

Given the high degree of public interest Triple Zero, can ACCAN please share the research in full? We would be very interested to see the details of the polling, such as the sample size and the questions that were posed to respondents so we we can better understand the results in context.

Best regards,

Luke

?

?

Luke Coleman

CEO



Australian
Telecommunications
Alliance

A Level 25/100 Mount St, North Sydney, NSW, 2060

E [REDACTED]

M [REDACTED]

W www.austelco.org.au

d) Telstra letter to ACCAN – 16 March 2026

16 March 2026

Ms Carol Bennett
Chief Executive Officer
Australian Communications Consumer Action Network (ACCAN)

By email: [REDACTED]

Dear Ms Bennett,

Misleading statements concerning access to Triple Zero (000)

ACCAN is a trusted and important consumer advocacy group and plays a critical role representing and informing Australians about telecommunications.

It is for this reason I read with alarm ACCAN's recent public statements about Australians' ability to connect to Triple Zero (000) from mobile phones during network outages published on your website, and reported in Communications Day last Friday.

In the media release "Triple Zero failures affect one in ten – system reform is now urgent", published 11 March 2025, you state: "one in ten [Australians] report they or a family member have been unable to connect to Triple Zero in the last twelve months according to new polling".

The release later states the 10 percent of Australians figure is drawn from a "nationally representative survey" and the failures occurred due to a mobile phone outage. There is no detail of the survey sample size or supporting methodology and the above statements are not disclaimed or qualified.

By publishing these statements, ACCAN has represented that:

1. 2.7 million Australians (10 percent of the population) were affected by Triple Zero failures in 2025;
2. 2.7 million Australians (10 percent of the population) attempted and were unable to connect to Triple Zero in 2025; and/or
3. 10 percent of Triple Zero calls fail; and
4. 10 percent of Triple Zero call fail due to a mobile outage.

While Telstra has not seen the underlying survey data, as the designated Emergency Call Person and the largest telecommunications provider in Australia, we are confident that the above statements are unsupported and demonstrably incorrect.

The available data shows that as the Emergency Call Person, Telstra answers around 32,000 calls to Triple Zero each day. In FY25, 97 percent of calls to Triple Zero were answered within five seconds, and 98 percent were answered within 10 seconds.

If your data relates to faults that occur *before* reaching the Emergency Call Person, the implication of ACCAN's statements about Triple Zero call failures is that 10 percent of all mobile calls in Australia fail due to outages. Approximately 65 million successful voice calls are made daily on Telstra's network alone.

Confidential

ACCAN is representing that, at a minimum, 6 million calls fail per day due to outages. On its face, that is absurd.

Given ACCAN's role and standing, we are disappointed you would mislead consumers in this manner. Your actions are likely to cause unjustified community alarm and erode public confidence in a critical national service. Given one of ACCAN's core values is transparency, it is difficult to comprehend how such alarmist statements can be made without supporting evidence.


As you know, telecommunications providers are subject to the Australian Consumer Law and would be liable to significant penalties for making misleading statements of this nature. As the leading consumer advocate, we expect you to meet at least a similar standard of conduct.

We recognise and share ACCAN's objective of strengthening resilience and trust in emergency communications. We also accept that discussions about reliability standards for carriers are legitimate policy questions. However, advocacy in this area must avoid misinformation and be grounded in accurate statements and transparent methodology, particularly in the current environment of heightened public, parliamentary and regulatory attention.

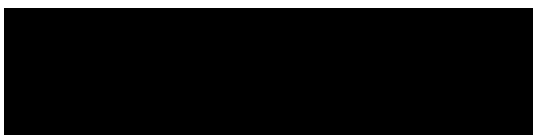
Accordingly, we request that ACCAN immediately:

1. remove the 11 March 2026 media release and associated statement from your website;
2. cease repeating the '10% unable to connect' statements above;
3. publish a corrective statement with appropriate qualifications regarding the survey sample which avoids conveying an impression of widespread systemic failure of Triple Zero access.

We would welcome the opportunity to discuss these issues directly with you and your team, including how consumer communications can be framed accurately while supporting constructive policy development.

If you have any questions or would like to discuss any aspect of this response, please do not hesitate to contact 

Yours sincerely



Lyndall Stoyles
Group General Counsel
Group Executive Corporate Affairs, Risk & Legal

e) Department of Infrastructure, Transport, Regional Development,
Communications, Sport and the Arts – Triple Zero Custodian Division
letter to ACCAN – 16 March 2026

OFFICIAL



Australian Government

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

Ms Carol Bennett
Chief Executive Officer
Australian Communications Consumer Action Network
Level 3/15 Castlereagh Street
SYDNEY NSW 2000

via: [REDACTED]

[REDACTED]

I am writing on behalf of the Triple Zero Custodian (the Custodian) to request access to the Australian Communications Consumer Action Network's (ACCAN) public research on Triple Zero access and the reliability of the emergency calling system. This research underpins the ACCAN media release of 11 March - *Triple Zero failures affect one in ten - system reform is now urgent*. I understand the findings of this research are from the third wave of ACCAN's Consumer Sentiment Tracker.

The research results reported in ACCAN's media release are serious and concerning, with clear implications for public confidence in this critical service. As the Custodian, we have an ongoing responsibility to build a strong evidence base to support our stewardship of the Triple Zero system, including a clear understanding of consumer experiences and issues. Access to this research would contribute to this evidence base.

I would appreciate if the results and methodology could be shared with the Custodian before the end of this week, Friday 20 March 2026. We would be happy to discuss any conditions attached to the use of the research including appropriate attribution, confidentiality, or usage arrangements as required. Please contact Dr Jennie Hood, Assistant Secretary, Custodian Implementation Branch, on [REDACTED] or [REDACTED] if you would like to discuss this request.

Yours sincerely [REDACTED]

[REDACTED]

Clare Chapple
First Assistant Secretary
Triple Zero Custodian Division
17 March 2026

GPO Box 594, Canberra ACT 2601, Australia
• (02) 6136 7111 • infrastructure.gov.au

OFFICIAL

f) ACCAN letter to Lyndall Stoyles - Telstra – 16 March 2026

Lyndall Stoyles
Group General Counsel Group Executive Corporate Affairs
Risk and Legal
Telstra

16 March 2026

Dear Ms Stoyles

Re: Misleading statements concerning access to Triple Zero (000)

I refer to your correspondence dated 16 March 2026 regarding ACCAN's public statements in our 11 March 2026 media release 'Triple Zero failures affect one in ten – system reform is now urgent' which outlined the results of a nationally representative survey.

This polling conducted by Essential Research, a leading strategic and research communications firm and a member of the Australian Polling Council, is part of an ongoing series of surveys which identifies how Australians engage with their mobile and home internet services, what drives satisfaction and dissatisfaction, and where gaps and barriers may exist in access, affordability, reliability, and digital inclusion. You can read more about the methodology on our website ([Consumer Sentiment Tracker Wave 2 | ACCAN](#)). Wave three of this research will be published shortly.

The survey results and statements published in our media release **do not represent** the extrapolated figures set out in your correspondence which is a mis-representation of ACCAN's comments. In the release we make clear that the 10 per cent figure represents 'the level of concern' and that the response refers to the experience of the respondent or a member of their family.

At no point has ACCAN stated:

1. 2.7 million Australians (10 percent of the population) were **materially** affected by Triple Zero failures in 2025;
2. 2.7 million Australians (10 percent of the population) attempted and were unable to connect to Triple Zero in 2025; and/or
3. 10 percent of Triple Zero calls fail; and
4. 10 percent of Triple Zero call fail due to a mobile outage.

ACCAN is alarmed by a perception among consumers that the Triple Zero system is unreliable and that mobile network outages may prevent their access to emergency services when they need it. As you would appreciate, consumer perceptions and experience are critical to policy decision making and we are concerned that in a crisis people will not seek to contact Triple Zero due to a lack of trust in the system.

The recurrent issues of reliability have resulted in a situation in which almost half of Australian consumers are concerned that a mobile call to triple zero could fail to connect during an emergency.

It is disappointing to see Australia's largest and most identifiable telecommunications provider focussing on the concerns of consumers as being the problem rather than acknowledging and communicating the steps being taken to resolve these problems.

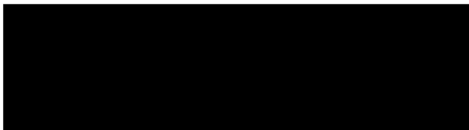
ACCAN strongly denies your assertion that we have misled consumers in our statements about the results of the survey, which accurately reflect the feedback provided by Australian consumers.

ACCAN appreciates Telstra's commitment to the objective of strengthening resilience and trust in emergency communications. If Telstra and other industry participants wish to improve consumer confidence and trust in Triple Zero you could publicly commit to reliability standards for carriers and put your support behind reforms needed to deliver this uplift in service quality and reliability.

During a period of heightened public, parliamentary and regulatory scrutiny, ACCAN will not be pressured on matters of critical importance to public safety.

ACCAN will continue to represent consumer voices and work towards policy and regulation that ensures that reliability is prioritised and consumer safety and confidence in the Triple Zero system is improved.

Yours sincerely

A solid black rectangular box redacting the signature of Carol Bennett.

Carol Bennett

CEO

g) Telstra letter to ACCAN - 17 March 2026



17 March 2026

Ms Carol Bennett
Chief Executive Officer
Australian Communications Consumer Action Network (ACCAN)

By email: [REDACTED]

Dear Ms Bennett,

Misleading statements concerning access to Triple Zero (000)

Thank you for your letter of 16 March 2026 responding to our concerns regarding the attached media release. I appreciate your prompt attention to this matter but it appears that you have not engaged with the substance of our correspondence or taken the opportunity to reflect on the content of ACCAN's media release.

Your letter states "In the [media] release we make clear that the 10 per cent figure represents "the level of concern" and that the response refers to the experience of the respondent or a member of their family". That is incorrect and is clearly not what has been conveyed by ACCAN's media release.

First, the headline and the opening line of your media release (**attached**, for reference), refer to the experience of 10 percent of Australians, whether it's their experience or a family member. It does not say that 10 percent of Australians are concerned that they could not reach Triple Zero.

The 'level of concern' figure that we assume you are referring to is purportedly much higher, as the opening line refers to 'almost half of Australians'.

Telstra maintains that ACCAN's release conveys the misleading impressions as set out in my letter yesterday. I note, for completeness, that you have not denied that you represent 2.7 million Australians (10 percent of the population) were affected by Triple Zero failures in 2025.

I appreciate ACCAN's role in representing consumer interests and agree you have an important role to play in representing consumer voices. That role also comes with a responsibility not to misrepresent what consumers have said.

I remain seriously concerned that the media release and subsequent public commentary contains statements that are inaccurate, misleading, and inconsistent with the actual performance and reliability of the Triple Zero service. This is particularly the case when the underlying survey data which ACCAN relies on is not yet publicly available, so it is not possible for a consumer to validate their understanding of your statements. For this reason, we ask you to consider our requests set out in yesterday's letter.

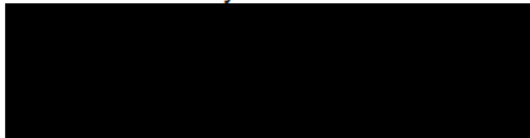
Thank you for recognising our commitment to strengthening resilience and trust in emergency communications. While resilience is a matter for the industry, ACCAN has an important part to play in engendering trust in this critical service. I hope you will consider ACCAN's actions with reference that objective.

Confidential



If you have any questions or would like to discuss any aspect of this response, please do not hesitate to contact me on [REDACTED] or via email [REDACTED]

Yours sincerely



Lyndall Stoyles
Group General Counsel
Group Executive Corporate Affairs, Risk & Legal

Confidential

Triple Zero failures affect one in ten – system reform is now urgent

11 March 2026

Almost half of Australians are concerned that they won't be able to reach Triple Zero when they need it most, and one in ten report they or a family member have been unable to connect to Triple Zero in the last twelve months according to new polling from peak communications consumer body, ACCAN.

The findings come from the third wave of ACCAN's Consumer Sentiment Tracker, a nationally representative survey of Australians' experiences with, and attitudes towards, communications services.

The survey shows that alarmingly, 1 in 10 Australians (**10%**) reported that they or a member of their family were unable to reach Triple Zero from a mobile phone in the last 12 months due to a mobile outage – validating widespread community fears about emergency connectivity.

Confidence in telecommunications reliability has been under strain for several years, with a succession of significant telco outages compounded by chronic issues with device compatibility with Triple Zero. Concerns about emergency connectivity came to a head following the Optus outage in September 2025, which left more than 600 Australians unable to reach Triple Zero and was linked to two deaths.

We have a solution to this problem – it's been solved in comparable sectors, and we can apply the same solutions to telecommunications.

ACCAN is calling on the Australian Government to establish minimum reliability standards for telecommunications networks to help ensure reliable access to emergency services.

ACCAN's forthcoming research wave revealed that 94% of consumers who had a firm view supported the introduction of reliability requirements for carriers, with only 6% of respondents expressing opposition.

ACCAN CEO Carol Bennett said Australians must be able to rely on telecommunications networks when their safety is at stake, and the government can do more to bake in reliability.

"Triple Zero is an essential service but is not regulated or legislated that way and it should be. When people call for help in an emergency, they must be able to trust that the network will work.

"There are bills before Parliament that could be amended now to give the Minister the power to bring in reliability standards with the stroke of a pen."

"We hear broad support from Members of Parliament for reliability standards. In fact, many MPs are surprised there aren't standards already. And now our latest research now shows overwhelming public support for reliability standards, with 94% of those with a firm opinion supporting their introduction."

"In years gone by, the energy sector faced similar problems with outages and declining consumer confidence. Governments responded by bringing in real accountability through clear service standards," Ms Bennett said.

"It's time to get this done, amend legislation before Parliament to empower the Minister to set standards, and get a public consultative process underway to confirm the details."

Further findings from the latest wave of ACCAN's Consumer Sentiment Tracker will be released in the coming weeks.

[Previous Item](#)

[Next Item](#)

ACCAN

Phone: 02 9288 4000
SMS: 0457 606 600

Media enquiries:
(calls only; no texts please)
Alec Bennetts
Mobile: 0409 966 931
Phone: 02 9288 4000
email: media@accan.org.au

Postal address
Australian Communications Consumer Action Network
PO Box A1158
Sydney South, NSW 1235

Email us
For general enquiries email: info@accan.org.au
For membership enquiries email: membership@accan.org.au
For executive meeting requests please email: ceo@accan.org.au
For grants scheme enquiries email: grants@accan.org.au

[CONTACT US FORM](#)

[ACCAN PRIVACY POLICY](#)

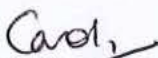


h) ACMA Letter to ACCAN – 19 March 2026

Authority Member

19 March 2026

Ms Carol Bennett
Chief Executive Officer
Australian Communications Consumer Action Network
PO Box A1158
Sydney South NSW 1235
Carol.Bennett@accan.org.au


Dear Ms Bennett

ACCAN media release on Triple Zero access – request for supporting research materials

The ACMA was concerned to read in ACCAN's media release issued on 12 March 2026, of the finding from ACCAN's recent Consumer Sentiment Tracker that *1 in 10 Australians (10%) reported that they, or a family member, were unable to reach Triple Zero from a mobile phone in the last 12 months due to a mobile outage*. This is a very serious claim which warrants careful scrutiny, particularly given it has the potential to further damage public confidence in the Triple Zero service.

To enable the ACMA to properly understand the basis on which this statement has been made, I request that ACCAN provides the following:

- the survey methodology, including details of the sample selection and weighting
- the full survey instrument, including the exact questions posed
- the analytical approach taken to derive the headline findings, including any assumptions or limitations identified.

If it would assist ACCAN in releasing this information, the ACMA can issue a section 522 notice under the *Telecommunications Act 1997*.

It is critically important that public communication regarding Triple Zero is accurate. Therefore, I am seeking this information as a matter of priority so that the ACMA has the full context on this information, and to ensure that discussions regarding emergency call access are appropriately informed by evidence. We therefore request this information be provided by 5pm AEST, Thursday 26 March 2026.

I look forward to your prompt response.

Yours sincerely


Samantha Yorke

Authority Member

i) Screen shot - ACCAN response to ACMA – 19 March 2026

From: Carol Bennett

Sent: Thursday, 19 March 2026 2:46 PM

To: 'Samantha Yorke' [REDACTED]

Cc: Cathy Rainsford [REDACTED]

Elizabeth Quinn [REDACTED]

Subject: RE: Triple Zero Research [SEC=OFFICIAL]

Dear Ms Yorke

ACCAN's Wave 3 consumer sentiment data on reliability undertaken by Essential Research is available on our website at [COMMISSIONED RESEARCH | ACCAN](#)

Please feel free to contact us should you have further queries.

Regards Carol
