

## FOI

---

**From:** s47F <s47F@optus.com.au>  
**Sent:** Thursday, 18 September 2025 2:45 PM  
**To:** cialerts  
**Cc:** s22(1)(a)(ii) s47F; Optus Government Affairs  
**Subject:** NOTIFICATION | Issue with calls to Triple Zero in SA and WA

Good afternoon team,

I have just been informed that Optus has received reports that some customers in SA and WA are experiencing impacts to Triple Zero calls.

Suspected cause has been indicated to stem from our Regency Park exchange (which services SA and WA), this matter is urgently being worked through.

I have no further details yet, but our Networks team have commenced the welfare check processes and relevant protocols.

As more information is made available, I will provide updates, and let you know when the issue is resolved.

Kind regards,

s47F  
s47F, Government Affairs  
1 Lyonpark Road, Macquarie Park, NSW 2113 Australia  
s47F@optus.com.au | s47F

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Please think of the environment before printing this email.

## FOI

**From:** s47F <s47F@optus.com.au>  
**Sent:** Thursday, 18 September 2025 2:52 PM  
**To:** cialerts  
**Cc:** s22(1)(a)(ii) s47F; Optus Government Affairs  
**Subject:** UPDATE | Issue with calls to Triple Zero in SA and WA

Good afternoon again,

I have been advised that the work to rectify the issue is complete and services have returned to normal.

The protocol reporting shows that 10 calls may have been impacted – each call is being worked through, and welfare checks will be made.

If any further information comes forward, I will provide another update – if you have any questions, please let me know.

Kind regards,

s47F  
 , Government Affairs  
 1 Lyonpark Road, Macquarie Park, NSW 2113 Australia  
 s47F @optus.com.au | s47F

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**From:** s47F  
**Sent:** Thursday, 18 September 2025 2:45 PM  
**To:** cialerts <cialerts@communications.gov.au>  
**Cc:** s22(1)(a)(ii) @mo.communications.gov.au; s47F <s47F@optus.com.au>; Optus Government Affairs <s47G(1)(a)@optus.com.au>  
**Subject:** NOTIFICATION | Issue with calls to Triple Zero in SA and WA

s22(1)(a)(ii) (duplicate email)

**FOI**

**From:** s47F <s47F@optus.com.au>  
**Sent:** Saturday, 20 September 2025 11:12 AM  
**To:** Grunhard, Samuel; s47F CHISHOLM, James  
**Cc:** s47F s47F Silleri, Kathleen; McMullan, Kate  
**Subject:** RE: Contact points during this crisis [SEC=OFFICIAL]

Dear Sam and James

Thank you for your email – I will take those questions and revert as soon as I am able.

Please advise any further questions that may assist the Dept or Govt. I will also provide advance confirmation of the media conference (and any additional detail).

I can also confirm, just so you know, I am communicating directly with s22(1)(a)(ii) in PMO and s47F with Barnaby.

Thanks

s47F

---

**From:** Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>  
**Sent:** Saturday, 20 September 2025 10:45 AM  
**To:** s47F <s47F@optus.com.au>; CHISHOLM, James <James.CHISHOLM@infrastructure.gov.au>  
**Cc:** s47F <s47F@optus.com.au>; s47F <s47F@optus.com.au>; s47F <s47F@optus.com.au>; s47F <s47F@optus.com.au>; Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>; McMullan, Kate <kate.mcmullan@infrastructure.gov.au>  
**Subject:** RE: Contact points during this crisis [SEC=OFFICIAL]

**[External email] Please be cautious when clicking on any links or attachments.**

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OFFICIAL

OFFICIAL

Thanks s47F Is there any further information Optus can share now as to what went wrong, whether camp-on to other networks functioned correctly, and so on?

Kind regards  
 Sam

**Sam Grunhard**

a/g Deputy Secretary

Communications and Media Group

E: [samuel.grunhard@communications.gov.au](mailto:samuel.grunhard@communications.gov.au)

P +61 2 6136 6429 • M +61 417 724 391

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[infrastructure.gov.au](http://infrastructure.gov.au)



*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

OFFICIAL

**From:** s47F <s47F@optus.com.au>  
**Sent:** Saturday, 20 September 2025 10:43 AM  
**To:** CHISHOLM, James <James.CHISHOLM@infrastructure.gov.au>; Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>  
**Cc:** s47F <s47F@optus.com.au>; s47F <s47F@optus.com.au>; s47F <s47F@optus.com.au>  
**Subject:** Contact points during this crisis

Some people who received this message don't often get email from s47F@optus.com.au. [Learn why this is important](#)

Hi James and Sam

As we all know this will be a sustained crisis for Optus and we are mobilising to ensure we can manage this for a long period of time.

s47F, our new Head of Government and Regulatory Affairs, will be keeping you and other government stakeholders updated as we move through. s47F number is s47F and s47F email is above.

Of course, I am always here if you want to speak with me at any point, but I just wanted to be clear that s47F will be proactively keeping you updated when we have new information. We intend to do a press conference today at around 2pm, I have told Barnaby in the Minister's office this as well.

Thanks,  
 s47F

s47F  
 Mobile: s47F  
 1 Lyonpark Road, Macquarie Park NSW 2113 Australia  
 s47F@optus.com.au



**OPTUS**

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Optus acknowledges the Traditional Owners and Custodians of the lands on which we live, work, and serve. We celebrate the oldest living culture and its unbroken history of storytelling and communication. We pay our respect to Elders – past, present, and future – and we strive together to embrace an optimistic outlook for our future in harmony, across all of Australia and for all of its people.

This email may be confidential. If you received it accidentally, please do not send it to anyone else, delete it and let the sender know straight away.

## FOI

**From:** s47F <s47F@optus.com.au>  
**Sent:** Saturday, 20 September 2025 3:14 PM  
**To:** Grunhard, Samuel; s47F; CHISHOLM, James; s22(1)(a)(ii)  
**Cc:** Silleri, Kathleen  
**Subject:** RE: Contact points during this crisis [SEC=OFFICIAL]

Dear Sam and James, Kate and s22(1)(a)(ii)

Please see below. New information has come to light which Stephen will address in media. I have shared this with Barnaby and spoken with him also. Please note this is draft and subject to change:

- As I confirmed yesterday, Optus conducted a network upgrade on Thursday 18 September and within this process a technical failure impacted Triple Zero calls.
- As has been reported, this was in relation to a firewall upgrade.
- This resulted in the failure of a number of Triple Zero calls in South Australia, the Northern Territory and Western Australia.
- The loss of the lives of three people, two in South Australia and one in Western Australia, is absolutely tragic.
- I would like to once again extend my deepest condolences to their families and friends and I promise that we will fully cooperate with any and all investigations in relation to this.
- In terms of our own investigation into the technical failures I can confirm that this is ongoing, and I will be fully transparent as we establish the facts of the matter.
- In this regard, I have some new information to share with you.

#### Length of outage and alerts, commencement checks

- I would like to address the rightful question around the length of the outage and how we were alerted to this.
- The system upgrade that took place in the early hours of Thursday morning, around 12:30am, was a regular upgrade.
- When the upgrades and changes were implemented, initial testing and monitoring did not indicate there were any issues with calls connecting – normal calls were connecting as they should and call volumes at a national level did not raise any red flags.
- There was a technical failure in the system, and further, there were no alarms to alert us that some emergency calls were not making it through to emergency services.
- We became aware of the severity of the incident when a customer contacted us directly at around 1.30pm.
- We were further notified by South Australia Police shortly thereafter (1:50pm).
- Once notified we began to confirm with relevant stakeholders such as police and other regulatory and government agencies and departments that we had experienced an outage impacting 000 and that we would be commencing welfare checks.
- Welfare checks commenced later that evening and into the following day, Friday. (delay due to complexity of pulling records from the network)
- During the course of those welfare checks we were advised by three households that there had been loss of life and that they could not reach 000.
- While I am not able to comment in more detail regarding these individual situations as it is more appropriate for other agencies, you have my commitment that Optus will share any new information that is appropriate for us to share as we know more.
- 

#### Confirmation with Agencies, SA Government and WA Government

- I now would like to comment on our notifications to regulatory and government agencies and departments.

- While communication with regulatory and government agencies including police commenced in relation to the outage on Thursday, the communication of fatalities confirmed through welfare checks was not possible until yesterday.
- Once we had this information and were confident of its accuracy we shared this with our Board, ACMA, the Federal Government and other bodies.
- What I have asked my team to look into is what operational notifications could and should exist between retailers and the emergency services when there is a welfare check that determines a death has occurred. I will update further on this as I am able to establish the facts.
- I am sorry that the lack of this process led to the late notification of the Premiers and Chief Ministers, and while there was an intention was to ensure an earlier awareness of our intention to speak to the media, my team did end up making contact at roughly the same time.
- That said, I reiterate my belief that there should be a formal notification process in these instances, and I have asked my team to look into that urgently.
- This was a complex situation where Optus was keen to be sure of the facts that were emerging and believed to be true, and at the same time we did not push out public notification any further.
- I also want to reiterate that we take full accountability for the technical failure and due to the absence of alarms, we were unaware of this for a period of time which is an unacceptable gap in time I will ensure is fully investigated.

#### TIO Referrals

- I now want to make you aware of the fact that we have had two complaints referred to us by the Telecommunications Industry Ombudsman.
- Both surround two individuals calls to the Optus contact centre made on Thursday morning where they complained that the 000 service was not working.
- Early review suggests that we have not handled these calls as would be expected. I will be able to say more about these in due course but I do want to be transparent that we now know we were notified by two individuals that they could not connect into triple zero and this information was not surfaced with the relevant escalation at the time.
- We will be working with the TIO on these complaints and I will provide more details in due course. We are also conducting a review of all calls to our contact centres during the time of the outage.

#### Independent Review

- I would like to conclude this update with my confirmation that Optus will be appointing an independent person to lead a review into this entire incident from every aspect. I hope to confirm that person in the coming days but need to speak with relevant stakeholders both internally and externally to confirm prior to my announcement.

s47F

1 Lyonpark Road, Macquarie Park, NSW 2113 Australia

s47F [@optus.com.au](mailto:s47F@optus.com.au)


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**From:** Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>  
**Sent:** Saturday, 20 September 2025 10:45 AM  
**To:** s47F <s47F@optus.com.au>; CHISHOLM, James <James.CHISHOLM@infrastructure.gov.au>  
**Cc:** s47F <s47F@optus.com.au>; s47F <s47F@optus.com.au>; s47F <s47F@optus.com.au>; Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>; McMullan, Kate <kate.mcmullan@infrastructure.gov.au>  
**Subject:** RE: Contact points during this crisis [SEC=OFFICIAL]

s22(1)(a)(ii) (duplicate email)



**From:** s47F <s47F@optus.com.au>  
**Sent:** Saturday, 20 September 2025 10:43 AM  
**To:** CHISHOLM, James <James.CHISHOLM@infrastructure.gov.au>; Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>  
**Cc:** s47F <s47F@optus.com.au>; s47F <s47F@optus.com.au>; s47F <s47F@optus.com.au>;

**FOI**

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**From:** s47F <s47F@optus.com.au>  
**Sent:** Saturday, 20 September 2025 5:29 PM  
**To:** Grunhard, Samuel; s47F; CHISHOLM, James; s22(1)(a)(ii)  
**Cc:** Silleri, Kathleen  
**Subject:** Fourth fatality - Optus Stmt [SEC=OFFICIAL]

All, I wanted to share our media statement regarding the sad news of a fourth fatality.

We are saddened to learn of a new fatality in Western Australia which appears to have occurred during the outage period, and we have been advised by WA Police that they believe the individual likely attempted to contact triple zero for assistance. We will continue to work with WA Police and other agencies to understand more of what has occurred.

CEO Stephen Rue said:

"I am deeply saddened by this further news and extend my heartfelt condolences to the person's family and friends.

As stated earlier today I have asked for a full review into the circumstances relating to the failed network upgrade and impact on the triple zero network. I will also be working with my Board and executive team to enable a full independent review of the entire incident including all the impacts and related information. This includes working closely with relevant agencies to establish the full facts."

**FOI**

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**From:** s47F <s47F@optus.com.au>  
**Sent:** Sunday, 21 September 2025 5:07 PM  
**To:** Grunhard, Samuel; s47F; CHISHOLM, James; s22(1)(a)(ii)  
**Cc:** Silleri, Kathleen; s47F  
**Subject:** Optus Statement - 21 September [SEC=OFFICIAL]  
**Attachments:** 21.09.2025 Media Statement - Stephen Rue 21 September 2025 1.pdf

Dear s22(1)(a)(ii) James, Sam and Kathleen

Please find attached Stephen's media statement.

Thanks  
s47F

21 September 2025

## Optus CEO Stephen Rue Statement

I would like to provide an update today and to provide further clarity on a few elements of this situation.

I want to reiterate how sorry I am about the very sad loss of the lives of four people, who could not reach emergency services in their time of need.

Further, I acknowledge that the connection failures created immense additional distress for some of our other customers who attempted to contact the Triple Zero service on Thursday, and the news has understandably created concerns for the wider community who rightly want to know that when they need this service it will be available to them.

I would like to apologise to everyone impacted.

I was asked yesterday for additional details in relation to the cause of the upgrade failure.

Early investigations show that it appears that established processes were not followed.

In order to establish why this occurred, we are speaking with the individuals involved.

As to the full technical detail of the network failure we will need to leave that for the investigation.

What I can assure you is that actions are and will be taken to ensure this does not happen in future.

In the short term, I have put in place an immediate halt to further changes in our network system until we have a broader understanding of the events that have occurred so we can also introduce greater monitoring, testing and compliance and reviews of our change processes.

Further, our technical teams are monitoring Triple Zero call volumes and failure rates state by state 24 hours, seven days a week.

I have committed to providing updates where I am aware of new information.

Yesterday I confirmed that two customers contacted our call centre early on Thursday morning to report that they could not contact Triple Zero.

Our review of our call logs is continuing and so far as part of that process, they have found three further calls in relation to this.

As we had not detected the Triple Zero failures in our network at the time of these calls, there were no red flags for the contact centre to alert them to any live issues.

This is not clearly good enough, and we are implementing a new compulsory escalation process following any customer reports of Triple Zero failures through our customer call centre.



# OPTUS

## MEDIA RELEASE

As stated, these outages impacted calls in South Australia, Western Australia and Northern Territory.

The new information that I want to share is that I have been made aware that there were two callers from NSW who were unable to connect to emergency services. This is because they are based near the South Australian border and their calls were connected to South Australian towers.

Welfare checks on these callers have been progressed by Optus and the NSW Police and we are not aware of any further issues.

I would now like to provide some clarity on the welfare check process as there have been some reports that we may have missed the fourth person confirmed by police as having died while a call to Triple Zero was unsuccessfully attempted.

The welfare check process is made as follows:

- Optus attempts to call impacted households two times.
- When we are unable to make contact, we hand it over to police and police make further contact attempts.

It was during these further enquiries that the new information became known.

**ENDS**

**Media contact:**

Optus Corporate Affairs  
02 9037 8179  
[media@optus.com.au](mailto:media@optus.com.au)

## FOI

**From:** cialerts  
**Sent:** Monday, 22 September 2025 11:09 AM  
**To:** s47F; cialerts  
**Cc:** s22(1)(a)(ii); s47F; Optus Government Affairs; OutageNotifications  
**Subject:** RE: UPDATE | Issue with calls to Triple Zero in SA and WA [SEC=OFFICIAL]

OFFICIAL

OFFICIAL

Good morning s47F

Could you please ensure in future notifications sent to the department regarding network outages are sent to [OutageNotifications@infrastructure.gov.au](mailto:OutageNotifications@infrastructure.gov.au)

We have previously advised via s47F of this new email address.

Kind regards

s22(1)(a)(ii)

Assistant Director • Emergency Communications and Resilience Branch

s22(1)(a)(ii) [@infrastructure.gov.au](mailto:@infrastructure.gov.au)

P +61 2 s22(1)(a)

GPO Box 594 Canberra, ACT 2601

Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts  
 CONNECTING AUSTRALIANS • ENRICHING COMMUNITIES • EMPOWERING REGIONS

[infrastructure.gov.au](http://infrastructure.gov.au)



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**From:** s47F <s47F@optus.com.au>  
**Sent:** Thursday, 18 September 2025 2:52 PM  
**To:** cialerts <cialerts@communications.gov.au>  
**Cc:** s22(1)(a)(ii); s22(1)(a)(ii)@mo.communications.gov.au; s47F  
 <s47F@optus.com.au>; Optus Government Affairs <s47G(1)(a)@optus.com.au>  
**Subject:** UPDATE | Issue with calls to Triple Zero in SA and WA

s22(1)(a)(ii) (duplicate email)

**FOI**

---

**From:** Optus Government Affairs <s47G(1)(a)@optus.com.au>  
**Sent:** Monday, 22 September 2025 11:09 AM  
**To:** cialerts  
**Subject:** Automatic reply: UPDATE | Issue with calls to Triple Zero in SA and WA [SEC=OFFICIAL]

**OFFICIAL**

Thank you for contacting the Optus Government Affairs Dropbox.

This inbox is monitored to ensure all escalations are managed promptly. This is an automated response to ensure you that your escalation has been received.

If the matter is regarding a customer escalation a member of our Customer Resolutions Team will contact the customer directly, to help resolve any issues unless otherwise indicated.

Whilst we aim to resolve all matters as quickly as possible we appreciate your patience during this process and will keep you updated on any progress and ultimate resolutions.

If you have any additional information or questions, please feel free to reply to this email, and we will be happy to assist you.

Best regards,

Optus Government Affairs Team

**OFFICIAL**

## FOI

**From:** s47F <s47F@optus.com.au>  
**Sent:** Monday, 22 September 2025 11:14 AM  
**To:** cialerts  
**Cc:** s22(1)(a)(ii) s47F; Optus Government Affairs; OutageNotifications  
**Subject:** RE: UPDATE | Issue with calls to Triple Zero in SA and WA [SEC=OFFICIAL]

Thank you s22(1)(a)(ii) –I will add this email to our database.

s47F  
 1 Lyonpark Road, Macquarie Park, NSW 2113 Australia  
 s47F@optus.com.au | s47F

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**Sent:** Monday, 22 September 2025 11:09 AM  
**To:** s47F <s47F@optus.com.au>; cialerts <cialerts@communications.gov.au>  
**Cc:** s22(1)(a)(ii) <s22(1)(a)(ii)@mo.communications.gov.au>; s47F  
 <s47F@optus.com.au>; Optus Government Affairs <s47G(1)(a)@optus.com.au>;  
 OutageNotifications <OutageNotifications@infrastructure.gov.au>  
**Subject:** RE: UPDATE | Issue with calls to Triple Zero in SA and WA [SEC=OFFICIAL]

s22(1)(a)(ii) (duplicate email)

**FOI**

**From:** s47F <s47F@optus.com.au>  
**Sent:** Monday, 22 September 2025 3:44 PM  
**To:** barnaby.kerdel@aph.gov.au; s22(1)(a)(ii)@pm.gov.au; Grunhard, Samuel; CHISHOLM, James; s22(1)(a)(ii)@pm.gov.au; s22(1)(a)(ii)@pmc.gov.au; Silleri, Kathleen; s22(1)(a)(ii)  
**Subject:** Optus Media Statement - 22 September

Please see below media statement which will go live on our website shortly - Thanks

**MEDIA UPDATE:**

In reviewing our call logs of customers who could not contact triple zero on Thursday, we have identified an additional seven customers.

Our investigations have revealed there was a period from 12.17am to 12.30am, as the upgrade was being readied for deployment, during which the ability of these customers to get through to emergency services was affected.

We have completed welfare checks and can confirm that three of the households have confirmed they require no further assistance. Two customers have been referred to SA Police and two to WA Police as we have been unable to make contact. This is in line with standard welfare check protocol.

s47F

1 Lyonpark Road, Macquarie Park, NSW 2113 Australia  
 s47F@optus.com.au

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## FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Thursday, 18 September 2025 2:06 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Kununurra (6743) and Onslow (6710) areas Western Australia | IM1919194

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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# OPTUS

Optus is aware of an outage affecting services. Further details below:

**Affected services:**

Mobile Voice and Mobile Data

**Affected area:**

Kununurra (6743) and Onslow (6710) areas Western Australia

**Size of outage:**

Approximately 1,164 services

**Cause:**

Working with third party provider to resolve

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

in 5 hours

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

## Your Optus Team

### Need help?

#### Message us ›

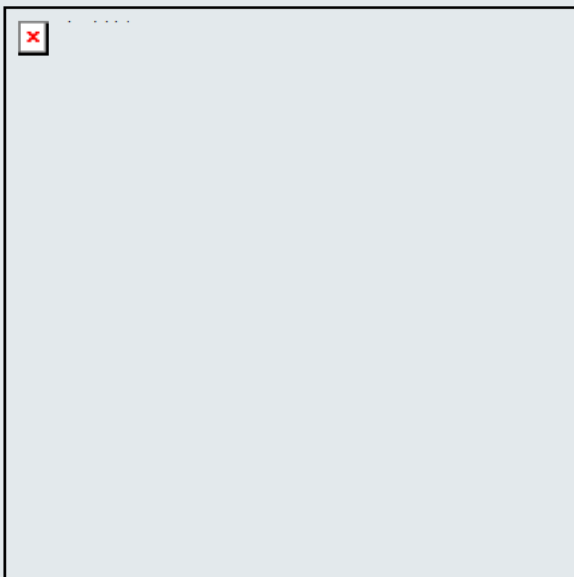
Personalised 24/7 support in My Optus app and online via My Account

#### Help & support ›

#### Privacy

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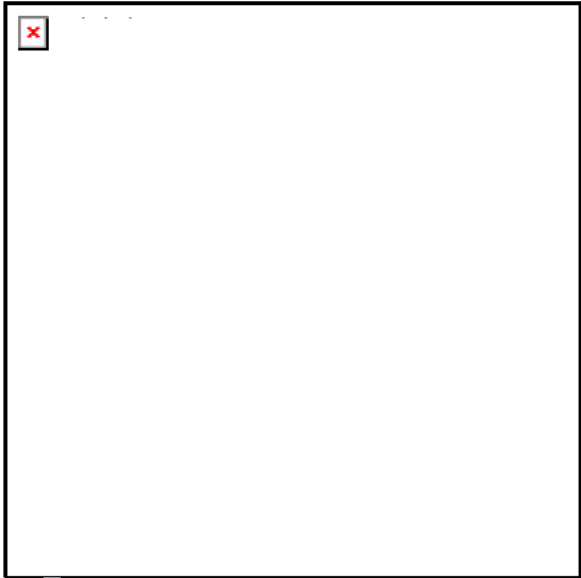




FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Thursday, 18 September 2025 2:23 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Rockhampton (4700) and The Common (4701) areas Queensland | IM1919072

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Rockhampton (4700) and The Common (4701) areas Queensland

**Size of outage:**  
Approximately 6,391 services

**Cause:**

Power outages

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

in 1 hour

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

**Need help?****Message us ›**

Personalised 24/7 support in My Optus app and online via My Account

**Help & support ›****Privacy**

This email was sent by: Optus 1 Lyonpark Rd Macquarie Park, NSW, 2113, AU.

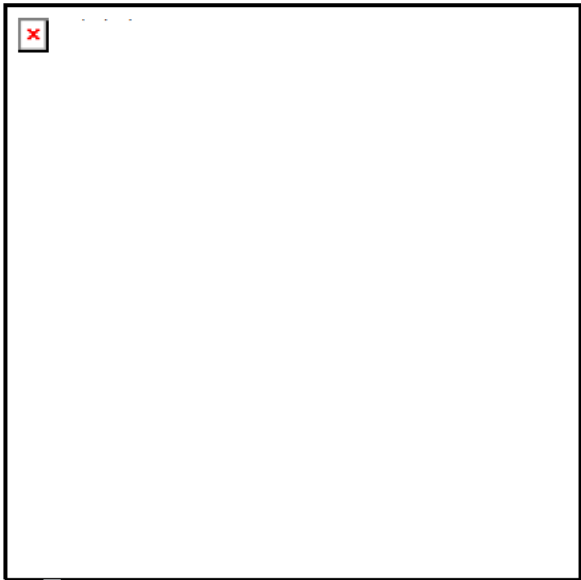
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**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Thursday, 18 September 2025 5:34 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Kununurra (6743) and Onslow (6710) areas Western Australia | IM1919194

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



**Outage Status:**  
Services have been restored

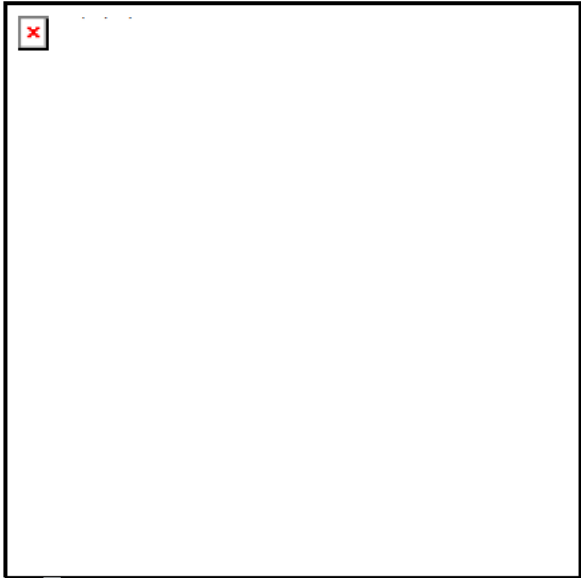
Thanks,  
**Your Optus Team**

**Need help?**  
[Message us >](#)  
Personalised 24/7 support in My Optus app and online via My Account

FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Thursday, 18 September 2025 5:53 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Rockhampton (4700) and The Common (4701) areas Queensland | IM1919072

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Updated details on the outage are below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Rockhampton (4700) and The Common (4701) areas Queensland

**Size of outage:**  
Approximately 6,624 services

**Cause:**

Power outages

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

in 16 hours

Updates are also available on our website: <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

**Need help?****Message us ›**

Personalised 24/7 support in My Optus app and online via My Account

**Help & support ›****Privacy**

This email was sent by: Optus 1 Lyonpark Rd Macquarie Park, NSW, 2113, AU.

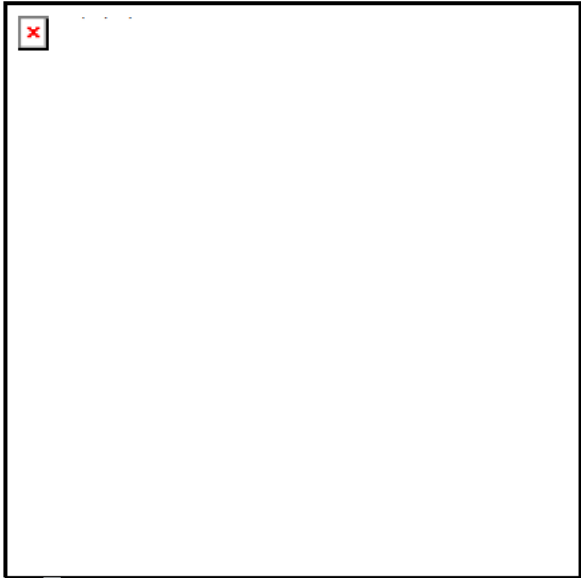
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**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Thursday, 18 September 2025 5:53 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Russell Island (4184) area Queensland | IM1914861

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Russell Island (4184) area Queensland

**Size of outage:**  
Approximately 1,849 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 24 hours

**Estimated time to fix:**

in 63 hours

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

**Need help?****Message us ›**

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**Help & support ›****Privacy**

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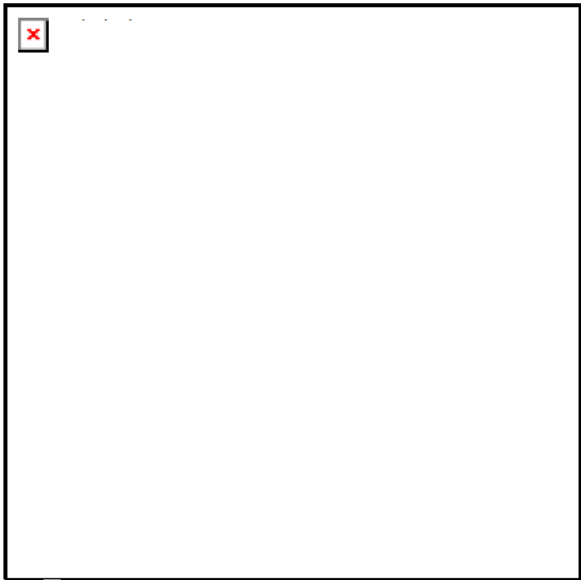




FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Thursday, 18 September 2025 7:14 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Main Arm (2482) area New South Wales | IM1919132

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Under investigation

**Affected area:**  
Main Arm (2482) area New South Wales

**Size of outage:**  
Approximately 1,031 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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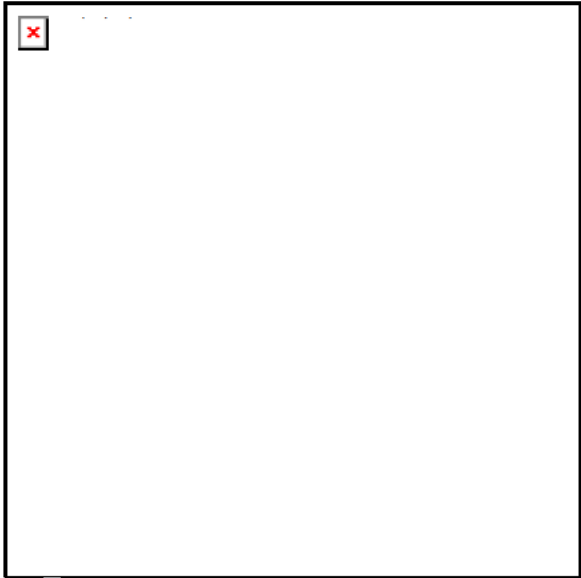
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Thursday, 18 September 2025 11:34 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Rockhampton (4700) and The Common (4701) areas Queensland | IM1919072

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Rockhampton (4700) and The Common (4701) areas Queensland

**Size of outage:**  
Approximately 6,735 services

**Cause:**

Power outages

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

in 11 hours

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

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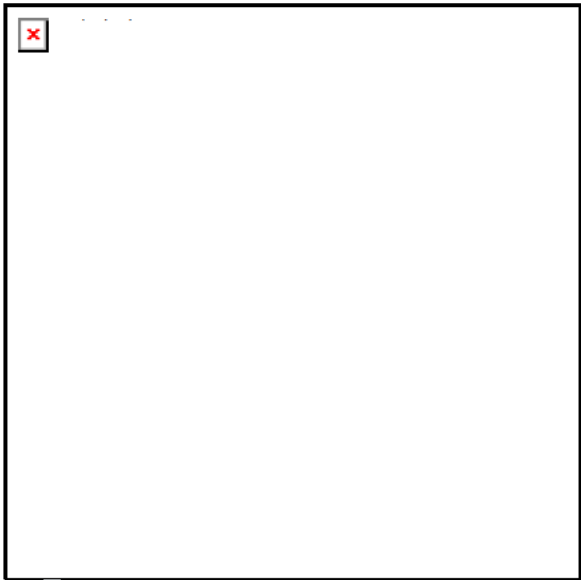
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 1:06 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Main Arm (2482) area New South Wales | IM1919132

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Under investigation

**Affected area:**  
Main Arm (2482) area New South Wales

**Size of outage:**  
Approximately 1,189 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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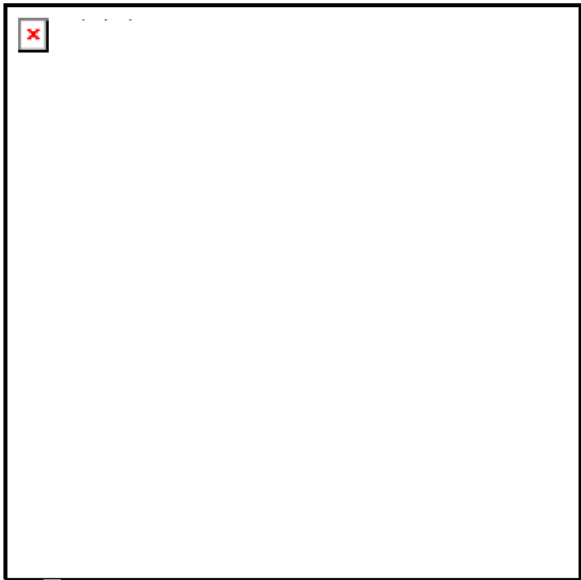
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 4:34 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Stirling North (5710) area South Australia | IM1919686

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Under investigation

**Affected area:**  
Stirling North (5710) area South Australia

**Size of outage:**  
Approximately 1,040 services



**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

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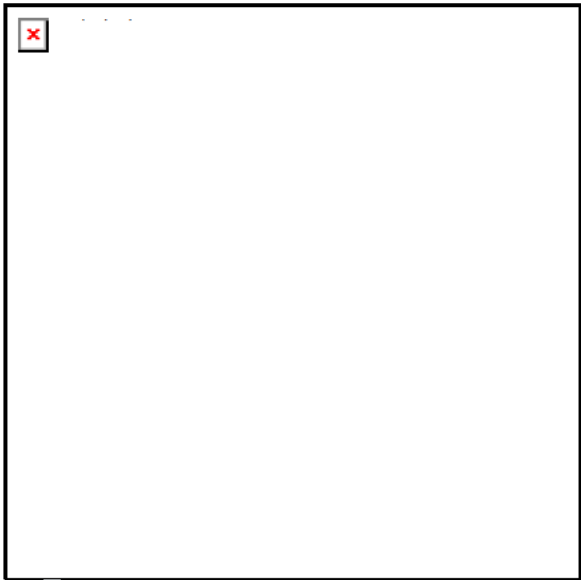
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 5:13 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Kununurra (6743) and Onslow (6710) areas Western Australia | IM1919903

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Under investigation

**Affected area:**  
Kununurra (6743) and Onslow (6710) areas Western Australia

**Size of outage:**  
Approximately 1,013 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

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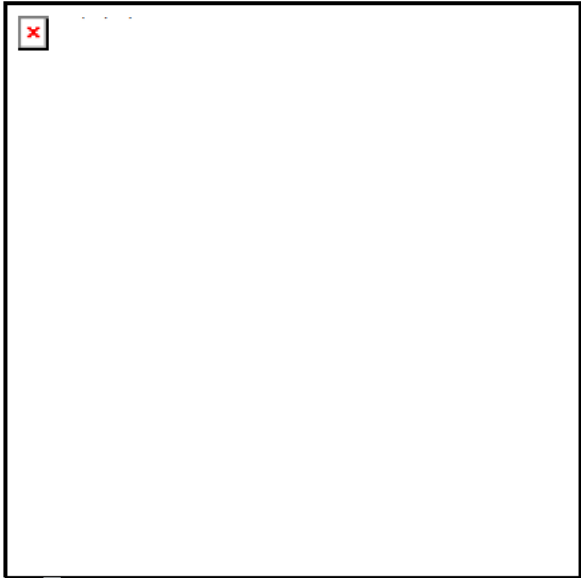
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 5:23 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Rockhampton (4700) and The Common (4701) areas Queensland | IM1919072

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Rockhampton (4700) and The Common (4701) areas Queensland

**Size of outage:**  
Approximately 6,744 services

**Cause:**

Power outages

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

in 5 hours

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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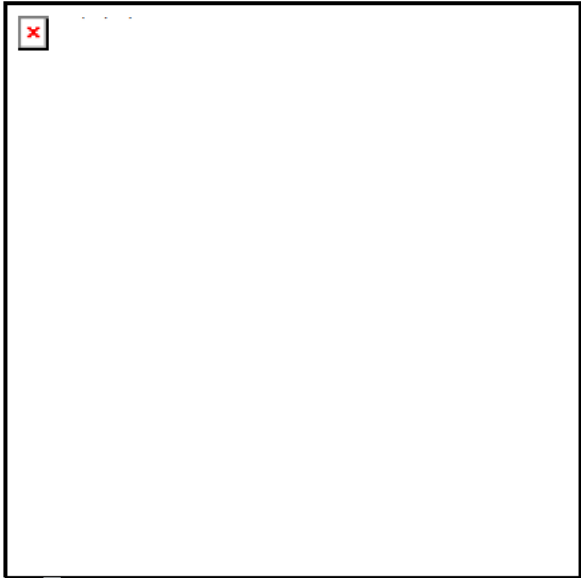
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 5:23 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Kununurra (6743) and Onslow (6710) areas Western Australia | IM1919903

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Updated details on the outage are below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Kununurra (6743) and Onslow (6710) areas Western Australia

**Size of outage:**  
Approximately 1,013 services

**Cause:**

Working with third party provider to resolve

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website: <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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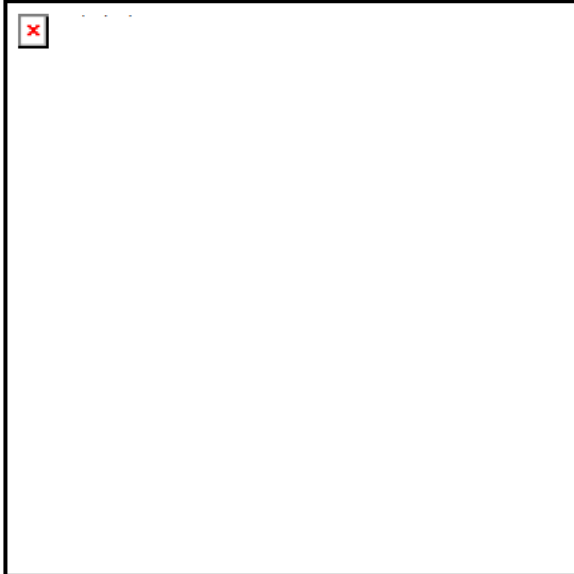
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**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 6:43 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Kununurra (6743) and Onslow (6710) areas Western Australia | IM1919903

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

[View Online](#)**Outage Status:**

Services have been restored

Thanks,

**Your Optus Team**

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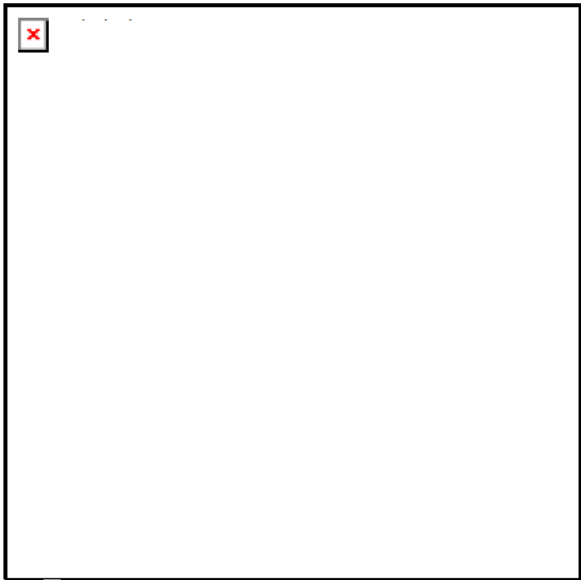
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 6:43 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Main Arm (2482) area New South Wales | IM1919132

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



There has been no new information on the outage since our last update.

**Affected services:**  
Under investigation

**Affected area:**  
Main Arm (2482) area New South Wales

**Size of outage:**  
Approximately 1,223 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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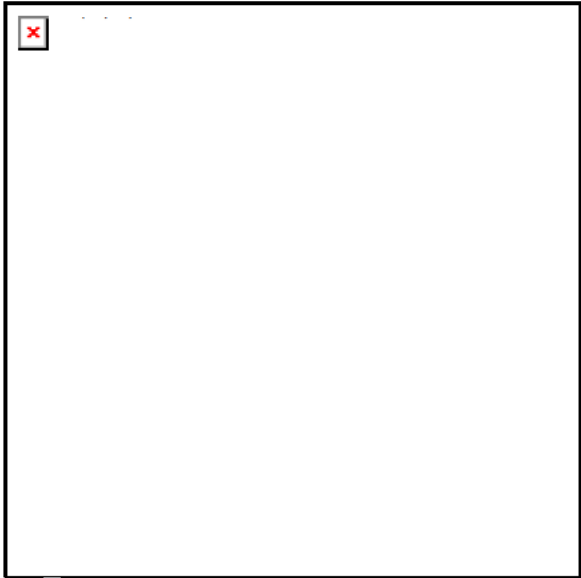
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 8:34 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Rockhampton (4700) and The Common (4701) areas Queensland | IM1919072

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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**Outage Status:**  
Services have been restored

Thanks,  
**Your Optus Team**

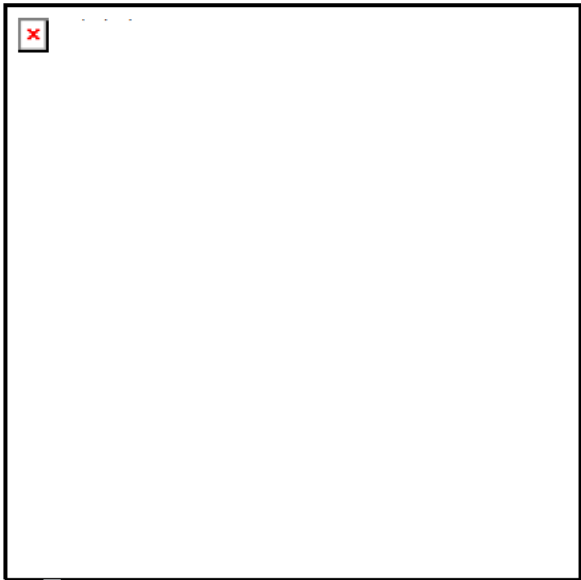
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Released under the Freedom of Information Act by the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 8:34 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Gilgandra and Narromine areas New South Wales | IM1919893

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Gilgandra and Narromine areas New South Wales

**Size of outage:**  
Approximately 2,232 services

**Cause:**

Power outages

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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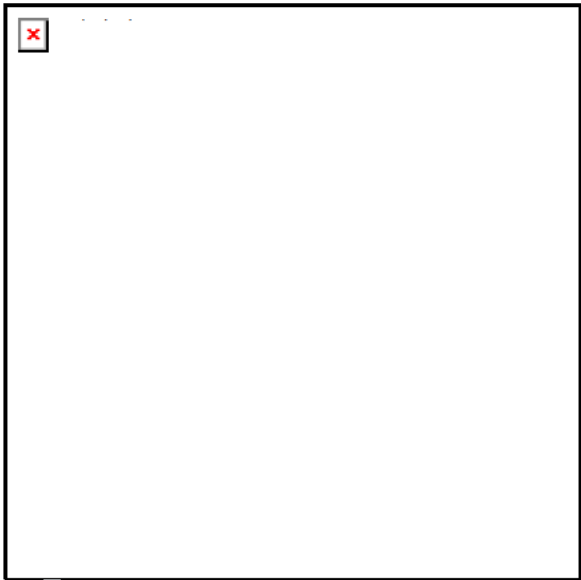
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 9:35 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Stirling North (5710) area South Australia | IM1919686

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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**Outage Status:**  
Services have been restored

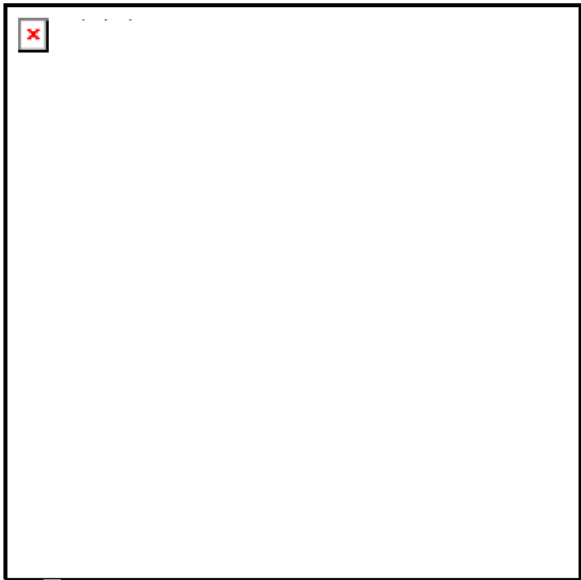
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**Your Optus Team**

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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 10:53 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Main Arm (2482) area New South Wales | IM1919132

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Updated details on the outage are below:

**Affected services:**  
Under investigation

**Affected area:**  
Main Arm (2482) area New South Wales

**Size of outage:**  
Approximately 1,303 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 24 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website: <https://www.optus.com.au/living-network/service-status>

Thanks,

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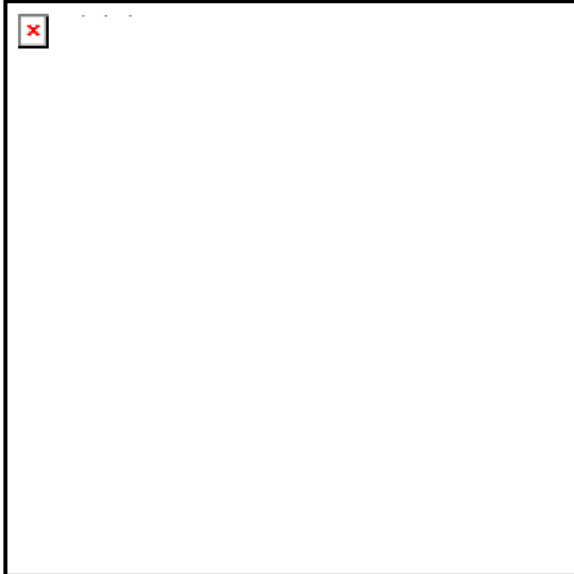




## FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 12:54 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Gilgandra and Narromine areas New South Wales | IM1919893

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

[View Online](#)**Outage Status:**

Services have been restored

Thanks,

**Your Optus Team**

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**FOI**

**From:** s22(1)(a)(ii)  
**Sent:** Friday, 19 September 2025 2:37 PM  
**To:** s47F  
**Cc:** s22(1)(a)(ii); s22(1)(a)(ii); OutageNotifications  
**Subject:** Russell Island Outage [SEC=OFFICIAL]

**OFFICIAL****OFFICIAL**

Good afternoon s47F

Would you be able to provide the department with some additional information about the Optus outage on Russell Island, QLD occurring at the moment?

My understanding is that Optus provides service to the southern part of the island and they are without any telco service during an outage – this was raised in the media in early 2024 during a prior incident.

We'd appreciate any detail about the unplanned equipment failure and the estimated restoration time – i.e. does this relate to a part/technician's availability?

Any advice is greatly appreciated.

Kind regards

s22(1)(a)(ii)

Assistant Director • Emergency Communications and Resilience Branch

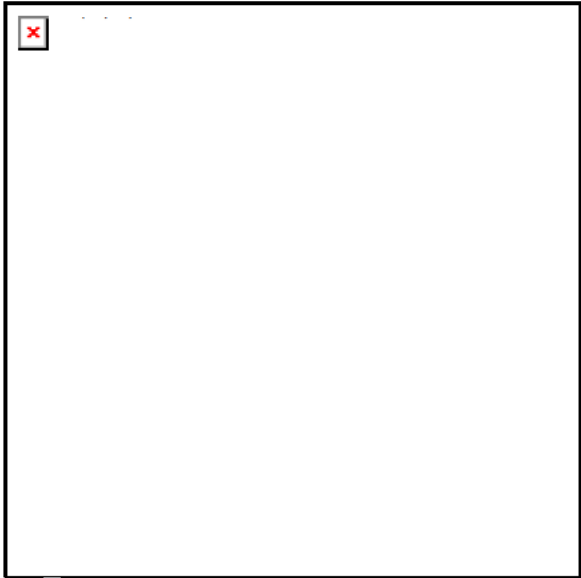
P +61 2 s22(1)(a)(ii)

**OFFICIAL****OFFICIAL**

FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 3:14 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Russell Island (4184) area Queensland | IM1914861

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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**Outage Status:**  
Services have been restored

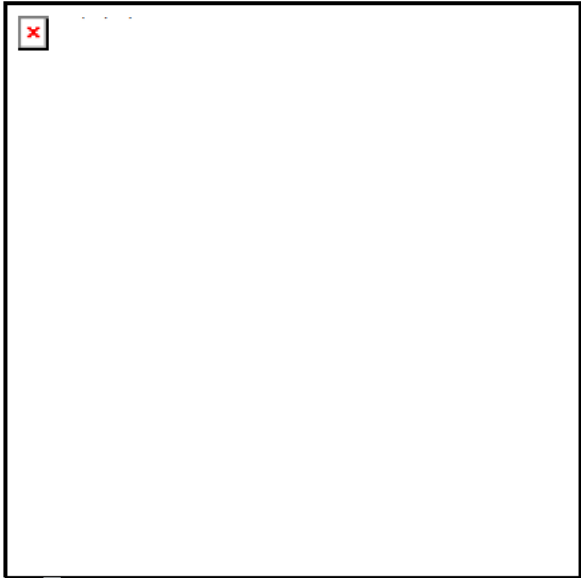
Thanks,  
**Your Optus Team**

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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 3:34 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Lake Cargelligo (2672) area New South Wales | IM1920234

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Under investigation

**Affected area:**  
Lake Cargelligo (2672) area New South Wales

**Size of outage:**  
Approximately 290 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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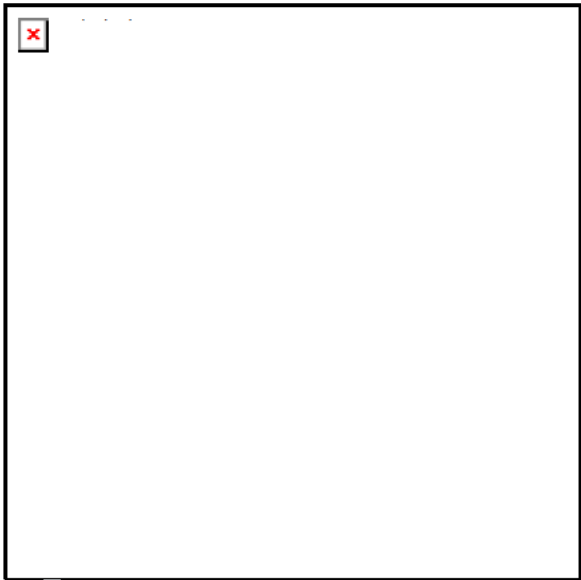
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**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 3:34 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Lake Cargelligo (2672) area New South Wales | IM1920232

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Under investigation

**Affected area:**  
Lake Cargelligo (2672) area New South Wales

**Size of outage:**  
Approximately 366 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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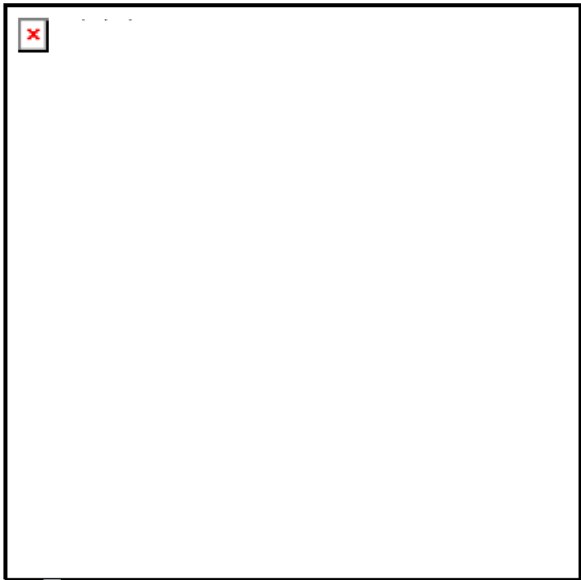
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 9:13 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Lake Cargelligo (2672) area New South Wales | IM1920232

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Under investigation

**Affected area:**  
Lake Cargelligo (2672) area New South Wales

**Size of outage:**  
Approximately 423 services



**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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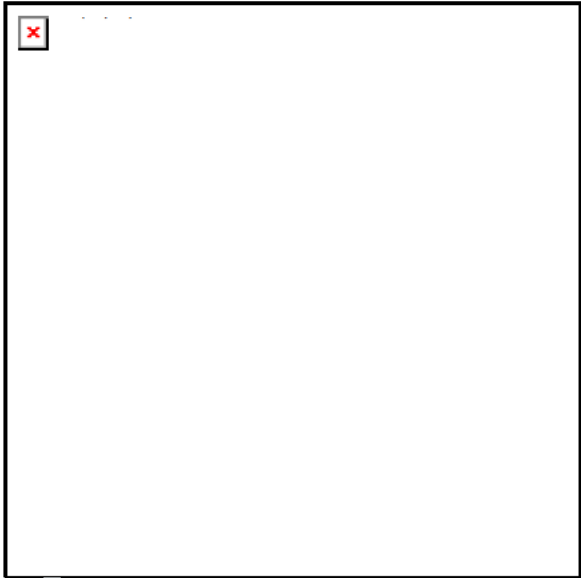
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 9:13 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Lake Cargelligo (2672) area New South Wales | IM1920234

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Under investigation

**Affected area:**  
Lake Cargelligo (2672) area New South Wales

**Size of outage:**  
Approximately 336 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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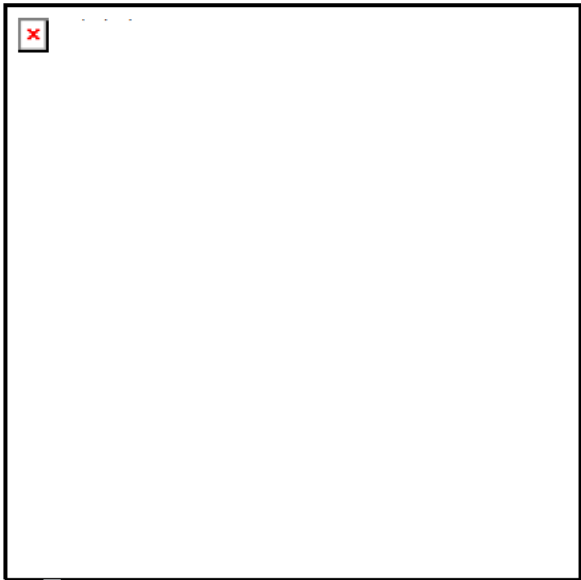
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Friday, 19 September 2025 10:53 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Gunnedah Surrounds, Quirindi and Scone Surrounds areas New South Wales | IM1920505

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Under investigation

**Affected area:**  
Gunnedah Surrounds, Quirindi and Scone Surrounds areas New South Wales

**Size of outage:**  
Approximately 4,753 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

in 10 hours

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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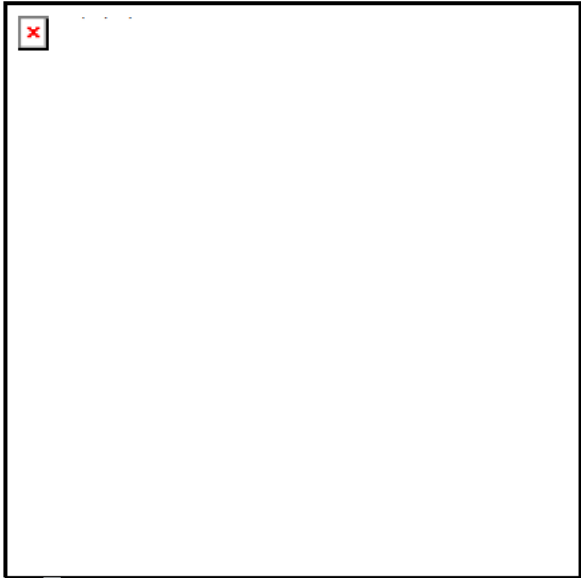
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 12:06 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Lake Cargelligo (2672) area New South Wales | IM1920232

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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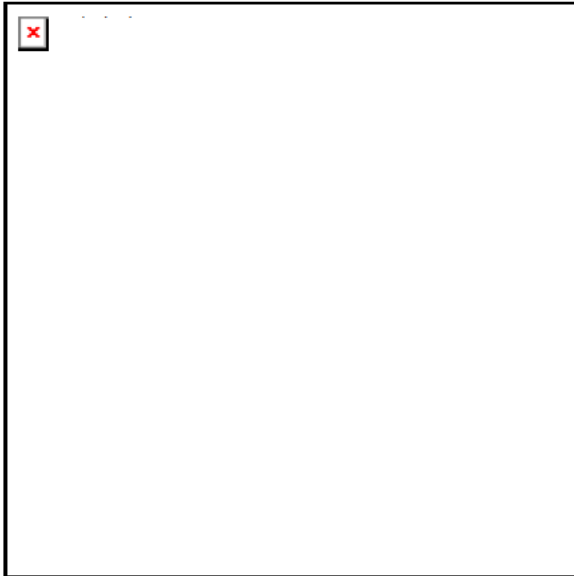
**Outage Status:**  
Services have been restored

Thanks,  
**Your Optus Team**

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## FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 12:06 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Lake Cargelligo (2672) area New South Wales | IM1920234

[View Online](#)**Outage Status:**

Services have been restored

Thanks,

**Your Optus Team**

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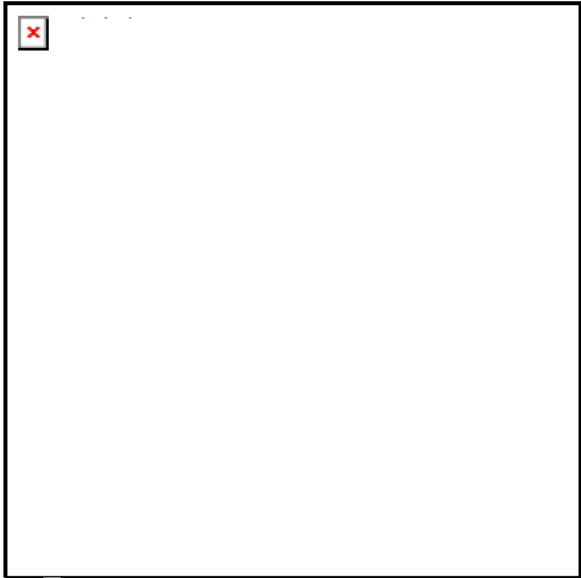
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 1:06 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Bermagui (2546) and Tilba Tilba (2546) areas New South Wales | IM1920488

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Bermagui (2546) and Tilba Tilba (2546) areas New South Wales

**Size of outage:**  
Approximately 1,492 services



**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

in 9 hours

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

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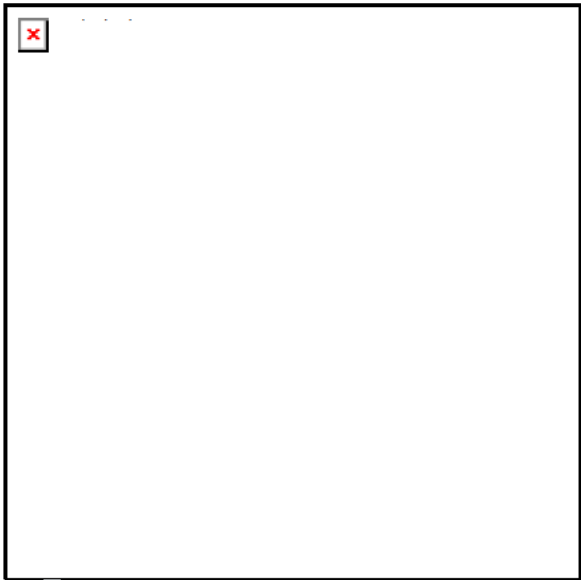
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**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 1:53 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Gunnedah Surrounds, Quirindi and Scone Surrounds areas New South Wales | IM1920505

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Updated details on the outage are below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Gunnedah Surrounds, Quirindi and Scone Surrounds areas New South Wales

**Size of outage:**  
Approximately 4,923 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website: <https://www.optus.com.au/living-network/service-status>

Thanks,

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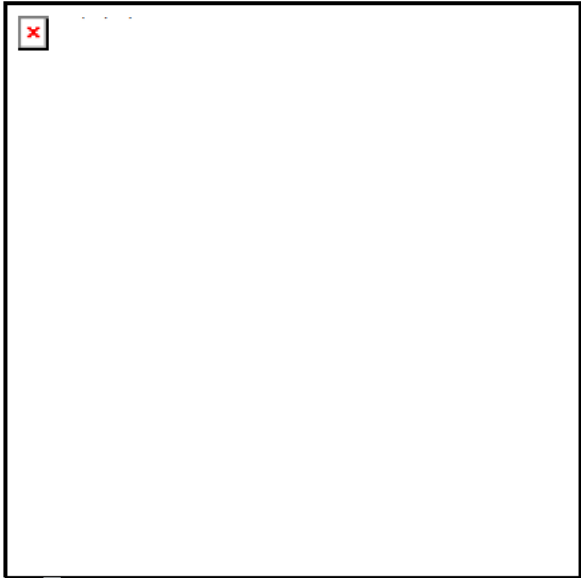
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**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 6:52 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Bermagui (2546) and Tilba Tilba (2546) areas New South Wales | IM1920488

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Bermagui (2546) and Tilba Tilba (2546) areas New South Wales

**Size of outage:**  
Approximately 1,517 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

in 3 hours

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

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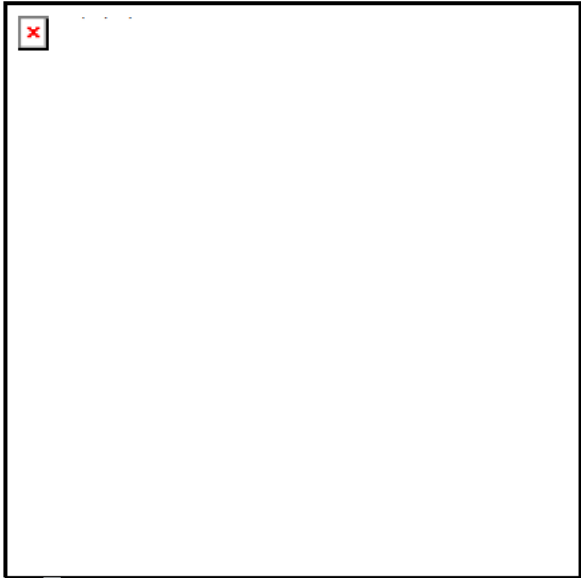
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 7:34 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Gunnedah Surrounds, Quirindi and Scone Surrounds areas New South Wales | IM1920505

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Gunnedah Surrounds, Quirindi and Scone Surrounds areas New South Wales

**Size of outage:**  
Approximately 4,964 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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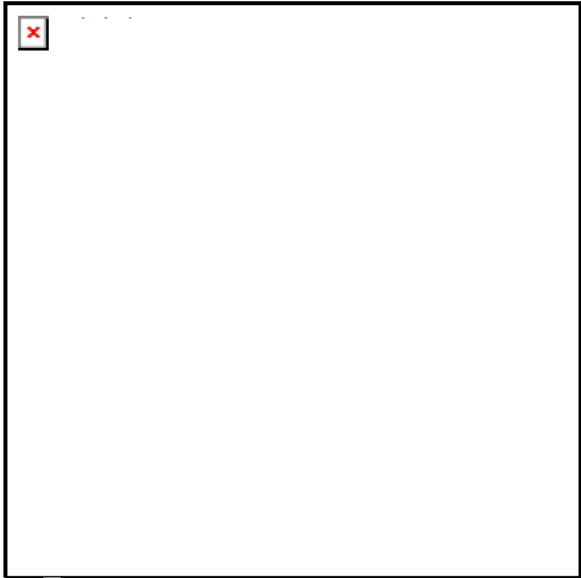
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 10:43 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Main Arm (2482) area New South Wales | IM1919132

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Under investigation

**Affected area:**  
Main Arm (2482) area New South Wales

**Size of outage:**  
Approximately 1,792 services



**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 24 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

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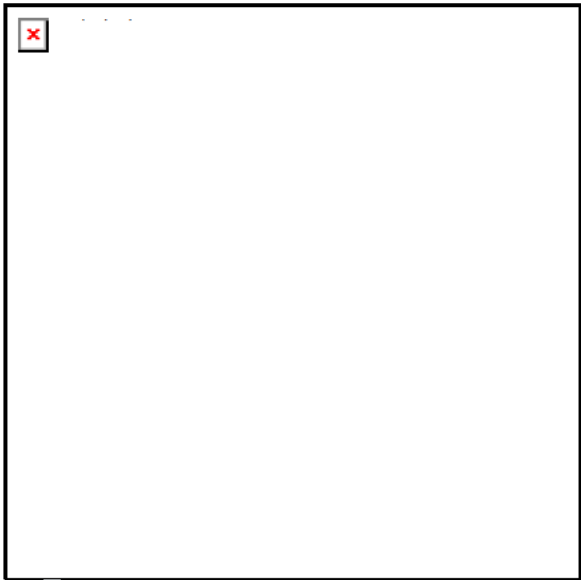
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 12:34 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Bermagui (2546) and Tilba Tilba (2546) areas New South Wales | IM1920488

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Bermagui (2546) and Tilba Tilba (2546) areas New South Wales

**Size of outage:**  
Approximately 1,635 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

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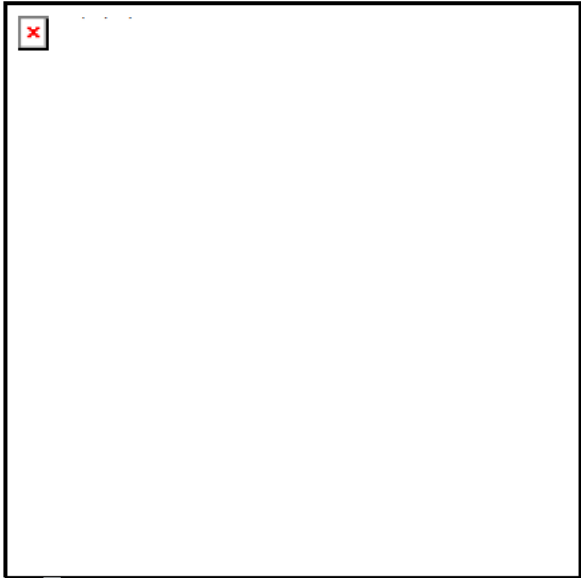
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 1:14 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Gunnedah Surrounds, Quirindi and Scone Surrounds areas New South Wales | IM1920505

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Gunnedah Surrounds, Quirindi and Scone Surrounds areas New South Wales

**Size of outage:**  
Approximately 5,155 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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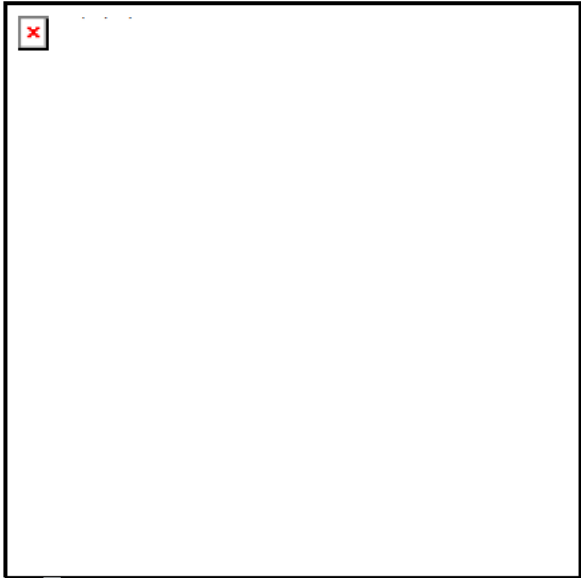
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**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 3:53 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Mypolonga (5254) area South Australia | IM1920467

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Under investigation

**Affected area:**  
Mypolonga (5254) area South Australia

**Size of outage:**  
Approximately 1,000 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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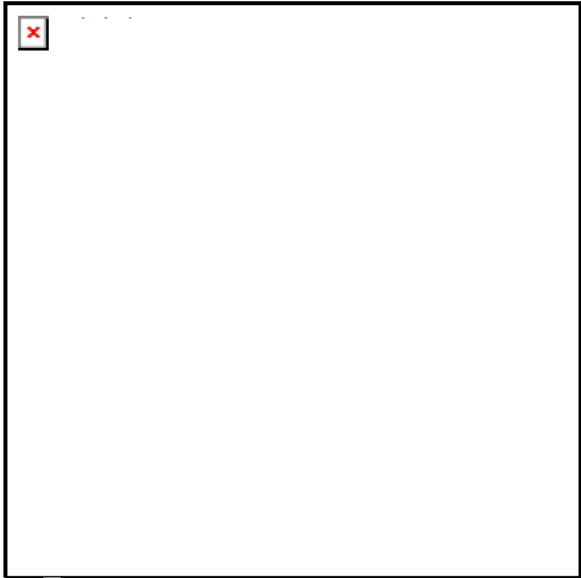
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 6:23 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Bermagui (2546) and Tilba Tilba (2546) areas New South Wales | IM1920488

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Bermagui (2546) and Tilba Tilba (2546) areas New South Wales

**Size of outage:**  
Approximately 1,850 services



**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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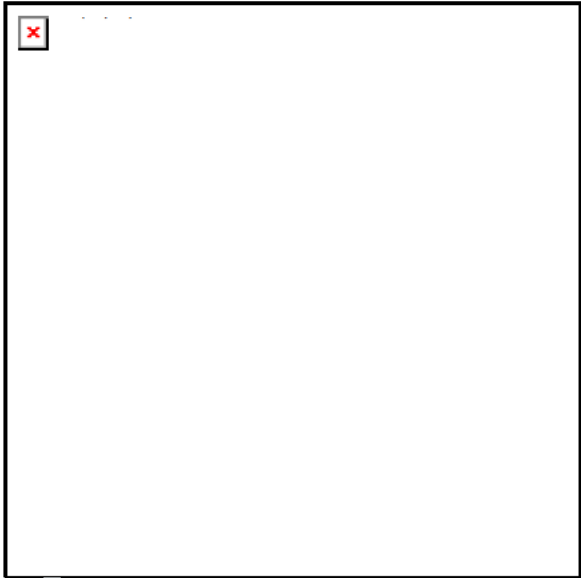
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 6:53 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Mypolonga (5254) area South Australia | IM1920467

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Updated details on the outage are below:

**Affected services:**  
Under investigation

**Affected area:**  
Mypolonga (5254) area South Australia

**Size of outage:**  
Approximately 1,009 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 24 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website: <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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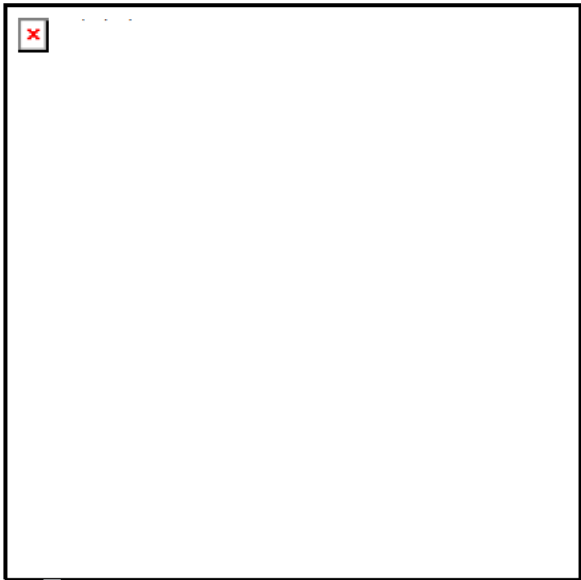
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 7:05 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Gunnedah Surrounds, Quirindi and Scone Surrounds areas New South Wales | IM1920505

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Gunnedah Surrounds, Quirindi and Scone Surrounds areas New South Wales

**Size of outage:**  
Approximately 5,250 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

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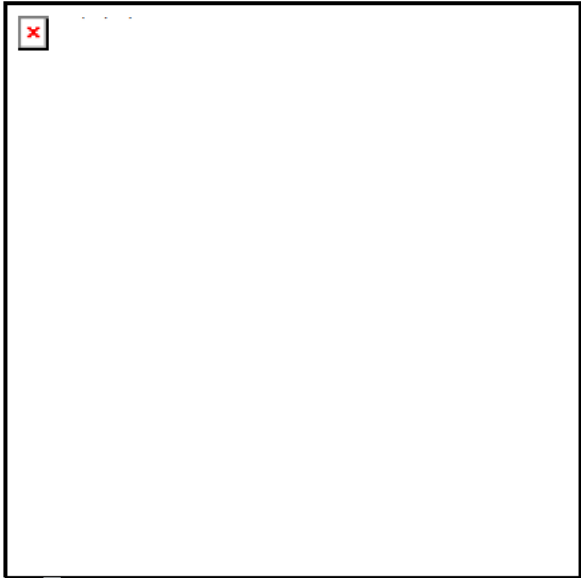
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 8:14 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Bermagui (2546) and Tilba Tilba (2546) areas New South Wales | IM1920488

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Updated details on the outage are below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Bermagui (2546) and Tilba Tilba (2546) areas New South Wales

**Size of outage:**  
Approximately 1,937 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 24 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website: <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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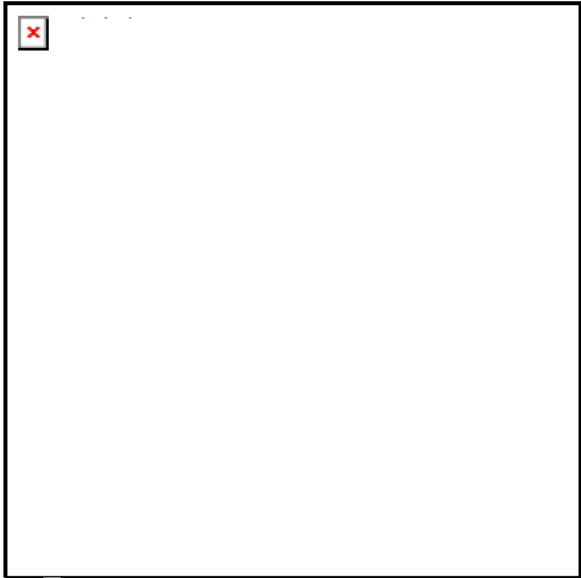
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Saturday, 20 September 2025 9:44 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Main Arm (2482) area New South Wales | IM1919132

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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**Outage Status:**  
Services have been restored

Thanks,  
**Your Optus Team**

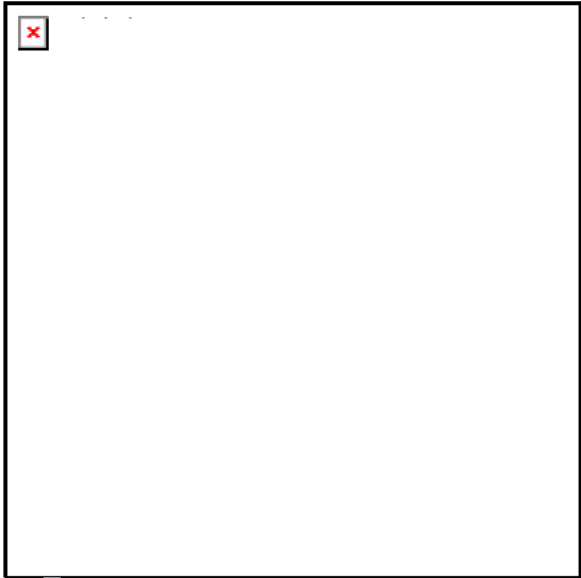
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**Sent:** Saturday, 20 September 2025 9:44 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Bermagui (2546) and Tilba Tilba (2546) areas New South Wales | IM1920488

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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**Outage Status:**  
Services have been restored

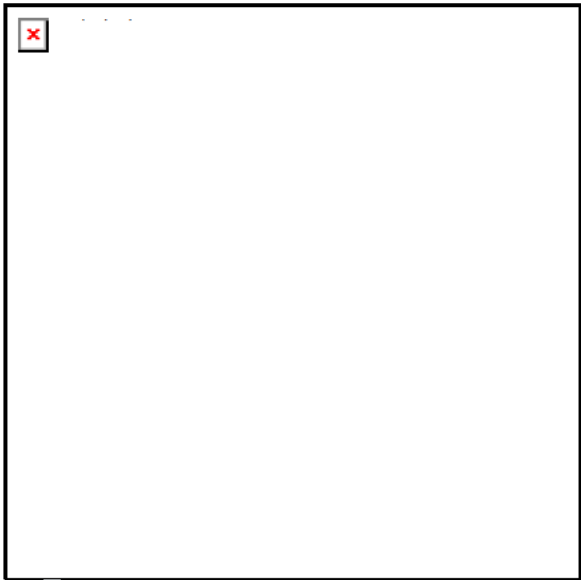
Thanks,  
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Sunday, 21 September 2025 12:52 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Gunnedah Surrounds, Quirindi and Scone Surrounds areas New South Wales | IM1920505

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Gunnedah Surrounds, Quirindi and Scone Surrounds areas New South Wales

**Size of outage:**  
Approximately 5,258 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 24 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

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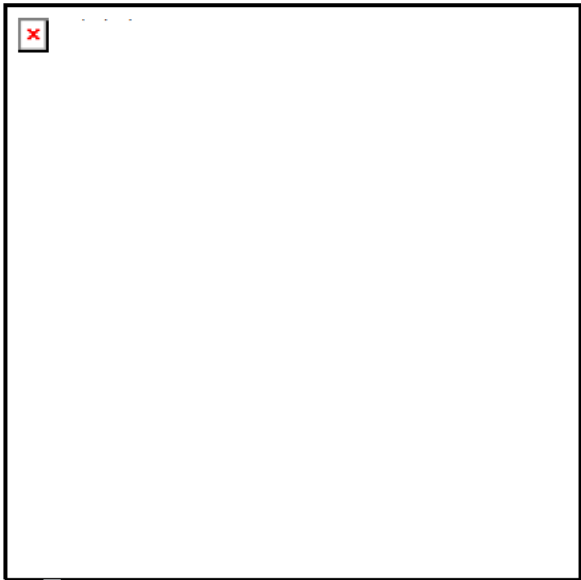
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**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Sunday, 21 September 2025 1:14 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Mullumbimby (2482), Ocean Shores (2483) and Wooyung (2483) areas New South Wales | IM1921057

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Under investigation

**Affected area:**  
Mullumbimby (2482), Ocean Shores (2483) and Wooyung (2483) areas New South Wales

**Size of outage:**  
Approximately 10,784 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

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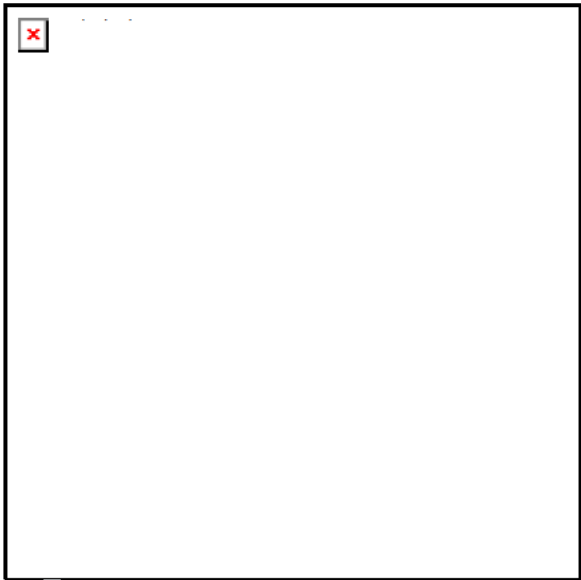
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Sunday, 21 September 2025 7:05 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Mullumbimby (2482), Ocean Shores (2483) and Wooyung (2483) areas New South Wales | IM1921057

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



There has been no new information on the outage since our last update.

**Affected services:**  
Under investigation

**Affected area:**  
Mullumbimby (2482), Ocean Shores (2483) and Wooyung (2483) areas New South Wales

**Size of outage:**

Approximately 10,976 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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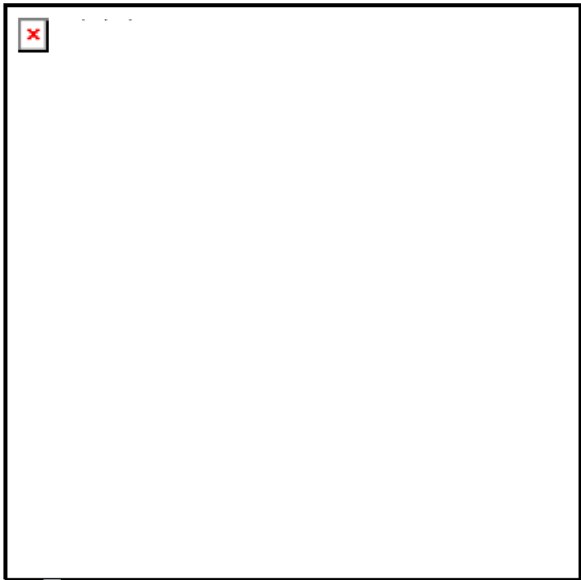
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Sunday, 21 September 2025 7:52 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Mullumbimby (2482), Ocean Shores (2483) and Wooyung (2483) areas New South Wales | IM1921057

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



**Outage Status:**  
Services have been restored

Thanks,  
**Your Optus Team**

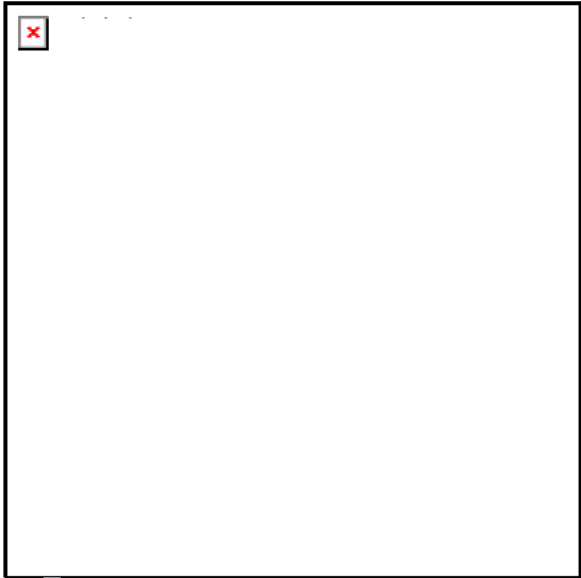
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Sunday, 21 September 2025 1:34 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Yorke Peninsula - North and Yorke Peninsula - South areas South Australia | IM1921409

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Under investigation

**Affected area:**  
Yorke Peninsula - North and Yorke Peninsula - South areas South Australia

**Size of outage:**  
Approximately 1,820 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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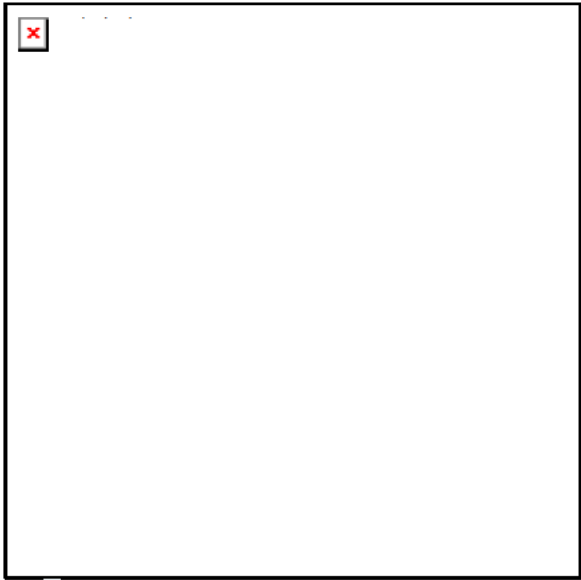
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Sunday, 21 September 2025 1:43 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Remote | Under Investigation | IM1921409

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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**Outage Status:**  
Services have been restored

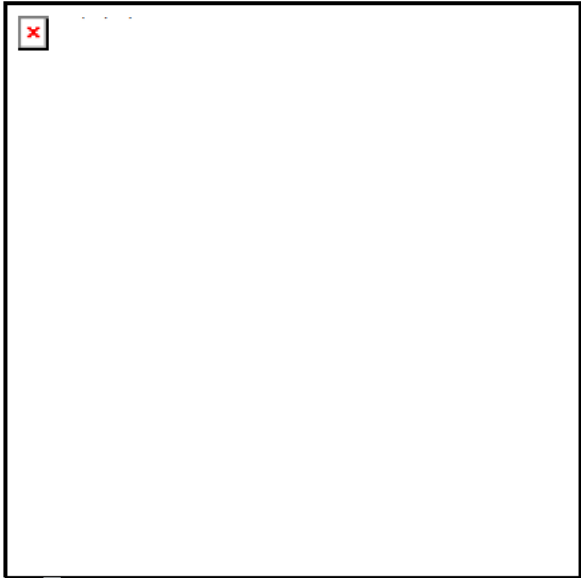
Thanks,  
**Your Optus Team**

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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Sunday, 21 September 2025 6:43 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Mypolonga (5254) area South Australia | IM1920467

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Under investigation

**Affected area:**  
Mypolonga (5254) area South Australia

**Size of outage:**  
Approximately 1,009 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 24 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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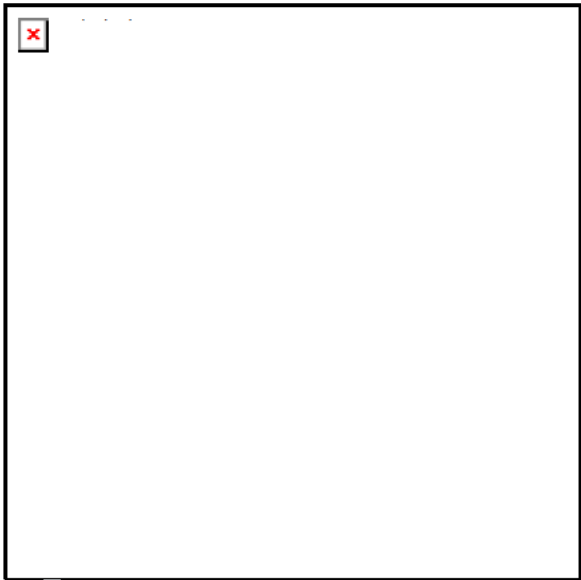
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Sunday, 21 September 2025 10:15 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Mundijong and Serpentine - Jarrahdale areas Western Australia | IM1922691

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Mundijong and Serpentine - Jarrahdale areas Western Australia

**Size of outage:**  
Approximately 5,040 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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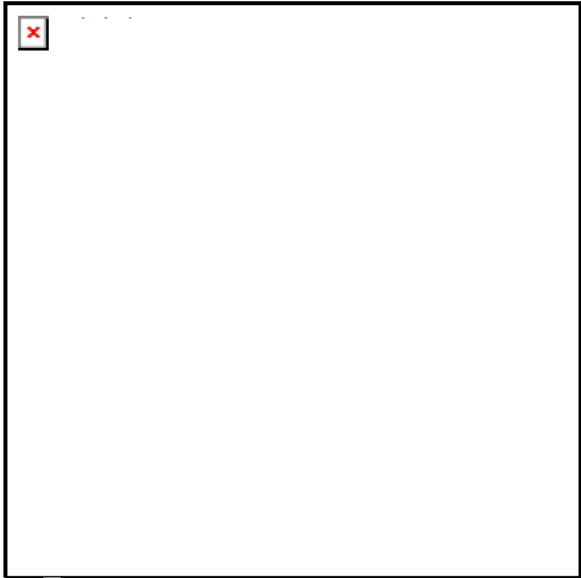
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Monday, 22 September 2025 4:05 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Mundijong and Serpentine - Jarrahdale areas Western Australia | IM1922691

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Mundijong and Serpentine - Jarrahdale areas Western Australia

**Size of outage:**  
Approximately 5,143 services



**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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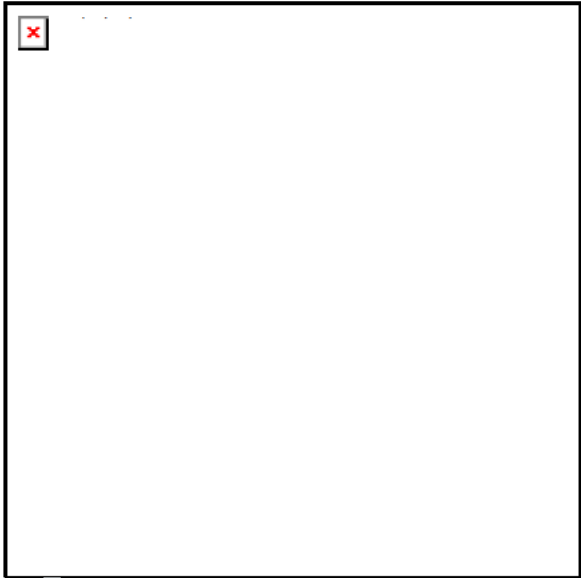
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Monday, 22 September 2025 9:42 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Mundijong and Serpentine - Jarrahdale areas Western Australia | IM1922691

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Mundijong and Serpentine - Jarrahdale areas Western Australia

**Size of outage:**  
Approximately 5,172 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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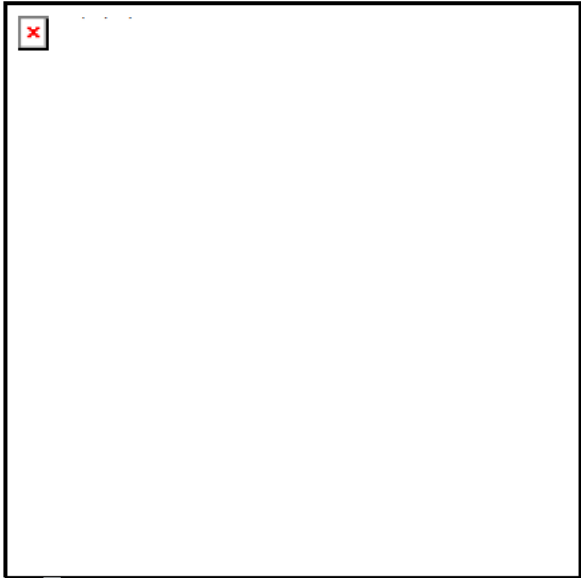
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**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Monday, 22 September 2025 12:44 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Mundijong and Serpentine - Jarrahdale areas Western Australia | IM1922691

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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**Outage Status:**  
Services have been restored

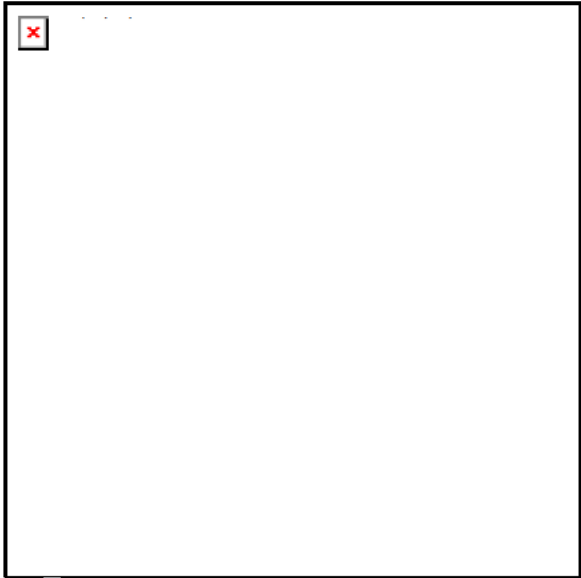
Thanks,  
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Monday, 22 September 2025 6:07 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Main Arm (2482) area New South Wales | IM1923446

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Main Arm (2482) area New South Wales

**Size of outage:**  
Approximately 1,010 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

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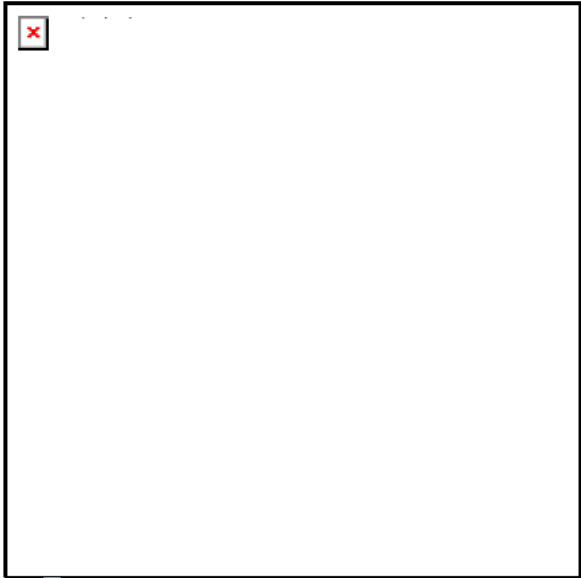
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Monday, 22 September 2025 6:34 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Mypolonga (5254) area South Australia | IM1920467

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Under investigation

**Affected area:**  
Mypolonga (5254) area South Australia

**Size of outage:**  
Approximately 1,009 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 24 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

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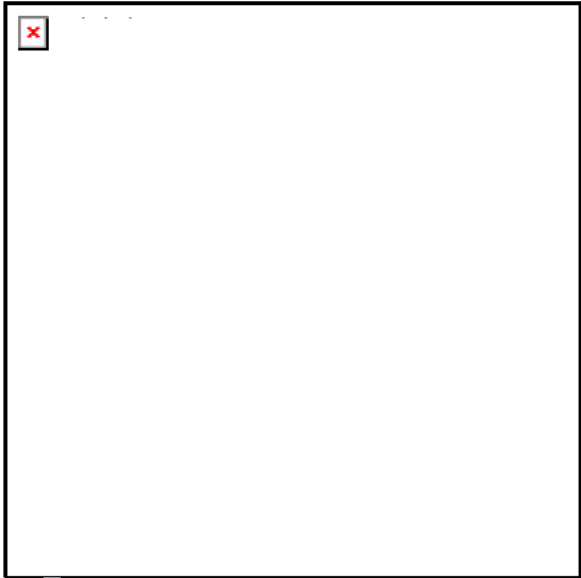




FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Monday, 22 September 2025 9:06 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Main Arm (2482) area New South Wales | IM1923446

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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**Outage Status:**  
Services have been restored

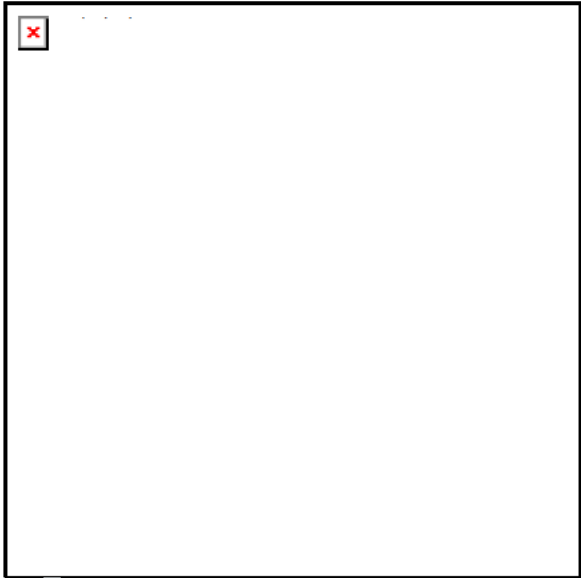
Thanks,  
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Monday, 22 September 2025 10:14 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Byron Bay (2481) area New South Wales | IM1923708

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Under investigation

**Affected area:**  
Byron Bay (2481) area New South Wales

**Size of outage:**  
Approximately 3,781 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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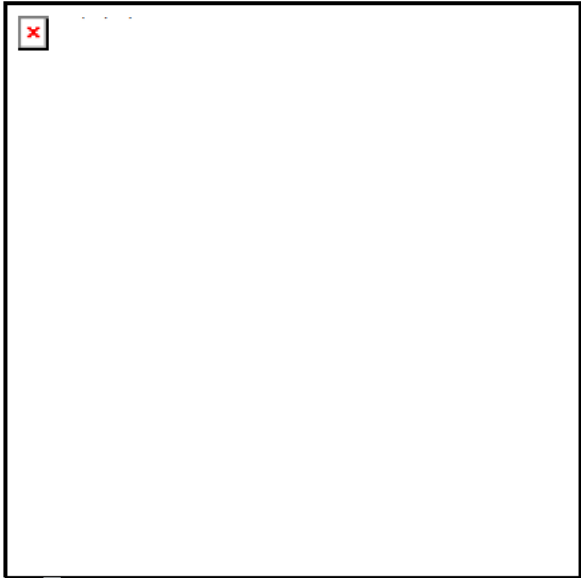
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Monday, 22 September 2025 10:23 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Byron Bay (2481) area New South Wales | IM1923708

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Updated details on the outage are below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Byron Bay (2481) area New South Wales

**Size of outage:**  
Approximately 3,781 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website: <https://www.optus.com.au/living-network/service-status>

Thanks,

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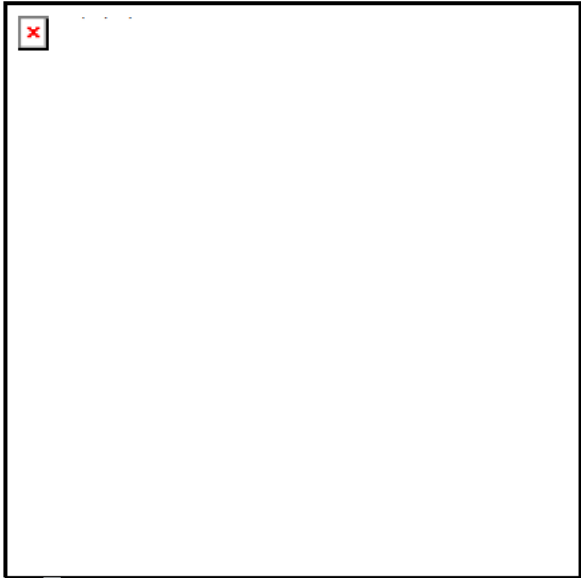
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Monday, 22 September 2025 10:52 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Mypolonga (5254) area South Australia | IM1920467

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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**Outage Status:**  
Services have been restored

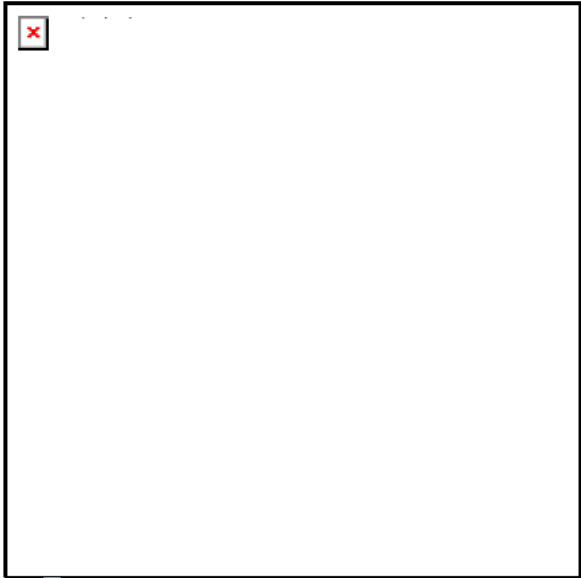
Thanks,  
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Tuesday, 23 September 2025 4:14 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Byron Bay (2481) area New South Wales | IM1923708

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Byron Bay (2481) area New South Wales

**Size of outage:**  
Approximately 3,864 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

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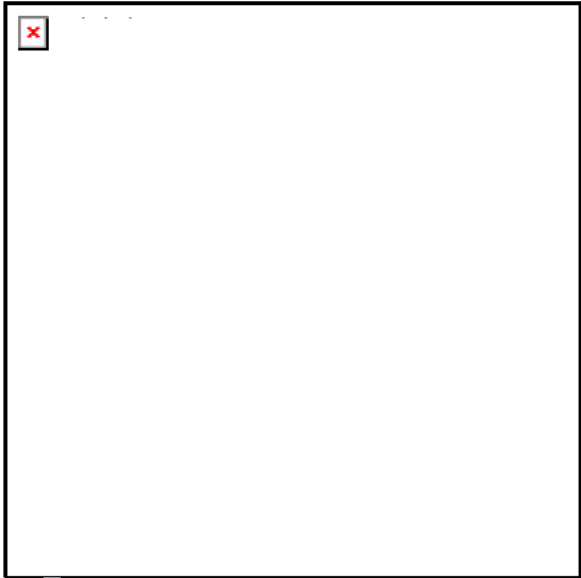




FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Tuesday, 23 September 2025 6:53 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Picton (6229) area Western Australia | IM1923924

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Picton (6229) area Western Australia

**Size of outage:**  
Approximately 3,415 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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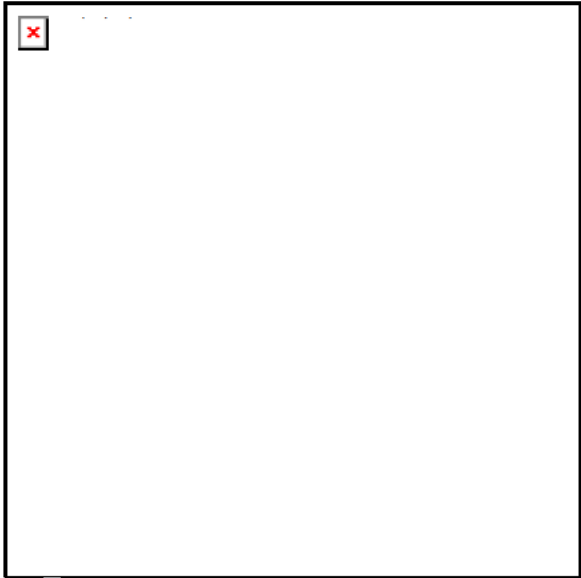
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Tuesday, 23 September 2025 7:23 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | The Mine (4714) area Queensland | IM1924039

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Under investigation

**Affected area:**  
The Mine (4714) area Queensland

**Size of outage:**  
Approximately 3,870 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 24 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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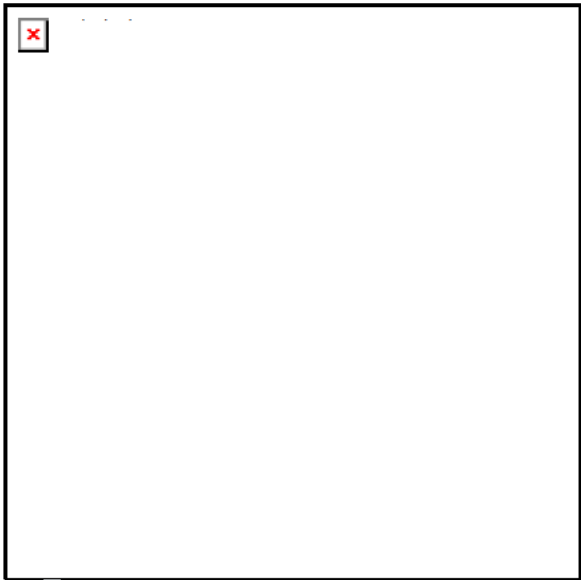
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Tuesday, 23 September 2025 9:53 AM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Byron Bay (2481) area New South Wales | IM1923708

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Byron Bay (2481) area New South Wales

**Size of outage:**  
Approximately 3,906 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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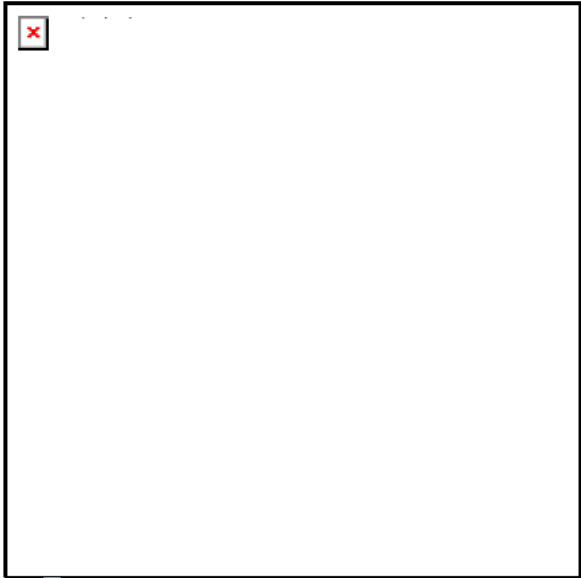
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Tuesday, 23 September 2025 12:43 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Picton (6229) area Western Australia | IM1923924

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Picton (6229) area Western Australia

**Size of outage:**  
Approximately 3,600 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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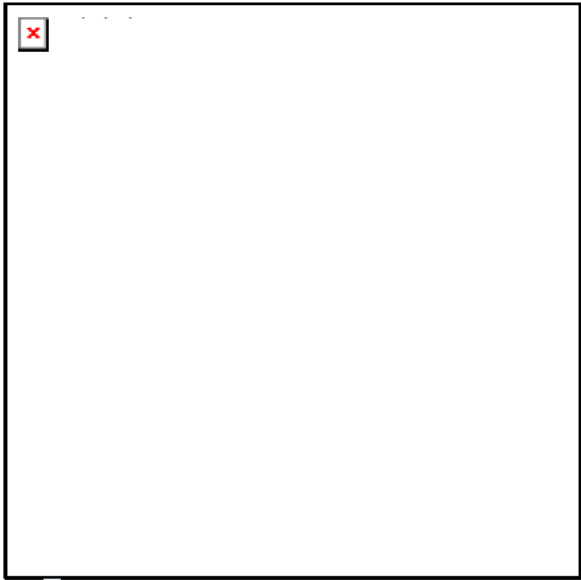




FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Tuesday, 23 September 2025 2:23 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Exford (3338) area Victoria | IM1924090

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Under investigation

**Affected area:**  
Exford (3338) area Victoria

**Size of outage:**  
Approximately 7,971 services

**Cause:**

Under investigation

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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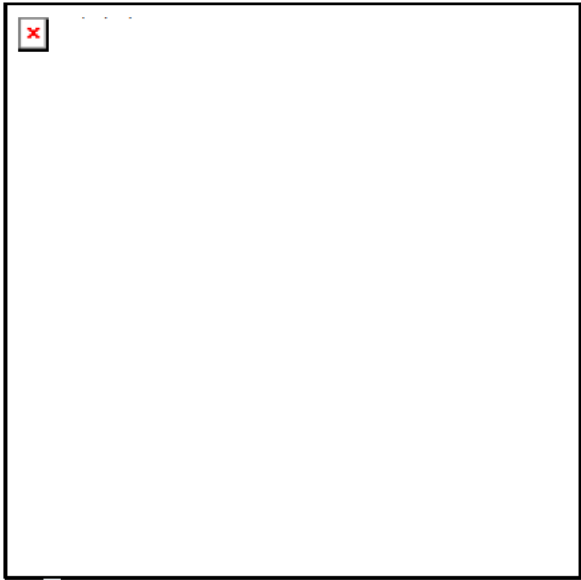
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Tuesday, 23 September 2025 2:34 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Exford (3338) area Victoria | IM1924090

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



[View Online](#)



Updated details on the outage are below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Exford (3338) area Victoria

**Size of outage:**  
Approximately 8,036 services

**Cause:**

Underground fibre Break

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website: <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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This email was sent by: Optus 1 Lyonpark Rd Macquarie Park, NSW, 2113, AU.

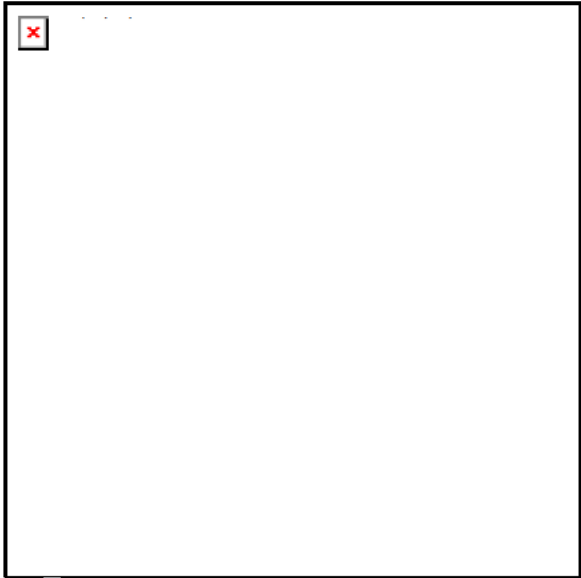
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Tuesday, 23 September 2025 3:05 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Picton (6229) area Western Australia | IM1923924

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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**Outage Status:**  
Services have been restored

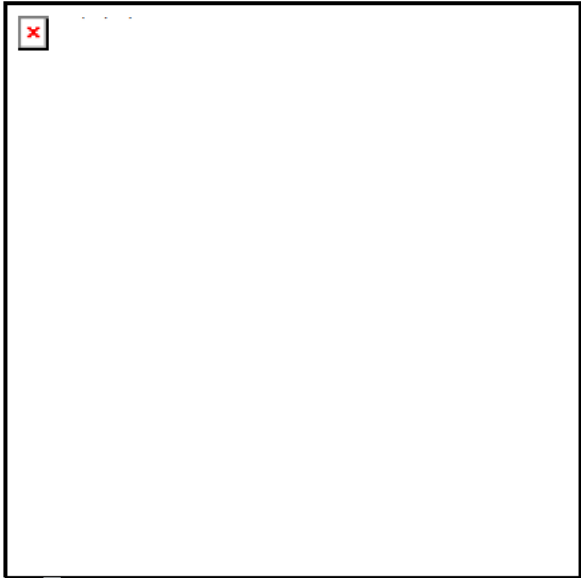
Thanks,  
**Your Optus Team**

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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Tuesday, 23 September 2025 3:43 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Byron Bay (2481) area New South Wales | IM1923708

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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There has been no new information on the outage since our last update.

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Byron Bay (2481) area New South Wales

**Size of outage:**  
Approximately 3,987 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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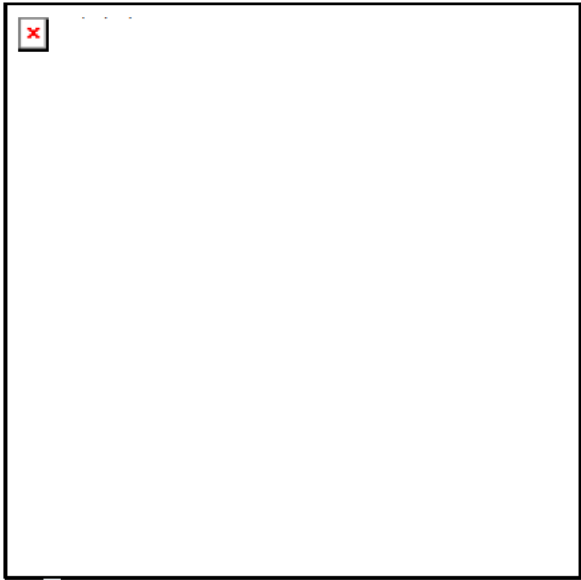
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**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Tuesday, 23 September 2025 6:34 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Exford (3338) area Victoria | IM1924090

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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**Outage Status:**  
Services have been restored

Thanks,  
**Your Optus Team**

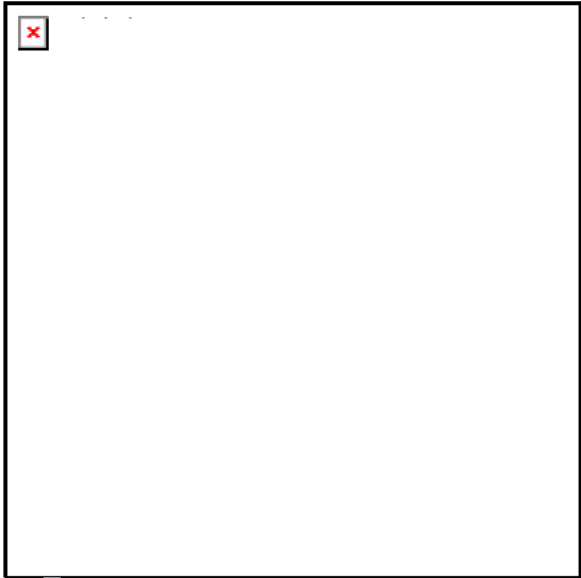
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FOI

**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Tuesday, 23 September 2025 9:23 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Byron Bay (2481) area New South Wales | IM1923708

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Updated details on the outage are below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Byron Bay (2481) area New South Wales

**Size of outage:**  
Approximately 3,988 services

**Cause:**

Unplanned Equipment failure

**Next update:**

As soon as possible if there's a significant change, or within 24 hours

**Estimated time to fix:**

Under investigation

Updates are also available on our website: <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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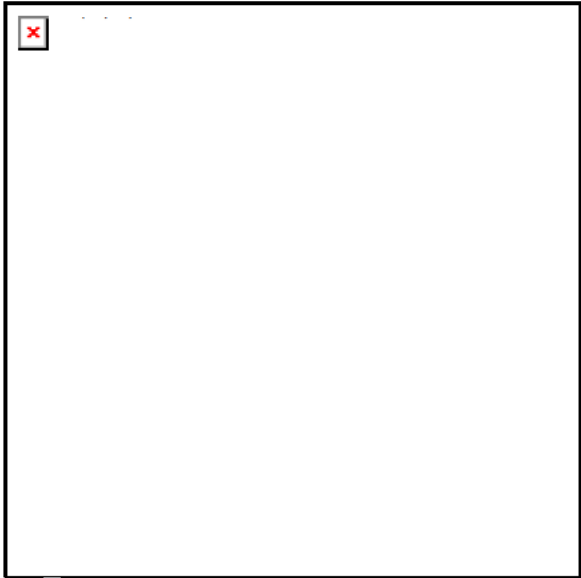
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**From:** Optus <noreply@e.optus.com.au>  
**Sent:** Tuesday, 23 September 2025 10:43 PM  
**To:** OutageNotifications  
**Subject:** ACMA Outage Alert | Significant Local Outage Regional | Woonona (2517) area New South Wales | IM1924439

**Follow Up Flag:** Follow up  
**Flag Status:** Completed



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Optus is aware of an outage affecting services. Further details below:

**Affected services:**  
Mobile Voice and Mobile Data

**Affected area:**  
Woonona (2517) area New South Wales

**Size of outage:**  
Approximately 3,025 services

**Cause:**

Power outages

**Next update:**

As soon as possible if there's a significant change, or within 6 hours

**Estimated time to fix:**

Under investigation

s

Updates are also available on our website <https://www.optus.com.au/living-network/service-status>

Thanks,

**Your Optus Team**

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