



Senate Environment and Communications References Committee  
Inquiry into Triple Zero Service Outage:  
Telstra Response: Question on Notice

11 March 2026



## Introduction

Telstra welcomes the opportunity to provide the additional information sought by the Senate Environment and Communications References Committee in relation to its communications with South Australia Ambulance Service (SAAS).

**Question: Could you clarify or provide any additional information on the nature of Telstra’s communications with the SAAS 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 Telstra.**

We note that there were four different phone calls. These four calls are set out in the Chronology table overleaf and include the source of the information held by Telstra.

In our previous submission, Telstra only referred to the one call to Telstra (in its capacity as Emergency Call Person) in which SAAS made specific reference to the Optus outage. The SAAS call to Telstra in which the Optus outage is specifically referenced is the Third Call in the Chronology table overleaf. The paragraph in Telstra’s Supplementary Submission 7.1, page 14, is an accurate description of the nature of the Third Call. The descriptions in the SAAS, Submission 27 page 1, likely refer to the First Call and the Second Call, but do not refer to the Third Call or the Fourth Call.

For completeness, we note that Telstra’s records contain no mention of an Optus-specific outage in the First Call made by SAAS or the Second Call in which Telstra responded to SAAS.

Please see the chronology overleaf:



**Chronology – calls on 18 September 2025**

Call / Time (AEST)	Outgoing/Incoming	Description	Source
<b>First Call – 11:58</b>	Phone Call from SAAS to Telstra.	SAAS called to seek advice on whether any outages or technical issues had been identified. SAAS gave Telstra A-party numbers to check the call record database.	<p>In the week following the Optus outage, Telstra had access to the call logs with the time stamps (as time stamps remain available for approximately one month). Unfortunately, the actual call time stamps are no longer available in our network record.</p> <p>However, internal correspondence in the week following the Optus outage from the Call Centre Manager, confirms the time of the call was 11:58am.</p> <p>Telstra retains call logs for all Triple Zero emergency calls. However, Telstra does not indefinitely retain call log data for information request and clarification calls between Emergency Service Operators and Telstra (acting in its capacity as the Emergency Call Person), which are on a different system.</p>
<b>Second Call (Time unknown)</b>	Phone Call from Telstra to SAAS	Telstra called back to confirm no recorded outages and that successful calls were received from the provided A-party numbers.	<p>There is no call log or diary entry for outbound calls of a clarificatory or information response nature to confirm the time stamp of this call, however typically we would expect that the return call would be made within 30 minutes.</p> <p>The internal correspondence in the week following the Optus outage from the Call Centre Manager confirms that numbers provided were connected, and that this was relayed back to SAAS. The relevant</p>



Call / Time (AEST)	Outgoing/Incoming	Description	Source
			<p>section of the note states, “Centre Manager spoke to the on duty Supervisors the day following the outage and the Supervisor advised that they received a call from SAAS where they asked about numbers not getting connected but apparently we were able to confirm the numbers they provided were connected. And on this phone call there was no reference of an Optus outage”.</p>
<b>Third Call – 13:07</b>	Phone Call from SAAS to Telstra	SAAS called to advise that a caller had reported to them that they could not call Triple Zero from their Optus service and they requested if we had received any information in relation to a broader Optus issue. The Telstra Supervisor on duty advised they were not aware of any incidents however would pass the request to the Incident Management Operation Team (IMO) and provide an update back to SAAS.	<p>As set out for the source of the First Call, for the Third Call the present source of our information is the internal correspondence in the week following the Optus outage from the Call Centre Manager. This confirms that the Third Call occurred at 13:07, which we believe was taken directly from the time stamps in the call logs available at the time.</p> <p>The form for the entry in the Supervisor Triple Zero diary was opened at 13:17 (AEST), and the entry reads as follows: “SA Ambu[l]jance Crytal advised OPTUS customers in SA cannot reach 000 due to a fault since 1130 SA time. IMO advised”</p> <p>The Telstra submission originally referred to the approximate diary entry time, instead of the time stamp in the call log.</p>
<b>Fourth Call (Time unknown)</b>	Phone Call from Telstra to SAAS	Telstra relayed that the IMO advised there were no reports received of outages at that time	As explained in respect of the Second Call, there is no call log or diary entry for outbound calls of a



Call / Time (AEST)	Outgoing/Incoming	Description	Source
		and that the Triple Zero dashboards did not indicate abnormal activity.	clarificatory or information response nature to confirm the time stamp of this call.  However, correspondence between the National Manager of Triple Zero at Telstra and the Department of Communications on 24 September 2025 confirms that Telstra did relay the information from the IMO to SAAS.