



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

Telstra Response: Question on Notice

23 April 2026



## Executive Summary

Telstra welcomes the opportunity to provide more information in response to the question on notice issued on 14 April 2026.

**Question: Please provide any data you hold on the number of calls (mobile and landline) that attempted and were unable to connect to Triple Zero in the last twelve months. Please also provide this information as a percentage of total attempted calls to Triple Zero.**

Between April 2025 and March 2026, Telstra’s data confirms:

- 4369 calls were unable to reliably connect to Triple Zero at one point in time.<sup>i</sup> Some of those callers would have made a retry and were successful;
- 14,489,562 (fourteen million four hundred and eighty-nine thousand five hundred and sixty-two) calls were delivered to the relevant termination point for the call (triple zero call taking platform).
- As a percentage the failure rate is less than 0.0302% of the total attempts to Triple Zero that are capable of detection; and
- Of the 4369 calls that failed on the Telstra network, 1648 callers received a welfare check. This occurred after Telstra used the caller identification information to confirm that those callers had not called back to reconnect to the emergency call service after an initial call attempt.

As we have set out in our previous evidence before the Senate Committee, Telstra reiterates that it does not have any data of calls that failed on another network before reaching the termination point for Emergency Call Person, or calls that could not be initiated at all due to lack of coverage and would therefore not reach any network to allow for detection.

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<sup>i</sup> Note: We have assumed that “unable to connect”:

- (a) includes any voice call that is terminated unexpectedly (rather than where a caller takes an active action to hang up). This can include instances such as sudden loss of network connectivity, signalling interruptions between network elements, or abrupt device-side failures; and
- (b) excludes scenarios for where a caller misdials or is outside terrestrial network coverage.