



Amendments to the Optus submission to the Senate Environment and Communications Committee – Triple Zero service outage inquiry

In the course of preparing information for the Independent Review by Dr Kerry Schott AO and further documentation for the Committee, Optus has identified changes to the original timeline contained within the Optus submission. Optus wishes to update the Committee with the following amendments with additional clarification comments.

Correction to call direction – incoming versus outgoing call

Date	Time	Item		Amendment Explanation
19/09/2025	16:17	Call from Acting Secretary of the Department of Communications to Optus Chief Corporate Affairs and Marketing Officer.	Missed call.	Previously noted as an outgoing call.
20/09/2025	11:23	Call from Minister for Communications to Optus CEO.	CEO provides an update on the current situation and plan for press conference.	Previously noted as an outgoing call.

Correction to time

Date	Time	Item		Amendment Explanation
19/09/2025	20:48	Singtel Stock Exchange Announcement.	SGX statement filed under Singapore Telecommunications Limited.	Previously noted in timeline as 18:48.
18/09/2025	12:27	Offshore call centre team receives customer call about Triple Zero issue.	Customer call notifies agent that they are unable to make emergency calls using the number Triple Zero although they can make calls to other numbers.	Previously noted in timeline and in text of submission as 12:57.

Correction to description – time span noted incorrectly

Date	Time	Item		Amendment Explanation
18/09/2025	00:00	Firewall upgrade commenced by Nokia.	Implementation of the change process starts 24 hours earlier than originally planned by locking voice serving node (SBG).	Previously noted in timeline as 23 hours earlier; the correct time is in text of submission.

Correction to time – commencement time of the media conference

Date	Time	Item		Amendment Explanation
24/09/2025	13:20	Media conference.	CEO held media conference at ~13:20.	Previously noted in timeline as 14:00.