



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

22 December 2025



Executive Summary

Telstra welcomes the opportunity to provide more information in response to questions taken on notice on 9 December 2025, and additional information sought by the committee.

We have set out our responses based on our understanding of the relevant questions in the draft Hansard provided by the secretariat. The information provided is up until Telstra's appearance at the Senate Environment and Communication References Committee's Inquiry into the Triple Zero Service Outage on 9 December 2025.

Question 1: When was the ACMA first made aware of this incident by Telstra?

Telstra did not directly notify the Australian Communications and Media Authority (ACMA) of this incident as NSW Ambulance advised Telstra that they would be briefing the ACMA.

By way of background, at 9.37 am on 24 September 2025, NSW Ambulance notified by email Telstra's Emergency Call Person (ECP) that an individual had attempted to call Triple Zero¹ from a device but was unable to connect, although calls to other numbers were successful.

NSW Ambulance advised that the individual was deceased and requested confirmation if the patient was a Vodafone (TPG) customer.

At 10:33 am on 24 September 2025, Telstra's ECP called NSW Ambulance and advised no call records were found in the Triple Zero call log database and confirmed that the service was with TPG. It is at this point that NSW Ambulance advised Telstra that they would be contacting the ACMA and requested that Telstra as the ECP provide contact details for the ACMA. Furthermore, NSW Ambulance confirmed to the ECP the National Relay Service (NRS) was used by the individual to reach Triple Zero.

Telstra then provided the contact details for the ACMA at 10:35 am to NSW Ambulance via email.

Question 2: How many times has Telstra met with the Department, the Minister, or the Minister's Office since 24 September 2025?

Telstra has met 21 times in total with either the Department, the Minister, or the Minister's Office since 24 September 2025.

Telstra meets regularly with government on a wide range of issues. Our Government Relations and regulatory teams and senior management frequently engage with the Department, the Minister's Office, and other relevant government stakeholders. These engagements may include meetings with the Minister, the Minister's staff, and departmental officials as part of our ongoing role in supporting government priorities, delivering critical services on behalf of government, and ensuring open communication on matters relevant to Telstra's operations.

¹ In this document, the term 'Triple Zero' refers to the emergency phone numbers 000 and 112.



Question 3: When was it that Telstra had a conversation with the Minister, or the Minister's office, about the fact that you knew there was another person who had died?

Telstra did not have a conversation with the Minister or the Minister's office about a fatality because of the Wentworth Falls incident, prior to 9 December 2025.

However, Telstra proactively briefed the Department shortly after becoming aware of the Wentworth Falls incident, despite not being required to do so. At approximately 11.00 am on the day of the incident, Telstra advised the Department that it had been notified by NSW Ambulance of a fatality involving a TPG customer and that Telstra was undertaking an assessment of its network to confirm Triple Zero and camp-on was working. Later that afternoon, Telstra provided a further update confirming there was no evidence of camp-on attempts from the phone in question, that from Telstra's side camp-on calls were working as intended and Telstra had seen other camp-on calls. Telstra also confirmed it reviewed the number of calls coming from TPG to Telstra in NSW for TPG customers and no deviation in call patterns was seen. These updates were provided voluntarily to ensure the Department had current information from Telstra's investigations.

Telstra did not brief the Minister's Office directly at that time, as it did not hold all relevant facts, was not the customer's service provider, and had no access to the necessary device, network, or call-routing data. The Department had also advised it was engaging directly with TPG, which was better placed to explain the technical circumstances. In the absence of complete information, Telstra considered it inappropriate to provide assumptions or speculative briefings, particularly given the sensitivity of a fatal incident. This is consistent with our existing Triple Zero protocols, and our ordinary practice as the ECP.

For completeness, Telstra notes it engaged with the Minister's Office on related matters on 7 October 2025 in relation to the Optus Triple Zero outage, and on 20 October 2025 regarding issues identified with certain Samsung devices following testing prompted by the Wentworth Falls Incident. During the latter call, Telstra advised the Minister of device limitations affecting Triple Zero camp-on to TPG's network and outlined the actions required, including blocking non-compliant devices and implementing firmware upgrades where possible. While Telstra does not recall explicitly stating that the Wentworth Falls Incident involved a fatality during these discussions, its focus was on urgently remediating risks to prevent future adverse outcomes.



Question 4: Please provide all email correspondence and text messages relating to 24 September 2025

We understand this question asks for all correspondence between Telstra and external stakeholders directly relating to the Wentworth Falls Incident. For completeness, and with the agreement with the secretariat, we have interpreted correspondence to mean letters, emails, and text messages directly relating to the Wentworth Falls Incident sent or received prior to 9 December 2025. Additionally, we have also included phone calls.

Copies of communications can be found attached.

Date	Time	Sender/ Recipient	Attachment Reference Number
24 September 2025	9:37am	Email from NSW Ambulance to Telstra ECP.	1
24 September 2025	10:33am	Phone call from Telstra ECP to NSW Ambulance.	N/A
24 September 2025	10.35am	Email from Telstra ECP to NSW Ambulance.	2
24 September 2025	11.01am	Phone call from Telstra to the Department; return call from the Department.	N/A
24 September 2025	11.11am	Email exchange between TPG's Nokia team and Telstra's IMO Triple Zero Support, IMS Technology.	3
24 September 2025	4.44pm	Phone call from Telstra to the Department of Communications.	N/A
25 September 2025	7:45am	Phone call from the Chief of Staff of the NSW Minister for Health to Telstra.	N/A
25 September 2025	2.36pm	Email exchange between Telstra ECP and TPG.	4
25 September 2025	5.58pm	Phone call from Telstra to TPG.	N/A
25 September 2025	10:07pm	Email exchange from Telstra to Samsung.	5



8 December 2025	9:30am	Phone call between Telstra, TPG, Optus and the Australian Telecommunications Association (ATA).	N/A
8 December 2025	6:17pm	Phone call from Telstra to TPG.	N/A
8 December 2025	7:32pm	Phone call from Telstra to the Department of Communications.	N/A

Question 5: Please provide all of the correspondence between Telstra and Optus, ACMA and the Department in relation to the 18 September outage.

Copies of communications can be found attached.

Date	Time	Relevant Party	Attachment Reference Number
18 September 2025	2:19pm	Text message exchange between Optus and Telstra.	6
18 September 2025	3:17pm	Email exchange between Optus and Telstra.	7
19 September 2025	6:39pm	Email exchange between Telstra and the Department of Communications.	8
19 September 2025	6:59pm	Text message exchange between Telstra and Optus.	9
19 September 2025	7:55pm	Email from Telstra to the Department of Communications.	10
21 September 2025	3.25pm	Email from Telstra to the ACMA and the Department of Communications.	11
23 September 2025	8:48am	Email exchange between the Department of Communications to Telstra.	12



Question 6: Provide details of each batch of notifications sent out since October with respect to the Samsung/TPG device issue, including each model of each device, when the notification went out and when Telstra learned about the defect. Also, confirm if you have been in breach of the notification regulations in any respect.

In October this year, Telstra identified an issue affecting some older Samsung Galaxy handsets. Although these devices can make calls to Triple Zero on the Telstra and Optus networks, these devices cannot make an emergency call on the TPG 4G network.

As Telstra said in its appearance in the Inquiry, it does not believe it is in breach of its obligations to notify under the *Telecommunications (Emergency Call Service) Determination 2019 (ECSD)*. Once we had confirmed the issue, we notified Optus, TPG, Samsung and the ACMA and commenced the notification process pursuant to section 69 of the ECSD. The steps taken included (i) contacting affected customers (by SMS, e-mail, paper letter and via recorded voice announcements prior to a call (except a call to Triple Zero) being enabled to be placed), (ii) providing advice on software updates or handset replacement, (iii) publishing website notices, and (iv) supplying free replacement phones on request to customers in vulnerable circumstances.

The first table² below lists the notifications for the Samsung Galaxy devices that are End-Of-Life with no firmware updates available. For these device models, the issue was identified and confirmed on 16 October 2025, and blocking was then implemented on **26 November 2025**.

The second table below contains the notifications for different device models of Samsung Galaxy devices where a firmware update is available. The ACMA granted limited forbearance for the first notification for these end users to occur by 27 November 2025, and the blocking to occur by **15 January 2026**. Telstra is on track to comply with the notification process and implement blocking pursuant to section 69 of the ECSD within these deadlines.

The full list of the device models is published on the Telstra website.

Samsung Galaxy Devices (End-Of-Life)

SM-A720F Galaxy A7 (2017) , SM-A520F Galaxy A5 2017 , SM-J120ZN Galaxy J1 2016 , SM-J320ZN Galaxy J3 2016 , SM-J530Y Galaxy J5 (2017) , SM-N920I Galaxy Note 5 ,SM-G920I Galaxy S6 , SM-G925I Galaxy S6 edge , SM-G928I ,Galaxy S6 Edge+ , SM-G930F Galaxy S7 , SM-G935F Galaxy S7 Edge , SM-N950F Galaxy Note 8

Date	Notification
22 October 2025	SMS SENT We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to

² In both tables, there are examples of several versions of messages / communications sent on a particular date. A customer will have received the message appropriate to them.



block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To keep you connected, we're sending a new device to your nominated contact address at no cost over the coming weeks, and you'll keep your mobile number. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device. Your existing @@DEVICE@@ will be blocked on @@DATE@@.

.....

We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, you'll need to upgrade your device. There are low-cost mobile options available here: telstra.com.au/mobile-phones/budget-phones Please visit your nearest Telstra store or call us on @@CTA@@ if you need any help purchasing a new device.

.....

We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, this device will need to be replaced. Please speak to your purchasing team/mobile fleet manager to discuss this notification. For Telstra Enterprise and Business customers, you can browse and select from a range of low cost replacement devices on Telstra Order Express, Order Express from Telstra Enterprise.

EMAIL SENT

An important update on your mobile device

Customer ID:

%%SiebelCustomerId%%

Hi,

We've identified the %%DEVICE%% you're using with mobile number: %%SERVICE_ID%% cannot make Triple Zero (000) calls through an alternate network in some circumstances if Telstra's network is unavailable.

Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on %%DATE%%. Once the device is blocked, you won't be able to make any calls, send SMS or use data on an Australian mobile network.



More information can be found on our website: telstra.com.au/support/mobiles-devices/3g-determination
What happens now?

To help keep you connected, we're sending you a new device to your nominated contact address at no cost. It will arrive in the coming weeks, in time for you to swap your device before the current one is blocked. You'll keep your mobile number: %%SERVICE_ID%%, so your family and friends can easily stay in touch.

Your existing %%DEVICE%% will be blocked on %%DATE%%.

We're here to help

Please visit your nearest Telstra Store or call us on %%CTA%% if you need any help activating your new device.

To skip the queue in-store, please book an appointment in advance by visiting: telstra.com.au/telstra-store/appointments

Kind regards,

The Telstra Team

.....

An important update on your mobile device

Customer ID:

%%SiebelCustomerId%%

Hi,

We've identified the %%DEVICE%% you're using with mobile number: %%SERVICE_ID%% cannot make Triple Zero (000) calls through an alternate network in some circumstances if Telstra's network is unavailable.

Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on %%DATE%%. Once the device is blocked, you won't be able to make any calls, send SMS or use data.

More information can be found on our website: telstra.com.au/support/mobiles-devices/3g-determination

What happens now?

To stay connected, you'll need to upgrade your device. There are low-cost mobile options available that will keep you connected. Find our options here: telstra.com.au/mobile-phones/budget-phones.

We're here to help

Please visit your nearest Telstra store or call us on %%CTA%% if you need any help purchasing a new device.

To skip the queue in-store, please book an appointment in advance by visiting: telstra.com.au/telstra-store/appointments

Kind regards,

The Telstra Team



23 October 2025	<p><u>SMS SENT</u></p> <p>We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To keep you connected, we're sending a new device to your nominated contact address at no cost over the coming weeks, and you'll keep your mobile number. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device. Your existing @@DEVICE@@ will be blocked on @@DATE@@.</p> <p>.....</p> <p>We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, you'll need to upgrade your device. There are low-cost mobile options available here: telstra.com.au/mobile-phones/budget-phones Please visit your nearest Telstra store or call us on @@CTA@@ if you need any help purchasing a new device.</p> <p>.....</p> <p>We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, this device will need to be replaced. Please speak to your purchasing team/mobile fleet manager to discuss this notification. For Telstra Enterprise and Business customers, you can browse and select from a range of low cost replacement devices on Telstra Order Express, Order Express from Telstra Enterprise.</p>
24 October 2025	<p><u>PAPER MAIL SENT</u></p> <p>Variation 1 - Letter</p> <p>An important update on your mobile device</p>



Customer ID:
%%SiebelCustomerId%%

Hi,

We've identified the %%DEVICE%% you're using with mobile number: %%SERVICE_ID%% cannot make Triple Zero (000) calls through an alternate network in some circumstances if Telstra's network is unavailable.

Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on %%DATE%%. Once the device is blocked, you won't be able to make any calls, send SMS or use data on an Australian mobile network.

More information can be found on our website: <telstra.com.au/support/mobiles-devices/3g-determination>

What happens now?

To help keep you connected, we're sending you a new device to your nominated contact address at no cost. It will arrive in the coming weeks, in time for you to swap your device before the current one is blocked. You'll keep your mobile number: %%SERVICE_ID%%, so your family and friends can easily stay in touch.

Your existing %%DEVICE%% will be blocked on %%DATE%%.

We're here to help

Please visit your nearest Telstra Store or call us on %%CTA%% if you need any help activating your new device.

To skip the queue in-store, please book an appointment in advance by visiting: <telstra.com.au/telstra-store/appointments>

Kind regards,

The Telstra Team

.....

An important update on your mobile device

Customer ID:
%%SiebelCustomerId%%

Hi,

We've identified the %%DEVICE%% you're using with mobile number: %%SERVICE_ID%% cannot make Triple Zero (000) calls through an alternate network in some circumstances if Telstra's network is unavailable.

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What happens now?

To stay connected, you'll need to upgrade your device. There are low-cost mobile options available that will keep you connected. Find our options here: <telstra.com.au/mobile-phones/budget-phones>.

We're here to help

Please visit your nearest Telstra store or call us on %%CTA%% if you need any help purchasing a new device.

To skip the queue in-store, please book an appointment in advance by visiting: <telstra.com.au/telstra-store/appointments>



Kind regards,
The Telstra Team

SMS SENT

Hi <NAME>, we've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable.

Due to Australian legal requirements, we're required to block this device from accessing Telstra's network from 21 November 2025, which will prevent it from making any calls, sending SMS or using data. Visit blng.au/calling-triple-zero for more info.

To stay connected, you'll need to transfer your SIM to a compatible device. If you don't already have a compatible device, low-cost options are available. Your existing @@DEVICE@@ will be blocked from 21 November 2025.

Questions? Visit blng.au/support

EMAIL SENT

Subject Line: @@NAME@@, important information about your mobile device

Header: An important update on your mobile device

<FirstName>, important information about your mobile device

An important update on your mobile device

"Hi <FirstName>,

We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable.

Due to Australian legal requirements, we're required to block this device from accessing Telstra's network from 21 November 2025,

Once the device is blocked, you won't be able to make any calls, send SMS or use data on Telstra's mobile network.

More information can be found on Telstra's website: Keeping you safe: an issue with some older mobile devices calling Triple Zero

What happens now?

To help you stay connected, you'll need to transfer your SIM to a compatible device. If you don't already have a compatible device, low-cost options are available.



	<p>If you do not transfer your SIM to a compatible device, your current device will be blocked from 21 November 2025</p> <p>Questions?</p> <p>Visit our support page here and use the “Let’s Chat” button at the bottom right of the page.</p> <p>Thanks,</p> <p>Belong</p>
28 October 2025	<p><u>SMS SENT</u></p> <p>We’ve identified the @@DEVICE@@ you’re using with mobile number: @@SERVICE_ID@@ can’t make Triple Zero calls through an alternate network in some circumstances if Telstra’s network is unavailable. Due to Australian legal requirements, we’re required to block this device from accessing Telstra’s network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobile-devices/3g-determination for more info. To keep you connected, we’re sending a new device to your nominated contact address at no cost over the coming weeks, and you’ll keep your mobile number. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device. Your existing @@DEVICE@@ will be blocked on @@DATE@@.</p> <p>.....</p> <p>We’ve identified the @@DEVICE@@ you’re using with mobile number: @@SERVICE_ID@@ can’t make Triple Zero calls through an alternate network in some circumstances if Telstra’s network is unavailable. Due to Australian legal requirements, we’re required to block this device from accessing Telstra’s network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobile-devices/3g-determination for more info. To stay connected, you’ll need to upgrade your device. There are low-cost mobile options available here: telstra.com.au/mobile-phones/budget-phones Please visit your nearest Telstra store or call us on @@CTA@@ if you need any help purchasing a new device.</p> <p>.....</p> <p>We’ve identified the @@DEVICE@@ you’re using with mobile number: @@SERVICE_ID@@ can’t make Triple Zero calls through an alternate network in some circumstances if Telstra’s network is unavailable. Due to Australian legal requirements, we’re required to block this device from accessing Telstra’s network on @@DATE@@, which will prevent it from making any calls, sending SMS or using</p>



	<p>data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, this device will need to be replaced. Please speak to your purchasing team/mobile fleet manager to discuss this notification. For Telstra Enterprise and Business customers, you can browse and select from a range of low cost replacement devices on Telstra Order Express, Order Express from Telstra Enterprise.</p> <p>.....</p> <p>We previously sent you an email/SMS regarding the information below and our records show that your @@DEVICE@@ is being used with your number: @@SERVICE_ID@@. We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To keep you connected, we're sending a new device to your nominated contact address at no cost over the coming weeks, and you'll keep your mobile number. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device. Your existing @@DEVICE@@ will be blocked on @@DATE@@.</p> <p>.....</p> <p>We previously sent you an email/SMS regarding the information below and our records show that your @@DEVICE@@ is being used with your number: @@SERVICE_ID@@. We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, you'll need to upgrade your device. There are low-cost mobile options available here: telstra.com.au/mobile-phones/budget-phones Please visit your nearest Telstra store or call us on @@CTA@@ if you need any help purchasing a new device. If you have recently upgraded your device, please disregard this message.</p>
30 October 2025	<p>RECORDED VOICE ANNOUNCEMENT RELAYED (This is an automated pre-amble message played before each call made by the user).</p> <p><i>"This mobile will be blocked from accessing Telstra's network. Once blocked you won't be able to make any calls, including to Triple Zero (000). Act now. Call Telstra for more."</i></p>



	<p>Belong: “<i>This mobile will be blocked from accessing Telstra's network. Once blocked you won't be able to make any calls, including to Triple Zero (000). Act now. Contact your service provider</i>”</p> <p>SMS SENT</p> <p>Due to legal requirements, this mobile will be blocked from accessing Telstra's network on <insert date>, as your device cannot call emergency services. Once the phone is blocked you won't be able to make any calls, including calls to Triple Zero (000), SMS or access data. Act now to stay connected. There are low cost mobile options available. More info: https://www.telstra.com.au/support/mobiles-devices/3g-determination/</p> <p>.....</p> <p>This phone will be blocked from Telstra's Wholesale's mobile network (which your mobile service uses) on [insert date] to meet Australian legal requirements because it can't call emergency services. Once this phone is blocked, you won't be able to use it for calls including Triple Zero (000) calls, texts or data on the mobile network. Act now. Contact your service provider for more information.</p>
6 November 2025	<p>SMS SENT</p> <p>We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To keep you connected, we're sending a new device to your nominated contact address at no cost over the coming weeks, and you'll keep your mobile number. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device. Your existing @@DEVICE@@ will be blocked on @@DATE@@.</p> <p>.....</p> <p>We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, you'll need to upgrade your</p>



device. There are low-cost mobile options available here: <telstra.com.au/mobile-phones/budget-phones> Please visit your nearest Telstra store or call us on @@CTA@@ if you need any help purchasing a new device.

.....

We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit <telstra.com.au/support/mobiles-devices/3g-determination> for more info. To stay connected, this device will need to be replaced. Please speak to your purchasing team/mobile fleet manager to discuss this notification. For Telstra Enterprise and Business customers, you can browse and select from a range of low cost replacement devices on Telstra Order Express, Order Express from Telstra Enterprise.

.....

We previously sent you an email/SMS regarding the information below and our records show that your @@DEVICE@@ is being used with your number: @@SERVICE_ID@@. We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit <telstra.com.au/support/mobiles-devices/3g-determination> for more info. To keep you connected, we're sending a new device to your nominated contact address at no cost over the coming weeks, and you'll keep your mobile number. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device. Your existing @@DEVICE@@ will be blocked on @@DATE@@.

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.....



We recently got in touch to let you know your @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ has been identified as not being able to make Triple Zero (000) calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we are required to block this device from accessing Telstra's network on @@DATE@@. To help keep you connected, we're sending you a new mobile device - @@NEW_DEVICE@@, free of charge. Your free care pack is on the way, and inside you will find everything you need to upgrade your device. You can track your delivery using reference number: @@TRACKING@@ via startrack.com.au/track You will be able to keep your existing phone number on this new device. If you have a different device you'd like to use and you don't need the new device we've sent you, we will include instructions on how to send it back. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device.

.....

Hi <NAME>, this is a reminder that action is required to keep your mobile service working.
We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable.
Due to Australian legal requirements, we're required to block this device from accessing Telstra's network from 21 November 2025, which will prevent it from making any calls, sending SMS or using data. Visit blng.au/calling-triple-zero for more info.
To stay connected, you'll need to transfer your SIM to a compatible device. If you don't already have a compatible device, low-cost options are available. Your existing @@DEVICE@@ will be blocked from 21 November 2025.
Questions? Visit belong.com.au/support
Thanks, Belong

EMAIL SENT

Subject line: Urgent: Action required to keep your mobile service working.

Header: Act now to stay connected

Hi <FirstName>,

This is an important reminder that we've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable.

Due to Australian legal requirements, we're required to block this device from accessing Telstra's network from 21 November 2025.

Once the device is blocked, you won't be able to make any calls, send SMS or use data on Telstra's mobile network.



	<p>More information can be found on Telstra's website: Keeping you safe: an issue with some older mobile devices calling Triple Zero</p> <p>What happens now?</p> <p>To help you stay connected, you'll need to transfer your SIM to a compatible device. If you don't already have a compatible device, low-cost options are available.</p> <p>Your current device will be blocked from 21 November 2025.</p> <p>Questions?</p> <p>Visit our support page here and use the "Let's Chat" button at the bottom right of the page.</p> <p>Thanks,</p> <p>Belong</p>
7 November 2025	<p>SMS SENT</p> <p>We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, you'll need to upgrade your device. There are low-cost mobile options available here: telstra.com.au/mobile-phones/budget-phones Please visit your nearest Telstra store or call us on @@CTA@@ if you need any help purchasing a new device.</p> <p>.....</p> <p>We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, this device will need to be replaced. Please speak to your purchasing team/mobile fleet manager to discuss this notification. For Telstra Enterprise and Business customers, you can browse and select from a range of low cost replacement devices on Telstra Order Express, Order Express from Telstra Enterprise.</p> <p>.....</p>



We previously sent you an email/SMS regarding the information below and our records show that your @@DEVICE@@ is being used with your number: @@SERVICE_ID@@. We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To keep you connected, we're sending a new device to your nominated contact address at no cost over the coming weeks, and you'll keep your mobile number. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device. Your existing @@DEVICE@@ will be blocked on @@DATE@@.

.....

We previously sent you an email/SMS regarding the information below and our records show that your @@DEVICE@@ is being used with your number: @@SERVICE_ID@@. We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, you'll need to upgrade your device. There are low-cost mobile options available here: telstra.com.au/mobile-phones/budget-phones Please visit your nearest Telstra store or call us on @@CTA@@ if you need any help purchasing a new device. If you have recently upgraded your device, please disregard this message.

.....

We recently got in touch to let you know your @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ has been identified as not being able to make Triple Zero (000) calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we are required to block this device from accessing Telstra's network on @@DATE@@. To help keep you connected, we're sending you a new mobile device - @@NEW_DEVICE@@, free of charge. Your free care pack is on the way, and inside you will find everything you need to upgrade your device. You can track your delivery using reference number: @@TRACKING@@ via startrack.com.au/track You will be able to keep your existing phone number on this new device. If you have a different device you'd like to use and you don't need the new device we've sent you, we will include instructions on how to send it back. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device.

EMAIL SENT

Variation 1- EDM

Your free Care Pack is on the way



	<p>Customer ID: %%SiebelCustomerId%%</p> <p>Hi,</p> <p>We recently got in touch to let you know your %%DEVICE%% you're using with mobile number: %%SERVICE_ID%% has been identified as not being able to make Triple Zero (000) calls through an alternate network in some circumstances if Telstra's network is unavailable.</p> <p>Due to Australian legal requirements, we are required to block this device from accessing Telstra's network on %%DATE%%. Once the device is blocked, you won't be able to make any calls, send SMS or use data on an Australian mobile network.</p> <p>To help keep you connected, we're sending you a new mobile device - %%NEW_DEVICE%% free of charge.</p> <p>Your free Care Pack</p> <p>Your pack is on the way, and inside you will find everything you need to upgrade your device. You can track your delivery using reference number: %%TRACKING%% via startrack.com.au/track</p> <p>You will be able to keep your existing phone number on this new device. If you have a different device you'd like to use and you don't need the new device we've sent you, we will include instructions on how to send it back.</p> <p>We're here to help</p> <p>Please visit your nearest Telstra Store or call us on %%CTA%% if you need any help activating your new device.</p> <p>To skip the queue in-store, please book an appointment in advance by visiting: telstra.com.au/telstra-store/appointments</p> <p>Kind regards,</p> <p>The Telstra Team</p>
10 November 2025	<p><u>SMS SENT</u></p> <p>We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To keep you connected, we're sending a new device to your nominated contact address at no cost over the coming weeks, and you'll keep your mobile number. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device. Your existing @@DEVICE@@ will be blocked on @@DATE@@.</p> <p>.....</p> <p>We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using</p>



data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, you'll need to upgrade your device. There are low-cost mobile options available here: telstra.com.au/mobile-phones/budget-phones Please visit your nearest Telstra store or call us on @@CTA@@ if you need any help purchasing a new device.

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We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, this device will need to be replaced. Please speak to your purchasing team/mobile fleet manager to discuss this notification. For Telstra Enterprise and Business customers, you can browse and select from a range of low cost replacement devices on Telstra Order Express, Order Express from Telstra Enterprise.

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We previously sent you an email/SMS regarding the information below and our records show that your @@DEVICE@@ is being used with your number: @@SERVICE_ID@@. We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To keep you connected, we're sending a new device to your nominated contact address at no cost over the coming weeks, and you'll keep your mobile number. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device. Your existing @@DEVICE@@ will be blocked on @@DATE@@.

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We previously sent you an email/SMS regarding the information below and our records show that your @@DEVICE@@ is being used with your number: @@SERVICE_ID@@. We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, you'll need to upgrade your device. There are low-cost mobile options available here: telstra.com.au/mobile-phones/budget-phones Please visit your nearest Telstra store or call us on @@CTA@@ if you need any help purchasing a new device. If you have recently upgraded your device, please disregard this message.



	<p>.....</p> <p>We recently got in touch to let you know your @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ has been identified as not being able to make Triple Zero (000) calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we are required to block this device from accessing Telstra's network on @@DATE@@. To help keep you connected, we're sending you a new mobile device - @@NEW_DEVICE@@, free of charge. Your free care pack is on the way, and inside you will find everything you need to upgrade your device. You can track your delivery using reference number: @@TRACKING@@ via startrack.com.au/track You will be able to keep your existing phone number on this new device. If you have a different device you'd like to use and you don't need the new device we've sent you, we will include instructions on how to send it back. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device.</p>
13 November 2025	<p><u>SMS SENT</u></p> <p>Retail: Due to legal requirements, this mobile will be blocked from accessing Telstra's network on <insert date>, as your device cannot call emergency services. Once the phone is blocked you won't be able to make any calls, including calls to Triple Zero (000), SMS or access data. Act now to stay connected. There are low cost mobile options available. More info: https://www.telstra.com.au/support/mobiles-devices/3g-determination / Belong: This phone will be blocked from Telstra's Wholesale's mobile network (which your mobile service uses) on [insert date] to meet Australian legal requirements because it can't call emergency services. Once this phone is blocked, you won't be able to use it for calls including Triple Zero (000) calls, texts or data on the mobile network. Act now. Contact your service provider for more information.</p>
18 November 2025	<p><u>SMS SENT</u></p> <p>We recently got in touch to let you know your @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ has been identified as not being able to make Triple Zero (000) calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we are required to block this device from accessing Telstra's network on @@DATE@@. To help keep you connected, we're sending you a new mobile device - @@NEW_DEVICE@@, free of charge. Your free care pack is on the way, and inside you will find everything you need to upgrade your device. You can track your delivery using reference number: @@TRACKING@@ via startrack.com.au/track You will be able to keep your existing phone number on this new device. If you have a different device you'd like to use and you don't need the new device we've sent you, we will include instructions on how to send it back. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device.</p>



.....
Hi <NAME>, this is a final reminder that action is required to keep your mobile service working.

We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's mobile network is unavailable.

Due to Australian legal requirements, we're required to block this device from accessing Telstra's mobile network from 26 November 2025, which will prevent it from making any calls, sending SMS or using data. Visit blng.au/calling-triple-zero for more info.

To stay connected, you'll need to upgrade to a compatible device. If you don't already have a compatible device, low-cost options are available.

You'll continue to be charged for your current plan. If you no longer need this service, you can cancel it by logging into your Belong account or contact us if you need support.

Your existing @@DEVICE@@ will be blocked from 26 November 2025.

Questions? Visit belong.com.au/support

Thanks, Belong

EMAIL SENT

Subject Line: Urgent: Action required to keep your mobile service working.

Header: Act now to stay connected

Hi <FirstName>,

This is a final reminder that we've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's mobile network is unavailable.

Due to Australian legal requirements, we're required to block this device from accessing Telstra's mobile network from 26 November 2025.

Once the device is blocked, you won't be able to make any calls, send SMS or use data on Telstra's mobile network.



	<p>More information can be found on Telstra's website: Keeping you safe: an issue with some older mobile devices calling Triple Zero</p> <p>What happens now?</p> <p>To help you stay connected, you'll need to upgrade to a compatible device. If you don't already have a compatible device, low-cost options are available.</p> <p>You'll continue to be charged for your current plan. If you no longer need this service, you can cancel it by logging into your Belong account or contact us if you need support.</p> <p>Your current device will be blocked from 26 November 2025.</p> <p>Questions?</p> <p>Visit our support page here and use the “Let’s Chat” button at the bottom right of the page.</p> <p>Thanks,</p> <p>Belong</p>
20 November 2025	<p><u>SMS SENT</u></p> <p>Final Reminder - We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's mobile network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's mobile network. This device will be blocked on 26 November 2025, which will prevent you from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To keep you connected, we've sent a new device to your nominated contact address at no cost which should arrive soon, and you'll keep your mobile number. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device. If you've already received your new device and are no longer using your @@DEVICE@@, please disregard this message.</p> <p>.....</p> <p>Final Reminder - We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's mobile network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's mobile network. This device will be blocked on 26 November</p>



	<p>2025, which will prevent you from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, you'll need to upgrade your device. There are low-cost mobile options available here: telstra.com.au/mobile-phones/budget-phones Please visit your nearest Telstra store or call us on @@CTA@@ if you need any help purchasing a new device. If you have recently upgraded your device, please disregard this message.</p> <p>.....</p> <p>We've identified the @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ can't make Triple Zero calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we're required to block this device from accessing Telstra's network on @@DATE@@, which will prevent it from making any calls, sending SMS or using data. Visit telstra.com.au/support/mobiles-devices/3g-determination for more info. To stay connected, this device will need to be replaced. Please speak to your purchasing team/mobile fleet manager to discuss this notification. For Telstra Enterprise and Business customers, you can browse and select from a range of low cost replacement devices on Telstra Order Express, Order Express from Telstra Enterprise.</p>
21 November 2025	<p>SMS SENT</p> <p>We recently got in touch to let you know your @@DEVICE@@ you're using with mobile number: @@SERVICE_ID@@ has been identified as not being able to make Triple Zero (000) calls through an alternate network in some circumstances if Telstra's network is unavailable. Due to Australian legal requirements, we are required to block this device from accessing Telstra's network on @@DATE@@. To help keep you connected, we're sending you a new mobile device - @@NEW_DEVICE@@, free of charge. Your free care pack is on the way, and inside you will find everything you need to upgrade your device. You can track your delivery using reference number: @@TRACKING@@ via startrack.com.au/track You will be able to keep your existing phone number on this new device. If you have a different device you'd like to use and you don't need the new device we've sent you, we will include instructions on how to send it back. Please visit your nearest Telstra store or call us on @@CTA@@ if you need help activating your new device.</p>
26 November 2025 - BLOCKING IMPLEMENTED	
27 November 2025	<p>Post Blocking Notification</p> <p>EMAIL SENT</p> <p>An important update on your mobile device</p>



Customer ID:
%%SiebelCustomerId%%
Hi,
We previously let you know the %%DEVICE%% you're using with mobile number: %%SERVICE_ID%% cannot make Triple Zero (000) calls through an alternate network in some circumstances if Telstra's network is unavailable.
Due to Australian legal requirements, we're required to block this device from accessing Telstra's mobile network.
Your %%DEVICE%% is now blocked. You are no longer able to make or receive any calls, send SMS or use data on this device.
Please replace your device to continue to use your mobile number: %%SERVICE_ID%%.
More information can be found on our website: telstra.com.au/support/mobiles-devices/3g-determination
We're here to help
Please visit your nearest Telstra store or call us on %%CTA%% if you need any help purchasing a new device.
To skip the queue in-store, please book an appointment in advance by visiting: telstra.com.au/telstra-store/appointments
Kind regards,
The Telstra Team

PAPER MAIL SENT

An important update on your mobile device
Customer ID:
%%SiebelCustomerId%%
Hi,
We previously let you know the %%DEVICE%% you're using with mobile number: %%SERVICE_ID%% cannot make Triple Zero (000) calls through an alternate network in some circumstances if Telstra's network is unavailable.
Due to Australian legal requirements, we're required to block this device from accessing Telstra's mobile network.
Your %%DEVICE%% is now blocked. You are no longer able to make or receive any calls, send SMS or use data on this device.
Please replace your device to continue to use your mobile number: %%SERVICE_ID%%.
More information can be found on our website: telstra.com.au/support/mobiles-devices/3g-determination
We're here to help
Please visit your nearest Telstra store or call us on %%CTA%% if you need any help purchasing a new device.
To skip the queue in-store, please book an appointment in advance by visiting: telstra.com.au/telstra-store/appointments
Kind regards,
The Telstra Team



Samsung Galaxy Devices (Software Updatable)

SM-A315G Galaxy A31 , SM-A325F Galaxy A32 , SM-A426B Galaxy A42 5G , SM-A505YN Galaxy A50 , SM-A525F Galaxy A52 , SM-A715F Galaxy A71 , SM-A716B Galaxy A71 5G , SM-A725F Galaxy A72 , SM-A530F Galaxy A8 (2018) , SM-G610Y Galaxy J7 Prime , SM-J730G Galaxy J7 Pro , SM-J810Y Galaxy J8 , SM-N970F Galaxy Note10 , SM-N980F Galaxy Note20 , SM-N985F Galaxy Note20 Ultra , SM-G780F Galaxy S20 FE , SM-G780G Galaxy S20 FE , SM-G985F Galaxy S20+ , SM-G398FN Galaxy XCover 4s , SM-G525F Galaxy XCover 5 , SM-F707B Galaxy Z Flip 5G , SM-A115F Galaxy A11 , SM-A125F Galaxy A12 , SM-A127F Galaxy A12s , SM-A205YN Galaxy A20 , SM-A217F Galaxy A21s , SM-A226B Galaxy A22 5G , SM-A305YN Galaxy A30 , SM-A326B Galaxy A32 5G , SM-A515F Galaxy A51 , SM-A526B Galaxy A52 5G , SM-A705YN Galaxy A70 , SM-A908B Galaxy A90 5G , SM-F900F Galaxy Fold , SM-N975F Galaxy Note 10+ , SM-N976B Galaxy Note 10+ 5G , SM-N960F Galaxy Note 9 , SM-N981B Galaxy Note20 5G , SM-N986B Galaxy Note20 Ultra 5G , SM-G973F Galaxy S10 , SM-G977B Galaxy S10 5G , SM-G975F Galaxy S10+ , SM-G970F Galaxy S10e , SM-G980F Galaxy S20 , SM-G981B Galaxy S20 5G , SM-G781B Galaxy S20 FE 5G , SM-G988B Galaxy S20 Ultra 5G , SM-G986B Galaxy S20+ 5G , SM-G991B Galaxy S21 5G , SM-G998B Galaxy S21 Ultra 5G SM-G996B Galaxy S21+ 5G , SM-G950F Galaxy S8 , SM-G955F Galaxy S8+ , SM-G960F Galaxy S9 , SM-G965F Galaxy S9 Plus , SM-G715FN Galaxy Xcover Pro , SM-F700F Galaxy Z Flip , SM-F916B Galaxy Z Fold 2 5G , SM-J250G , J2 Pro

Date	Notification
19 October 2025 or 20 October 2025	<p><u>SMS SENT</u></p> <p>Your <mobile phone> with number <service_number> may not have the latest software, which could prevent you from calling Triple Zero (000) when not on the Telstra mobile network. Please update your device software now—multiple updates may be needed. If you don't update, Australian law requires us to block your device from Telstra's mobile network, meaning you won't be able to make calls, send texts, or use data until it's updated or replaced. Check your device manual for update instructions and consider enabling automatic updates. More info: https://www.telstra.com.au/exchange/older-mobile-devices-calling-triple-zero-</p> <p>.....</p> <p>Your <mobile phone> with number <service_number> may not have the latest software, which could prevent you from calling Triple Zero (000) when not on the Telstra mobile network. Please update your device software now—multiple updates may be needed. If</p>



	<p>you don't update, Australian law requires us to block your device from Telstra's mobile network, meaning you won't be able to make calls, send texts, or use data until it's updated or replaced.</p> <p>Check your device manual for update instructions and consider enabling automatic updates.</p> <p>More info: https://boost.com.au/softwareupdate</p> <p>.....</p> <p>Your <device> with number <service> may not have the latest software, which could prevent you from calling Triple Zero (000) when not on the Telstra mobile network. Please update your device software now—multiple updates may be needed. If you don't update, Australian law requires us to block your device from Telstra's mobile network, meaning you won't be able to make calls, send texts, or use data until it's updated or replaced. Check your device manual for update instructions and consider enabling automatic updates. More info: https://tel.st/softwareupdate.</p> <p>Team Telstra</p> <p>.....</p> <p>Hi <FirstName>, your <mobile phone> with number <service_number> may not have the latest software, which could prevent you from calling Triple Zero (000) when you're not on the Telstra mobile network.</p> <p>Please update your device software now - multiple updates may be needed. If the software isn't updated, Australian law requires us to block your device from Telstra's mobile network, meaning you won't be able to make calls, send texts, or use data until it's updated or replaced.</p> <p>Check your device manual for update instructions and consider enabling automatic updates.</p> <p>More info on Telstra's website: tel.st/softwareupdate</p> <p>Thanks, Belong</p>
27 November 2025	<p>SMS SENT</p> <p>Your <device> with number <service> may not have the latest software, which could prevent you from calling Triple Zero (000) when not on the Telstra mobile network. Australian law requires us to block your device from Telstra's mobile network if your device software is not updated. If not updated, Telstra will block this device from 14 January 2026 and you will no longer be able to use it for calls, texts or data on the mobile network. Please update your device software now - multiple updates may be needed. Check</p>



your device manual for update instructions and consider enabling automatic updates. More info: telstra.com/softwareupdate.
Team Telstra.

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Your <mobile phone> with number <service_number> may not have the latest software, which could prevent you from calling Triple Zero (000) when not on the Telstra mobile network. Australian law requires us to block your device from Telstra's mobile network if your device software is not updated. If not updated, Telstra will block this device from 14 January 2026 and you will no longer be able to use it for calls, texts or data on the mobile network.

Please update your device software now - multiple updates may be needed. Check your device manual for update instructions and consider enabling automatic updates. More info: telstra.com/softwareupdate"

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Your <mobile phone> with number <service number> doesn't support the latest software version. This could prevent you from calling Triple Zero (000) when not on the Telstra mobile network. You will need to upgrade to a compatible device to stay connected to the Telstra mobile network. Australian law requires us to block your device from Telstra's mobile network if your device is not upgraded. If not upgraded, your device will be blocked from 14 January 2026 and you will no longer be able to use it for calls, texts or data on the mobile network. More info: telstra.com/softwareupdate

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"Your <mobile phone> with number <service_number> may not have the latest software, which could prevent you from calling Triple Zero (000) when not on the Telstra mobile network. Australian law requires us to block your device from Telstra's mobile network if your device software is not updated. If not updated, Telstra will block this device from 14 January 2026 and you will no longer be able to use it for calls, texts or data on the mobile network.

Please update your device software now - multiple updates may be needed. Check your device manual for update instructions and consider enabling automatic updates. More info: boost.com.au/softwareupdate"

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Your <mobile phone> with number <service number> doesn't support the latest software version. This could prevent you from calling Triple Zero (000) when not on the Telstra mobile network. You will need to upgrade to a compatible device to stay connected to the Telstra mobile network. Australian law requires us to block your device from Telstra's mobile network if your device is not



upgraded. If not upgraded, your device will be blocked from 14 January 2026 and you will no longer be able to use it for calls, texts or data on the mobile network. More info: boost.com.au/softwareupdate

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Hi <FirstName>, your <Device name> with number <service number> may not have the latest software, which could prevent you from calling Triple Zero (000) when not on the Telstra mobile network.

Australian law requires us to block your device from Telstra's mobile network if your device software is not updated. If not updated, Telstra will block this device from 14 January 2026 and you will no longer be able to use it for calls, texts or data on the mobile network.

Please update your device software now – multiple updates may be needed. Check your device manual for update instructions and consider enabling automatic updates.

More info on Telstra's website: tel.st/softwareupdate

Thanks, Belong

*Correction

Hi <FirstName>, the previous message we sent should've contained your device name in the message. Please see the updated message below.

Your <device> with number <service number> may not have the latest software, which could prevent you from calling Triple Zero (000) when not on the Telstra mobile network.

Australian law requires us to block your device from Telstra's mobile network if your device software is not updated. If not updated, Telstra will block this device from 14 January 2026 and you will no longer be able to use it for calls, texts or data on the mobile network.

Please update your device software now – multiple updates may be needed. Check your device manual for update instructions and consider enabling automatic updates.

More info on Telstra's website: tel.st/softwareupdate

Thanks, Belong

.....



	<p>Hi <FirstName>, your < Device name > with number <service number> doesn't support the latest software version. This could prevent you from calling Triple Zero (000) when not on the Telstra mobile network.</p> <p>Australian law requires us to block your device from Telstra's mobile network. Your device will be blocked from 14 January 2026 and you will no longer be able to use it for calls, texts or data on the mobile network. You will need to upgrade to a compatible device to stay connected to the Telstra mobile network.</p> <p>More info on Telstra's website: tel.st/softwareupdate</p> <p>Thanks, Belong</p>
3 December 2025	<p>Recorded Voice Announcement</p> <p>Update your phone software now to keep calling Triple Zero. Check our SMS and contact your service provider</p> <p>.....</p> <p>You must replace your mobile phone to ensure you can call Triple Zero. Refer to the SMS we sent you previously and contact Telstra urgently.</p> <p>.....</p> <p>Update your phone software now to keep calling Triple Zero. Check our SMS and contact your service provider</p> <p>.....</p> <p>You must replace your mobile phone to ensure you can call Triple Zero. Refer to the SMS we sent you previously and contact your service provider urgently.</p> <p>.....</p> <p>Update your phone software now to keep calling Triple Zero. Check our SMS and contact your service provider</p> <p>.....</p>



You must replace your mobile phone to ensure you can call Triple Zero. Refer to the SMS we sent you previously and contact your service provider urgently.

SMS SENT

This (<model>) mobile phone you use with number <service_number> may not have the latest software and settings enabled, which means you may not be able to call Triple Zero (000). You must update to the latest software now to ensure your phone can continue to call Triple Zero. If you do not, we will be required under Australian law to block this phone from connecting to Telstra's mobile network. Once the phone is blocked you won't be able to use it for any calls (including to 000), texts or data on the mobile network. Check your device manual for instructions on how to update your software and consider enabling automatic updates. Visit <https://tel.st/softwareupdate> for more info.

.....

Due to legal requirements, this mobile will be blocked from accessing Telstra's network on from <date>, as your phone may not be able to call Triple Zero (000). Once the phone is blocked you won't be able to use it for any calls (including to 000), texts or data on the mobile network. Act now to stay connected. There are low-cost mobile options available. More info: www.telstra.com.au/support/mobiles-devices/3g-determination

.....

This <model> mobile phone you use with number <service_number> may not have the latest software and settings enabled, which means you may not be able to call Triple Zero (000). You must update to the latest software now to ensure your phone can continue to call Triple Zero. If you do not update to the latest software, we will be required under Australian law to block this phone from connecting to Telstra's Wholesale mobile network from 14 January 2026. Once the phone is blocked you won't be able to use it for any calls (including to 000), texts or data on the mobile network. Check your device manual for instructions on how to update your software and consider enabling automatic updates. Contact your service provider for more info.

.....



This phone will be blocked from the Telstra Wholesale mobile network (which your mobile service uses) on from <date>, as your phone may not be able to call Triple Zero (000). Once this phone is blocked, you won't be able to use it for calls (including to 000), texts or data on the mobile network. Act now. Contact your service provider for more information.

.....

Your <device> with number <service> may not have the latest software, which could prevent you from calling Triple Zero (000) when not on the Telstra mobile network. Australian law requires us to block your device from Telstra's mobile network if your device software is not updated. If not updated, Telstra will block this device from 14 January 2026 and you will no longer be able to use it for calls, texts or data on the mobile network. Please update your device software now - multiple updates may be needed. Check your device manual for update instructions and consider enabling automatic updates. More info: telstra.com/software update. Team Telstra.

.....

Your <device> with number <service> may not have the latest software, which could prevent you from calling Triple Zero (000) when not on the Telstra mobile network. Australian law requires us to block your device from Telstra's mobile network if your device software is not updated. If not updated, Telstra will block this device from 14 January 2026 and you will no longer be able to use it for calls, texts or data on the mobile network. Please update your device software now - multiple updates may be needed. Check your device manual for update instructions and consider enabling automatic updates. More info: telstra.com/softwareupdate. Team Telstra.

** In both tables, there are examples of several versions of messages / communications sent on a particular date. A customer will have received the message appropriate to them. These tables set out the communications included until 9 December 2025. Customer communications have been ongoing from the date of the hearing onwards*

Question 7: Please advise the number of network and Triple Zero outages in each calendar year from 2022 to 2025.

Telstra has approximately 12,000 mobile sites across Australia and operates the largest and most complex telecommunications networks in the country, with tens of thousands of network sites spread across metropolitan, regional, and remote areas. Managing a national network of this scale means that outages and service disruptions occur every day somewhere in the system, whether due to maintenance, weather events, power issues, equipment faults, or software upgrades. These incidents are not unusual but are a natural consequence of running a vast, always-on network that supports millions of customers. The network is designed with resilience to provide protection against outages. However, particularly for dependence on third party aspects such as power supply or the impacts of weather events, the installed resilience has a limit. We have dedicated operational and field teams to detect, respond and manage restoration activities for outages, and,



while most outages are localised and resolved quickly, their daily occurrence reflects the size, reach, and technical complexity of maintaining a nationwide telecommunications infrastructure.

Furthermore, from an Emergency Call Person (ECP) perspective, there is an important difference between Carriage Service Provider network outages and outages that impact the Triple Zero platform. Carriage Service Provider network outages affect everyday services such as mobile calls, data, or internet access and may be limited to specific sites, regions, or customer groups, but do not necessarily prevent Triple Zero calls from being made.

In contrast, Triple Zero platform outages directly affect the ability for people to place or receive Triple Zero calls, which makes them far more critical and time sensitive. These incidents trigger immediate escalation, strict monitoring, and coordination between the ECP, Carriage Service Providers, carriers, emergency service organisations, and network operations teams. While Carriage Service Provider outages are expected in a large national network, Triple Zero platform outages are treated as exceptional events requiring urgent response and rapid restoration.

Type of Outage	Calendar Year	Number of Outages	Commentary
Triple Zero Platform Outage (Emergency Call Person)	2022	0	N/A
	2023	0	N/A
	2024	1	Delays in the Transfer of 127 calls to Emergency Service Organisations.
	2025	0	N/A
Triple Zero Outage (Carriage Service Provider)	2022	0	N/A
	2023	1	One-way speech for calls from Christmas Island, one call lost.
	2024	0	<i>Whilst not a 000 outage, a 106 service may have experienced a call failure. No calls lost.</i>
	2025	1	23 calls dropped for ESTA (Vic) requiring ESTA to call back. No calls lost. <i>Separately, whilst not a 000 outage, there was a 106 call routing issue. No calls lost.</i>



<p><u>Mobile Tower Outage</u></p> <p><i>Network outages that impacted voice calls (Triple Zero and non-Triple Zero calls)- Outages relating to Significant Community Impact – geographies where Telstra is the only mobile provider and all Mobile technologies in outage for >10 minutes)</i></p> <p><i>We note that where there are NBN/Fixed services, customers will be able to call Triple Zero.</i></p>	2022	3067	N/A
	2023	3289	N/A
	2024	3641	N/A
	2025	5221	Since July 2025, 386 out of 2490 outages were declared Significant Local Outages

Note: Updated as at 9 December 2025

Question 8: Does anyone within your organisation currently hold a sponsored pass to Parliament House? If so, which Member of Parliament sponsors that pass?

Telstra has 7 members of staff who currently hold a parliamentary sponsored pass.

Position	Parliamentary Sponsor
Chief Executive Officer	Attorney-General, the Hon Michelle Rowland MP



Group Executive, Corporate Affairs, Risk and Legal	Attorney-General, the Hon Michelle Rowland MP
Public Affairs Executive	Attorney-General, the Hon Michelle Rowland MP
Head of Government Relations	Minister for Employment and Workplace Relations, the Hon Amanda Rishworth MP
Government Relations Manager	Federal Member for Bean, David Smith MP
Government Relations Adviser	Federal Member for Page, Kevin Hogan MP
Head of Public Policy	Federal Member for Gellibrand, the Hon Tim Watts MP

Attachment 1

From: [REDACTED] [@health.nsw.gov.au>](mailto:@health.nsw.gov.au)
Sent: Wednesday, 24 September 2025 9:37 AM
To: [REDACTED] [@team.telstra.com>](mailto:@team.telstra.com)
Subject: Difficulties connecting to Triple Zero (000) - Wentworth falls - 24 September 2025
Importance: High

[External Email] This email was sent from outside the organisation be cautious, particularly with links and attachments.

OFFICIAL: Sensitive – NSW Government

Hi Jane

Reports from a caller in Wentworth falls of difficulties connecting to Triple Zero (000) – at 0730 and 0731 this morning from number [REDACTED] (? Vodafone Service according to the caller). They called National Relay service at 0735 reached NSWA at 0750. The patient is deceased.

Paramedics on scene attempted to phone both 000 and 112 unable to connect despite service signal on phone (original callers). They were able to call their own mobile phone from the service.

Any advice would be appreciated.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]

@health.nsw.gov.au

www.ambulance.nsw.gov.au



Follow **NSW Ambulance** on: @NSWAmbulance

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message are those of the individual sender, and are not necessarily the views of NSW Ambulance.

This email is intended for the addressee named and may contain confidential information. If you are not the intended recipient, you must not disclose, copy or distribute this email. If you have received this email in error, please notify the sender immediately, delete it from your system and destroy any copies.

Views expressed in this message are those of the individual sender, and are not necessarily the views of NSW Health or any of its entities.

OFFICIAL: Sensitive – NSW Government

Attachment 2

From: [REDACTED]
Sent: Wednesday, 24 September 2025 10:35 AM
To: [REDACTED]
Subject: RE: Difficulties connecting to Triple Zero (000) - Wentworth falls - 24 September 2025

Australian Communications and Media Authority

[\[REDACTED\]@acma.gov.au](mailto:[REDACTED]@acma.gov.au)

acma.gov.au



I [REDACTED]@team.telstra.com
W www.telstra.com

This communication may contain CONFIDENTIAL or copyright information of Telstra Corporation Limited (ABN 33 051 775 556). If you are not an intended recipient, you MUST NOT keep, forward, copy, use, save or rely on this communication, and any such action is unauthorised and prohibited. If you have received this communication in error, please reply to this e-mail to notify the sender of its incorrect delivery, and then delete both it and your reply. Thank you.

From: [REDACTED]@health.nsw.gov.au>
Sent: Wednesday, 24 September 2025 9:37 AM
To: [REDACTED]@team.telstra.com>
Subject: Difficulties connecting to Triple Zero (000) - Wentworth falls - 24 September 2025
Importance: High

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

OFFICIAL: Sensitive – NSW Government

Hi [REDACTED]

Reports from a caller in Wentworth falls of difficulties connecting to Triple Zero (000) – at 0730 and 0731 this morning from number 04 [REDACTED] (? Vodafone Service according to the caller). They called National Relay service at 0735 reached NSWIA at 0750. The patient is deceased.

Paramedics on scene attempted to phone both 000 and 112 unable to connect despite service signal on phone (original callers). They were able to call their own mobile phone from the service.

Any advice would be appreciated.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED] @health.nsw.gov.au
www.ambulance.nsw.gov.au



Follow NSW Ambulance on: @NSWAmbulance

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Views expressed in this message are those of the individual sender, and are not necessarily the views of NSW Health or any of its entities.

OFFICIAL: Sensitive – NSW Government

Attachment 3

From: [REDACTED]@nokia.com>
Sent: Wednesday, 24 September 2025 11:53 AM
To: [REDACTED] (Nokia - Global); [REDACTED]
Cc: [REDACTED]; [REDACTED] (Nokia); [REDACTED] (Nokia); [REDACTED] (Nokia)
Subject: RE: Request to Verify Emergency Call on Telstra Network – MSISDN: [REDACTED]

Some people who received this message don't often get email from [REDACTED]@nokia.com. [Learn why this is important](#)

[External Email] This email was sent from outside the organisation. Be cautious, particularly with links and attachments.

Hi Telstra team

Thank you very much for your investigation and swift response to confirm. Much appreciated.

Warm regards

[REDACTED]
Mobile: +61 [REDACTED]

From: [REDACTED]@team.telstra.com>
Sent: Wednesday, September 24, 2025 11:50 AM
To: [REDACTED]@nokia.com>; [REDACTED]@nokia.com>;
[REDACTED]@team.telstra.com>; [REDACTED]@team.telstra.com>;
[REDACTED]@team.telstra.com>; [REDACTED]@team.telstra.com>
Cc: [REDACTED]@nokia.com>; [REDACTED]@nokia.com>;
[REDACTED]@nokia.com>; [REDACTED]@nokia.com>; [REDACTED]@nokia.com>
Subject: RE: Request to Verify Emergency Call on Telstra Network – MSISDN: [REDACTED]

Some people who received this message don't often get email from [REDACTED]@team.telstra.com. [Learn why this is important](#)

CAUTION: This is an external email. Please be very careful when clicking links or opening attachments. See the URL nok.it/ext for additional information.

Good morning Vodafone,

We **can not** see any camp on calls on the Telstra Network to 000/112 from the number and details provided for the time frame of 07:15am to 08:45am this morning as requested.

Kind regards,

[REDACTED]



Telstra recognises and acknowledges the existing, original, and ancient connection Aboriginal and Torres Strait Islander peoples have to the lands and waterways across the Australian continent. We pay our respects to their Elders past and present.

This email may contain confidential information. If I've sent it to you by accident, please delete it immediately.

General

From: [REDACTED]
Sent: Wednesday, 24 September 2025 11:24 AM
To: [REDACTED] [@nokia.com](#); [REDACTED] [@nokia.com](#); !
[REDACTED] [@team.telstra.com](#); [REDACTED] [@team.telstra.com](#); [REDACTED] [@team.telstra.com](#)
[REDACTED] [@team.telstra.com](#); [REDACTED] [@team.telstra.com](#)
Cc: [REDACTED] [@nokia.com](#); [REDACTED] [@nokia.com](#); [REDACTED] [@nokia.com](#); [REDACTED] [@nokia.com](#)
Subject: RE: Request to Verify Emergency Call on Telstra Network – MSISDN: [REDACTED]

Good morning Vodafone,

Thankyou for the below details, We will investigate and respond when we have details.



Kind regards,

[REDACTED]



Telstra recognises and acknowledges the existing, original, and ancient connection Aboriginal and Torres Strait Islander peoples have to the lands and waterways across the Australian continent. We pay our respects to their Elders past and present.

This email may contain confidential information. If I've sent it to you by accident, please delete it immediately.

From: [REDACTED] [@nokia.com](#)
Sent: Wednesday, 24 September 2025 11:18 AM
To: [REDACTED] [@nokia.com](#); ! [REDACTED] [@team.telstra.com](#)
[REDACTED] [@team.telstra.com](#); [REDACTED]
Cc: [REDACTED] [@nokia.com](#); [REDACTED] [@nokia.com](#); [REDACTED] [@nokia.com](#); [REDACTED] [@nokia.com](#)
Subject: RE: Request to Verify Emergency Call on Telstra Network – MSISDN: [REDACTED]

Some people who received this message don't often get email from [REDACTED] [@nokia.com](#). [Learn why this is important](#)

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

Hi Telstra team

This was directly reported by the NSW TelcoFA & NSW Ambulance team – Really appreciate your quick support if this can be checked as a matter of urgency please.

I've added IMEI & IMSI details please. Thanks a lot.

- **MSISDN:** [REDACTED]
- **IMEI:** 3540620909
- **IMSI:** [REDACTED]
- **Time frame:** 07:15 to 08:15 AEST

Warm regards

Mobile: +61 [REDACTED]

Nokia internal use

From: [REDACTED] [@nokia.com](#)
Sent: Wednesday, September 24, 2025 11:11 AM
To: [REDACTED] [@team.telstra.com](#); [REDACTED] [@team.telstra.com](#); [REDACTED]
Cc: [REDACTED] [@nokia.com](#); [REDACTED] [@nokia.com](#); [REDACTED] [@nokia.com](#); [REDACTED] [@nokia.com](#); [REDACTED] [@nokia.com](#)
Subject: Request to Verify Emergency Call on Telstra Network – MSISDN: [REDACTED]

Dear [REDACTED]

I hope this message finds you well.



We kindly request your assistance in verifying whether an emergency call was successfully latched onto the Telstra network for the following MSISDN, which belongs to NSW Ambulance Services:

MSISDN: [REDACTED]
Time Frame: 07:15 to 08:45 AEST

Could you also please involve your Voice Core team to assist in reviewing this request and confirming the call status?

Your prompt support is appreciated.

Thank you.,

Best Regards,

"If its not in Helix then it did not Happen"

NOOKIA

Nokia internal use

Attachment 4

From: [REDACTED]@tpgtelecom.com.au>
Sent: Thursday, 25 September 2025 2:45 PM
To: [REDACTED]
Subject: Re: Query

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

Yes, it appears to be a handset issue for that caller. We are still investigating.

Cheers,



I acknowledge the Traditional Custodians of the dyungungoo (country) where I live and work, the Kabi Kabi People. I pay my respects to their Elders past, present, and emerging.

Confidential

From: [REDACTED]@team.telstra.com>
Sent: 25 September 2025 2:36 PM
To: [REDACTED]@tpgtelecom.com.au>
Subject: Query

ALERT: This email originated outside TPG Telecom's network. If you do not recognise the sender or did not expect this email then please do not open any attachments or click any link.

Assume you are across the Wentworth Falls issue [REDACTED]?



E [REDACTED]@team.telstra.com

W www.telstra.com

P [REDACTED]

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communication in error, please reply to this e-mail to notify the sender of its incorrect delivery, and then delete both it and your reply. Thank you.

General

Attachment 5

From: [REDACTED]
Sent: Friday, 26 September 2025 10:16 AM
To: [REDACTED] @samsung.com; [REDACTED]

Cc: [REDACTED]
Subject: RE: Emergency call handling, Samsung Galaxy J2 Pro, SM-J250, IMEI TAC 35406209

I can't provide the full information

354062090 [REDACTED] xxx

From: [REDACTED] @samsung.com <[REDACTED] @samsung.com>
Sent: Friday, 26 September 2025 9:59 AM
To: [REDACTED] @team.telstra.com; [REDACTED] @samsung.com
Cc: [REDACTED] @team.telstra.com; [REDACTED] @samsung.com
Subject: RE: Emergency call handling, Samsung Galaxy J2 Pro, SM-J250, IMEI TAC 35406209

[External Email] This email was sent from outside the organisation be cautious, particularly with links and attachments.

Hi [REDACTED]

May we ask for the full IMEI of the device please? Do you have any other information about the J250 you can share?

Regards,
[REDACTED]

From: [REDACTED] @team.telstra.com>
Sent: Thursday, 25 September 2025 10:07 PM
To: [REDACTED] @samsung.com) [REDACTED] @samsung.com>; [REDACTED] @samsung.com>
Cc: [REDACTED] @team.telstra.com>
Subject: Emergency call handling, Samsung Galaxy J2 Pro, SM-J250, IMEI TAC 35406209
Importance: High

[REDACTED] [REDACTED]

An issue occurred when an emergency call was being made with above model on a competitors network.

The issue may or may not have been related to the device however given the current situation there is a heightened level of caution.

In our 3G closure work this model was identified as working with VoLTE emergency calling and we have seen a significant number of emergency calls on our network

from that model.

While we do not consider there are issues with the device we have been asked to confirm with Samsung that our understanding is correct.

Can you confirm our understanding is correct that this model supports VoLTE emergency calling including in limited service state.

Are there any known issues in any firmware version that may cause issues with emergency calling (ie is there a minimum software version required to support emergency calling).

The device was not ranged by Telstra, does the device configuration change/firmware change if a Telstra SIM is inserted.

Would it also be possible for a device to be made available to WDA to perform emergency call testing.

I will ring to talk to you in the morning.

Regards,

Take your World wherever you go.

Risk builds slowly and appears suddenly

“Disruptive innovations create Jobs, Efficiency Innovations destroy them” :Clayton Christensen

“When change is great, yesterday’s assumptions can be retained only at great cost.” : Warren Buffett

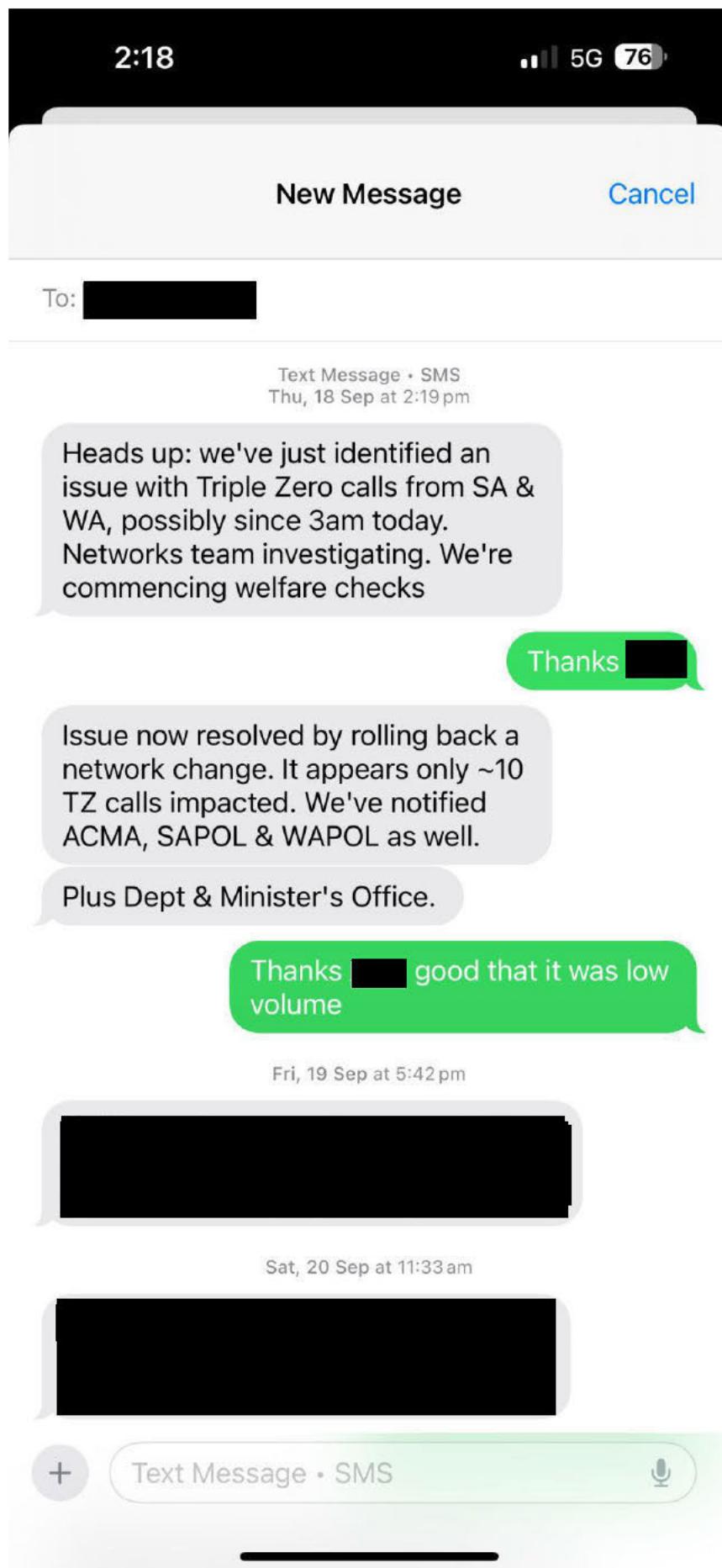
General

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Attachment 6



Attachment 7

From: [REDACTED]
Sent: Thursday, 18 September 2025 3:36 PM
To: [REDACTED]
Cc: # IMO Triple Zero Support
Subject: FW: Significant Network Outage Affecting 000 Emergency Calls - Open/Resolve notification

Hi [REDACTED]

Fyi, we haven't seen any issues from our end and no unusual number of welfare checks detected during this time

Thanks
[REDACTED]

General

From: [REDACTED] [@optus.com.au>
Sent: Thursday, 18 September 2025 3:27 PM
To: # \[REDACTED\] \[@team.telstra.com>;
\\[REDACTED\\] \\[@relayservice.com.au>; \\\[REDACTED\\\] \\\[@optus.com.au>;
\\\\[REDACTED\\\\] \\\\[@relayservice.com.au>;
\\\\\[REDACTED\\\\\] \\\\\[@team.telstra.com>
Cc: \\\\\\[REDACTED\\\\\\] \\\\\\[@optus.com.au>; \\\\\\\[REDACTED\\\\\\\]
\\\\\\\[REDACTED\\\\\\\] \\\\\\\[@optus.com.au>; \\\\\\\\[REDACTED\\\\\\\\] \\\\\\\\[@optus.com.au>; \\\\\\\\\[REDACTED\\\\\\\\\]
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\\\\\\\\\\\[REDACTED\\\\\\\\\\\] \\\\\\\\\\\[@optus.com.au>; \\\\\\\\\\\\[REDACTED\\\\\\\\\\\\] \\\\\\\\\\\\[@acma.gov.au>;
\\\\\\\\\\\\\[REDACTED\\\\\\\\\\\\\] \\\\\\\\\\\\\[@optus.com.au>; \\\\\\\\\\\\\\[REDACTED\\\\\\\\\\\\\\] \\\\\\\\\\\\\\[@optus.com.au>; \\\\\\\\\\\\\\\[REDACTED\\\\\\\\\\\\\\\]
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Subject: RE: Significant Network Outage Affecting 000 Emergency Calls - Open/Resolve notification\\\\\\\\\\\\\\\\\\\\]\\\\\\\\\\\\\\\\\\\\(mailto:@optus.com.au\\\\\\\\\\\\\\\\\\\\)\\\\\\\\\\\\\\\\\\\]\\\\\\\\\\\\\\\\\\\(mailto:@optus.com.au\\\\\\\\\\\\\\\\\\\)\\\\\\\\\\\\\\\\\\]\\\\\\\\\\\\\\\\\\(mailto:@optus.com.au\\\\\\\\\\\\\\\\\\)\\\\\\\\\\\\\\\\\]\\\\\\\\\\\\\\\\\(mailto:@optus.com.au\\\\\\\\\\\\\\\\\)\\\\\\\\\\\\\\\\]\\\\\\\\\\\\\\\\(mailto:@optus.com.au\\\\\\\\\\\\\\\\)\\\\\\\\\\\\\\\]\\\\\\\\\\\\\\\(mailto:@optus.com.au\\\\\\\\\\\\\\\)\\\\\\\\\\\\\\]\\\\\\\\\\\\\\(mailto:@optus.com.au\\\\\\\\\\\\\\)\\\\\\\\\\\\\]\\\\\\\\\\\\\(mailto:@optus.com.au\\\\\\\\\\\\\)\\\\\\\\\\\\]\\\\\\\\\\\\(mailto:@acma.gov.au\\\\\\\\\\\\)\\\\\\\\\\\]\\\\\\\\\\\(mailto:@optus.com.au\\\\\\\\\\\)\\\\\\\\\\]\\\\\\\\\\(mailto:@optus.com.au\\\\\\\\\\)\\\\\\\\\]\\\\\\\\\(mailto:@optus.com.au\\\\\\\\\)\\\\\\\\]\\\\\\\\(mailto:@optus.com.au\\\\\\\\)\\\\\\\]\\\\\\\(mailto:@optus.com.au\\\\\\\)\\\\\\]\\\\\\(mailto:@optus.com.au\\\\\\)\\\\\]\\\\\(mailto:@team.telstra.com\\\\\)\\\\]\\\\(mailto:@relayservice.com.au\\\\)\\\]\\\(mailto:@optus.com.au\\\)\\]\\(mailto:@relayservice.com.au\\)\]\(mailto:@team.telstra.com\)](mailto:@optus.com.au)

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

Team,

Correction to the date:

Incident number IM1919357 commenced at 00:40 AEST and resolve at 14:34 AEST on
18/09/2025

From: [REDACTED] [@optus.com.au>](mailto:@optus.com.au)
Sent: Thursday, 18 September 2025 3:26 PM
To: [REDACTED] [@team.telstra.com>](mailto:@team.telstra.com);
[REDACTED] [@relayservice.com.au>](mailto:@relayservice.com.au); [REDACTED] [@optus.com.au>](mailto:@optus.com.au);
[REDACTED] [@relayservice.com.au>](mailto:@relayservice.com.au);
[REDACTED] [@team.telstra.com>](mailto:@team.telstra.com)
Cc: [REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@optus.com.au>](mailto:@optus.com.au);
[REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@optus.com.au>](mailto:@optus.com.au);
[REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@optus.com.au>](mailto:@optus.com.au);
[REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@acma.gov.au>](mailto:@acma.gov.au);
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[REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@optus.com.au>](mailto:@optus.com.au);
[REDACTED] [@optus.com.au>](mailto:@optus.com.au)
Subject: RE: Significant Network Outage Affecting 000 Emergency Calls - Open/Resolve notification

+ [REDACTED] @team.telstra.com

From: [REDACTED]
Sent: Thursday, 18 September 2025 3:17 PM
To: [REDACTED] [@team.telstra.com>](mailto:@team.telstra.com); [REDACTED] [@relayservice.com.au>](mailto:@relayservice.com.au); [REDACTED]
[REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@relayservice.com.au>](mailto:@relayservice.com.au);
[REDACTED] [@team.telstra.com>](mailto:@team.telstra.com)
Cc: [REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@optus.com.au>](mailto:@optus.com.au);
[REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@optus.com.au>](mailto:@optus.com.au);
[REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@optus.com.au>](mailto:@optus.com.au);
[REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@acma.gov.au>](mailto:@acma.gov.au);
[REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@optus.com.au>](mailto:@optus.com.au);
[REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@optus.com.au>](mailto:@optus.com.au);
[REDACTED] [@optus.com.au>](mailto:@optus.com.au); [REDACTED] [@optus.com.au>](mailto:@optus.com.au);
[REDACTED] [@optus.com.au>](mailto:@optus.com.au)
Subject: Significant Network Outage Affecting 000 Emergency Calls - Open/Resolve notification

Optus advises that it has become aware of a Significant Network Outage that adversely affects the carriage of emergency calls over the Optus network before handover to the Emergency Call Person. This notification is in accordance with Section 27 of the Telecommunications (Emergency Call Service) Determination 2019 ("Determination") This incident has now been resolved.

Incident number IM1919357 commenced at 00:40 AEST and resolve at 14:34 AEST on 19/09/2025

Mobile users unable to dial Emergency calls from South Australia, Western Australia, and Northern Territory.

Thanks,

 @optus.com.au

OPTUS

Attachment 8

From: [REDACTED] @COMMUNICATIONS.gov.au>
Sent: Sunday, 21 September 2025 12:12 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: data request re Optus outage [SEC=OFFICIAL]

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

OFFICIAL

OFFICIAL

Thank you [REDACTED] - appreciate the update. Please do keep us posted as you learn more.

Kind regards
 [REDACTED]

[REDACTED]
 [REDACTED] @communications.gov.au
 P +61 2 [REDACTED] M +61 [REDACTED]
 [REDACTED] @communications.gov.au P +61 [REDACTED]
 Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
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OFFICIAL

From: [REDACTED] @team.telstra.com>
Date: Sunday, 21 September 2025 at 11:52:16 am
To: [REDACTED] @COMMUNICATIONS.gov.au>
Cc: [REDACTED] @team.telstra.com>, [REDACTED] @team.telstra.com>,
 [REDACTED] @infrastructure.gov.au>, [REDACTED] @infrastructure.gov.au>,
 [REDACTED] @team.telstra.com>
Subject: RE: data request re Optus outage [SEC=OFFICIAL]

OFFICIAL

Good Morning [REDACTED]

Our historical data shows large variances in the daily call volume from Optus to the Emergency Call Person (ECP) so it's difficult to assess whether a change in volumes is unusual or not. To help illustrate this I have tabled the number of Optus calls received to the ECP between 12:00AM and 11:59PM for the last 10 days. Highest volume is Saturday 13th September which we would expect as this is traditionally our busiest period of the week. While the lowest volume is Thursday 18th September, (the day of impact) the volume of the previous Thursday (11th September) was 6719 – a difference of 69 calls.

Wednesday	10/09/2025	6864
Thursday	11/09/2025	6719
Friday	12/09/2015	6961
Saturday	13/09/2015	8002
Sunday	14/09/2025	7591
Monday	15/09/2025	7211
Tuesday	16/09/2025	6877
Wednesday	17/09/2025	6868

Thursday	18/09/2025	6650
Friday	19/09/2025	7490

Our Network Team will continue to investigate to validate the data we have provided and will also collaborate with the Optus' Network Team to assist where we can.



E [REDACTED]@team.telstra.com
W www.telstra.com
P [REDACTED]

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General

OFFICIAL

From: [REDACTED]@COMMUNICATIONS.gov.au
Sent: Saturday, 20 September 2025 4:31 PM
To: [REDACTED]@team.telstra.com
Cc: [REDACTED]@team.telstra.com; [REDACTED]@team.telstra.com; [REDACTED]@infrastructure.gov.au; [REDACTED]@infrastructure.gov.au; [REDACTED]@team.telstra.com
Subject: RE: data request re Optus outage [SEC=OFFICIAL]

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

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OFFICIAL

Thank you [REDACTED] that's helpful. I understand you can't speculate about what was happening within Optus' network, but am I right in understanding that you don't consider that the below numbers represent an unusual drop in either normal calls or camp-on calls coming from Optus phones? It looks to me as though normal calls are lower, and there's no commensurate up-tick in camp-on, possibly indicating that Optus calls were not getting through by either means.

[REDACTED]
 [REDACTED]@communications.gov.au
 P +61 2 [REDACTED] M +61 [REDACTED]
 [REDACTED]@communications.gov.au P +61 [REDACTED]
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I would like to acknowledge the traditional custodians of this land on which we meet, work and live.
I recognise and respect their continuing connection to the land, waters and communities.
I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.

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From: [REDACTED] [@team.telstra.com>
Sent: Saturday, 20 September 2025 4:26 PM
To: \[REDACTED\] \[@COMMUNICATIONS.gov.au>
Cc: \\[REDACTED\\] \\[@team.telstra.com>; \\\[REDACTED\\\] \\\[@team.telstra.com>;
\\\\[REDACTED\\\\] \\\\[@infrastructure.gov.au>; \\\\\[REDACTED\\\\\] \\\\\[@infrastructure.gov.au>; \\\\\\[REDACTED\\\\\\] \\\\\\[@team.telstra.com>
Subject: RE: data request re Optus outage \\\\\\\[SEC=OFFICIAL\\\\\\\]\\\\\\]\\\\\\(mailto:@team.telstra.com\\\\\\)\\\\\]\\\\\(mailto:@infrastructure.gov.au\\\\\)\\\\]\\\\(mailto:@infrastructure.gov.au\\\\)\\\]\\\(mailto:@team.telstra.com\\\)\\]\\(mailto:@team.telstra.com\\)\]\(mailto:@COMMUNICATIONS.gov.au\)](mailto:@team.telstra.com)

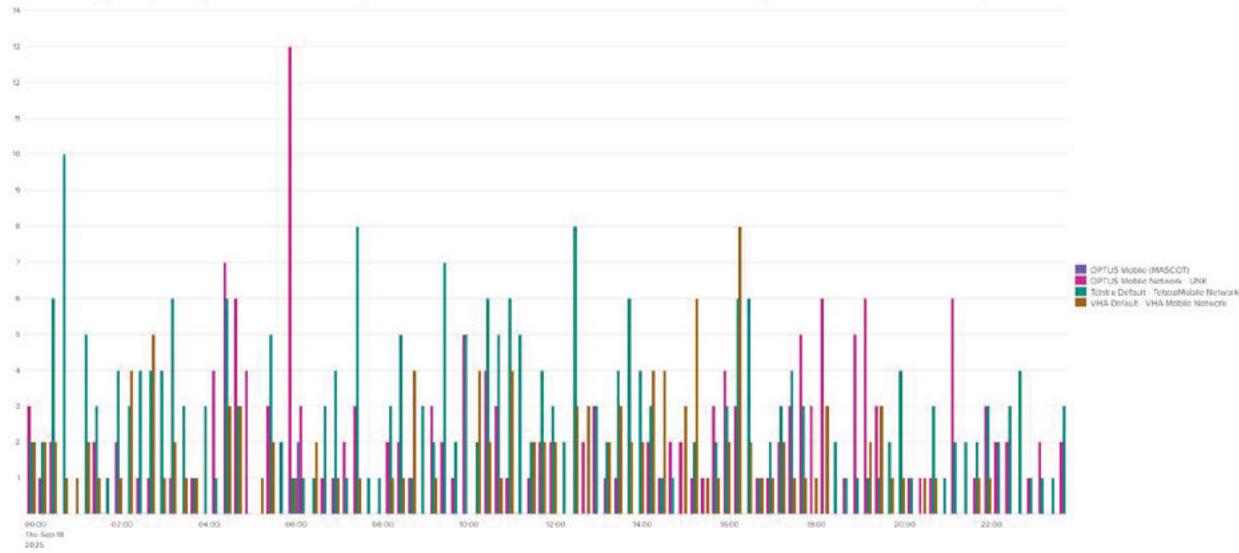
You don't often get email from [REDACTED] [@team.telstra.com. Learn why this is important](mailto:@team.telstra.com)

OFFICIAL

Hi [REDACTED]

Initial investigations indicate that during the Optus outage period (Outage time as advised by Optus commencing 00:40 AEST and resolved at 14:34 AEST on 18/09/2025), the Emergency Call Person received approximately 3164 calls from Optus compared with the same duration previous day of 3549 calls (13 hours 54 minutes). Given the variability of daily call volumes from Optus to the Emergency Call Person, the reduction in call volume is not unusual.

For "Emergency Camp-On" call volume, at a national level the data indicates no significant increase in camp-on traffic.



Please note that this is preliminary data and further investigations will be completed by our Network Team in the coming days to validate the above. We will also collaborate with Optus' Network Team over this time period.

[REDACTED]



E [REDACTED] @team.telstra.com
W www.telstra.com
P [REDACTED]

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General

OFFICIAL

From: [REDACTED] @COMMUNICATIONS.gov.au>
Sent: Friday, 19 September 2025 6:39 PM
To: [REDACTED] @team.telstra.com>; [REDACTED] @team.telstra.com>
Cc: [REDACTED] @team.telstra.com>; [REDACTED] @team.telstra.com>;
[REDACTED] @infrastructure.gov.au>; [REDACTED] @infrastructure.gov.au>;
[REDACTED] @infrastructure.gov.au>
Subject: data request re Optus outage [SEC=OFFICIAL]

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

OFFICIAL

OFFICIAL

Hi [REDACTED] [REDACTED]

Thanks for the brief chat. Hoping you can provide some information regarding the Optus outage of yesterday. As with the 2023 outage, we're interested to understand what the ECP could see regarding call volumes during the outage in Optus' Triple Zero function – whether the normal number of calls coming through from Optus dropped, whether there was a commensurate uptick in Optus calls camping on to other networks, etc.

I know you won't be able to produce this data instantly. I'd be grateful for an indication of when you might be able to produce it.

Thanks again

[REDACTED]
[REDACTED] @communications.gov.au
P +61 [REDACTED] M +61 [REDACTED]
[REDACTED] @communications.gov.au P +61 [REDACTED]
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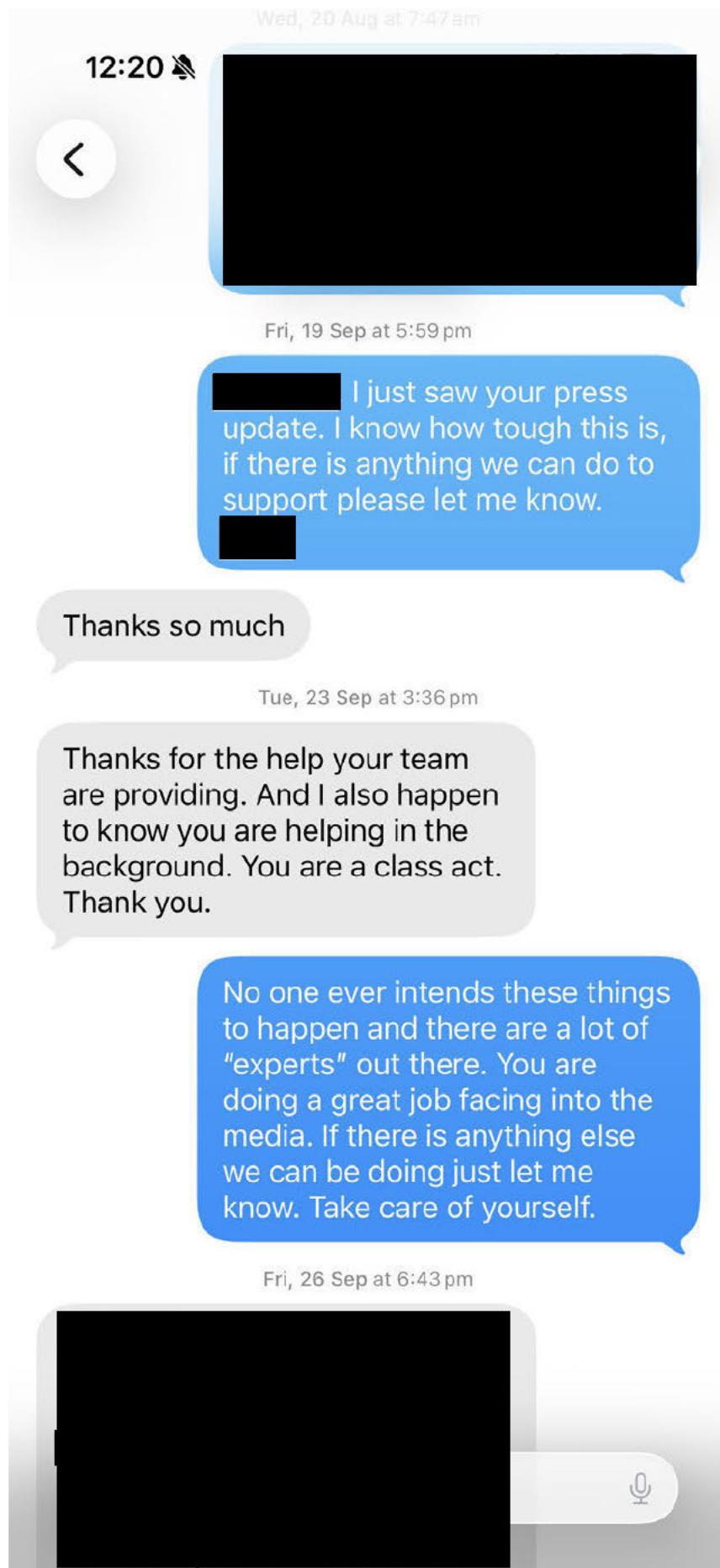
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I recognise and respect their continuing connection to the land, waters and communities.

I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.

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Attachment 9



Attachment 10

From: [REDACTED]
Sent: Friday, 19 September 2025 7:55 PM
To: [REDACTED]
Subject: Telstra Advice: Triple Zero/Optus Outage

Good evening

In relation to the Optus Outage on 18 September, Telstra confirms there is nothing to indicate that there were any issues with the Telstra operated Triple Zero platform or with the Telstra network more widely during the Optus incident.

Please reach out if any questions.

Kind regards

[REDACTED]

[REDACTED]
[REDACTED]



[REDACTED] @team.telstra.com
www.telstra.com

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If I've sent it to you by accident, please delete it immediately.

Attachment 11

From: [REDACTED]
Sent: Sunday, 21 September 2025 3:35 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Optus 18 Sep TZ disruption - data sharing

Hi [REDACTED]

Just a quick note to let you know that Optus has provided us with call data relating to the 18 Sep TZ disruption and has asked for our assistance in analysing what happened (which we are now doing).

Regards

[REDACTED]
[REDACTED]
Telstra Ltd
Mobile +61 [REDACTED]

Get [Outlook for iOS](#)

Attachment 12

From: [REDACTED]
Sent: Tuesday, 30 September 2025 2:59 PM
To: [REDACTED]
[REDACTED]
Subject: RE: contact with ECP during 18 Sept outage [SEC=OFFICIAL]

Hi

The Incident Management Operations (IMO) reviewed the outage notifications that had been received to their mailbox following the concern raised by the South Australian Ambulance Service Supervisor.

The IMO also reviewed the internal alarms and reviewed traffic flows however there was no information to indicate abnormal activity. The IMO Team did not contact Optus directly at this time, however continued to monitor the email notifications.

Connected Future 30

E [REDACTED]@team.telstra.com
W www.telstra.com

P

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General

From: [REDACTED] [@COMMUNICATIONS.gov.au>
Sent: Thursday, 25 September 2025 9:21 AM
To: \[REDACTED\] \[@team.telstra.com>
Cc: \\[REDACTED\\] \\[@team.telstra.com>; \\\[REDACTED\\\]
\\\[REDACTED\\\] \\\[@team.telstra.com>; \\\\[REDACTED\\\\] \\\\[@team.telstra.com>; \\\\\[REDACTED\\\\\]
\\\\\[REDACTED\\\\\] \\\\\[@team.telstra.com>; \\\\\\[REDACTED\\\\\\] \\\\\\[@infrastructure.gov.au>;
\\\\\\\[REDACTED\\\\\\\] \\\\\\\[@infrastructure.gov.au>
Subject: RE: contact with ECP during 18 Sept outage \\\\\\\\[SEC=OFFICIAL\\\\\\\\]\\\\\\\]\\\\\\\(mailto:@infrastructure.gov.au\\\\\\\)\\\\\\]\\\\\\(mailto:@infrastructure.gov.au\\\\\\)\\\\\]\\\\\(mailto:@team.telstra.com\\\\\)\\\\]\\\\(mailto:@team.telstra.com\\\\)\\\]\\\(mailto:@team.telstra.com\\\)\\]\\(mailto:@team.telstra.com\\)\]\(mailto:@team.telstra.com\)](mailto:@COMMUNICATIONS.gov.au)

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Thank you

One follow-up question. I understand that Optus appears to have failed to notify the ECP of any problem within Optus during the outage. Does the below mean that the ECP did not contact Optus to enquire as to Optus' network status following the contact from SAAS?

Regards

Communications and Media Group
E: [REDACTED] [@communications.gov.au
P +61 \[REDACTED\] M +61 \[REDACTED\]](mailto:@communications.gov.au)

@communications.gov.au • P +61 [REDACTED]

infrastructure.gov.au   

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OFFICIAL

OFFICIAL

From: [REDACTED] @team.telstra.com>
Sent: Wednesday, 24 September 2025 3:19 PM
To: [REDACTED] @COMMUNICATIONS.gov.au>
Cc: [REDACTED] @team.telstra.com>; [REDACTED] @team.telstra.com>; [REDACTED] @team.telstra.com>; [REDACTED] @team.telstra.com>; [REDACTED] @infrastructure.gov.au>;

[REDACTED] @infrastructure.gov.au>

Subject: RE: contact with ECP during 18 Sept outage [SEC=OFFICIAL]

OFFICIAL

Hi [REDACTED]

Thank you for your email.

We have discussed with SA Ambulance Service (SAAS) and can confirm the Sydney Triple Zero Call Centre received a call from the SAAS Supervisor on Thursday 18th Sept at 1:14pm (AEST). The SAAS Supervisor advised 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. The IMO advised there were no reports received of outages at that time and that the Triple Zero dashboards did not indicate abnormal activity. (This is supported in the data provided to you via email on Sunday 21st September identifying a difference of 69 calls between Thursday 11th and Thursday 18th September for Optus originated calls to Triple Zero.) This information was then provided back to SAAS.

There were no additional reports of connectivity issues reported to the Telstra Triple Zero Call Centres or the IMO Team until 3:27pm (AEST) on the 18th September, when the IMO received an email notification from Optus with the below information.

Optus advises that it has become aware of a Significant Network Outage that adversely affects the carriage of emergency calls over the Optus network before handover to the Emergency Call Person.

This notification is in accordance with Section 27 of the Telecommunications (Emergency Call Service) Determination 2019 ("Determination"). This incident has now been resolved.

Incident number IM1919357 commenced at 00:40 AEST and resolve at 14:34 AEST on 19/09/2025

Mobile users unable to dial Emergency calls from South Australia, Western Australia, and Northern Territory.

(Note: Optus originally stated impact date of 19th however sent follow up email correcting to the 18th September.)

I have also taken the opportunity to remind SAAS that incident notification requests should always be made directly to the IMO which is the nationally endorsed process. This is important as the Call Centres do not receive outage notifications and are not immediately made aware of network incidents.

[REDACTED]



E [REDACTED] @team.telstra.com

W www.telstra.com

P [REDACTED]

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General

OFFICIAL

From: [REDACTED] [@COMMUNICATIONS.gov.au>](mailto:@COMMUNICATIONS.gov.au)

Sent: Tuesday, 23 September 2025 10:15 AM

To: [REDACTED] [@team.telstra.com>](mailto:@team.telstra.com)

Cc: [REDACTED] [@team.telstra.com>; \[REDACTED\] \[@team.telstra.com>; \\[REDACTED\\] \\[@team.telstra.com>; \\\[REDACTED\\\] \\\[@team.telstra.com>; \\\\[REDACTED\\\\] \\\\[@infrastructure.gov.au>; \\\\\[REDACTED\\\\\] \\\\\[@infrastructure.gov.au>\\\\\]\\\\\(mailto:@infrastructure.gov.au\\\\\)\\\\]\\\\(mailto:@infrastructure.gov.au\\\\)\\\]\\\(mailto:@team.telstra.com\\\)\\]\\(mailto:@team.telstra.com\\)\]\(mailto:@team.telstra.com\)](mailto:@team.telstra.com)

Subject: RE: contact with ECP during 18 Sept outage [SEC=OFFICIAL]

[External Email] This email was sent from outside the organisation be cautious, particularly with links and attachments.

OFFICIAL

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Thanks [REDACTED] – I'm not certain; yes, perhaps confirming with SAAS would be most straightforward.

Regards
[REDACTED]

[REDACTED]



I would like to acknowledge the traditional custodians of this land on which we meet, work and live. I recognise and respect their continuing connection to the land, waters and communities. I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.

OFFICIAL

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From: [REDACTED] [\[REDACTED\] @team.telstra.com](mailto:@team.telstra.com)>
Sent: Tuesday, 23 September 2025 10:12 AM
To: [REDACTED] [\[REDACTED\] @COMMUNICATIONS.gov.au](mailto:@COMMUNICATIONS.gov.au)>
Cc: [REDACTED] [\[REDACTED\] @team.telstra.com](mailto:@team.telstra.com); [REDACTED] [\[REDACTED\] @team.telstra.com](mailto:@team.telstra.com); [REDACTED] [\[REDACTED\] @team.telstra.com](mailto:@team.telstra.com); [REDACTED] [\[REDACTED\] @infrastructure.gov.au](mailto:@infrastructure.gov.au); [REDACTED] [\[REDACTED\] @infrastructure.gov.au](mailto:@infrastructure.gov.au)
Subject: RE: contact with ECP during 18 Sept outage [SEC=OFFICIAL]

OFFICIAL

Thanks very much [REDACTED]

Can I confirm if SAAS advised they contacted the Call Centre or the Incident Management Operations Team?
Would also be helpful if a time could be provided.

More than happy to reach out to SAAS directly if that is helpful.



E [REDACTED] [\[REDACTED\] @team.telstra.com](mailto:@team.telstra.com)

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General

OFFICIAL

From: [REDACTED] @COMMUNICATIONS.gov.au

Sent: Tuesday, 23 September 2025 8:48 AM

To: [REDACTED] @team.telstra.com

Cc: [REDACTED] @team.telstra.com; [REDACTED]

[REDACTED] @team.telstra.com; [REDACTED] @team.telstra.com; [REDACTED]

[REDACTED] @team.telstra.com; [REDACTED] @team.telstra.com; [REDACTED] @team.telstra.com

Subject: contact with ECP during 18 Sept outage [SEC=OFFICIAL]

[External Email] This email was sent from outside the organisation be cautious, particularly with links and attachments.

OFFICIAL

OFFICIAL

Dear [REDACTED] and colleagues,

We've received some information from the South Australian government about their communication with the ECP during the Optus outage of 18 September.

Broadly, their advice is that during the outage the SA Ambulance Service (SAAS) were advised by several callers that they had difficulty connecting with Triple Zero. Subsequent callers identified that they were unable to get through on their Optus mobile phone but had successfully connected using another phone with a different carrier service. SAAS contacted Telstra as the Triple Zero ECP responsible for transferring Triple Zero calls to Emergency Service Organisations, to seek advice on whether any outages or technical issues had been identified and to request Telstra perform a review. The request was escalated to the Telstra Supervisor, who called

back to advise that there were no recorded outages, and that the numbers callers used to try to call Triple Zero unsuccessfully were not visible on their system.

To assist us to assess what happened on the day, could you please provide us with a report detailing (a) whether the ECP received contact from other ESOs during the 18 September outage, and (b) what action Telstra took in response to such contacts. Please provide at least an initial response by COB 24 September.



@communications.gov.au

P +61 2

M +61

@communications.gov.au • P +61

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I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.*

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