

Questions on Notice – Nokia

How many Nokia staff were involved in carrying out the upgrade?

Six (6) Nokia staff members were involved in the IX firewall upgrade on 18 September 2025:

- IP Transport Subject Matter Expert
- Voice Core Subject Matter Expert
- IP Transport Domain Lead
- Voice Core Domain Lead
- Voice Core L2 Engineer
- Change Management Lead

Has the upgrade been subsequently undertaken successfully?

The aborted IX firewall upgrade has not been completed.

Within Nokia, who was advised at what times about the incident?

Please see the following timeline:

18 September 2025

Time	Details
0:15	Nokia started the Regency Park Session Border Gateway (SBG) soft lock to enable the IX firewall upgrade, using an established Method of Procedure (MoP).
0:20	Nokia noticed spikes in Voice over LTE (VoLTE) Key Performance Indicator (KPI) graphs and raised a ticket for a VoLTE KPI degradation. No E000 call failures were visible in the KPI graphs.
0:47	Optus raised a ticket citing higher call setup failure rates. No E000 call failures were visible.
0:53	The Nokia Optus Command Centre (Nokia OCC) received MS Teams message from the Optus Network Service Experience Team (Optus NSET) asking the Nokia OCC for information on the above Optus ticket.
0:56	Nokia OCC advised Optus NSET via MS Teams that the incident related to the ongoing SBG locks.
1:17	Nokia linked the VoLTE KPI degradation ticket and call setup failure ticket to change in the system and validated it as expected behaviour during a SBG soft lock.
2:10	Nokia completed the SBG hard lock change with the expectation that calls will be automatically routed to alternate SBGs.
2:38	Change checklist completed and change activity logs attached to change record in the system.
2:42	Nokia completes the SBG change (soft and hard lock).

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13:40	Optus advises Nokia that it has received a report of a customer being unable to make E000 calls. Nokia OCC establishes a Major Incident Tech Bridge for investigation.
13:53	Optus Emergency Services Support team received a call from SA Police reporting unsuccessful E000 calls, which was added to the investigation on the Major Incident Tech Bridge.
14:10	On the Major Incident Tech Bridge, Optus advised of the potential correlation between inability to make E000 calls and the soft and hard locks, based on the impacted region.
14:20	Optus instructed Nokia through the Major Incident Tech Bridge to unlock the SBG.
14:23	Nokia started to roll back the SBG change.
14:34	SBG unlock completed and the issue resolved.
15:48	Nokia provided Optus with the Call Detail Records (CDRs). The technical nature of the fault meant that unsuccessful E000 calls were not captured in the data, as the calls did not reach the part of the core network from which the records are usually obtained.

19 September 2025

Time	Details
10:00	Managing Director, Oceania, advised of outage by Nokia's CT Head of Optus account.

Does anyone within your organisation currently hold a sponsored pass to Parliament House?

Yes.

If so, who, and which Member of Parliament sponsors that pass?

Head of Government Affairs, Oceania.

Nokia understands that the Department of Parliamentary Services does not allow for the publishing of further information on pass holders. The matter of sponsorship is and always has been a matter for the Presiding Officers.