

FOI

From: Grunhard, Samuel
Sent: Monday, 29 September 2025 12:04 PM
To: s47F
Cc: barnaby.kerdel@aph.gov.au; Silleri, Kathleen; CHISHOLM, James; s47F; s47F
Subject: RE: Media Statement - West Dapto [SEC=OFFICIAL]

OFFICIAL

Thank you s47F.

We continue to be deeply alarmed by the failure of the Optus network to pass emergency calls through to other networks when there's an outage. Please do continue to pass through any information you have regarding this failure, including whether some calls were successfully passed through to Triple Zero (perhaps dependent on specific devices) or whether all attempted Triple Zero calls failed; and what Optus is doing to ensure that minor tower outages (which are regular occurrences) do not result in future failed Triple Zero calls.

Quite apart from regulatory obligations, the government needs assurance that Optus understands why calls are not being passed through to Triple Zero and that this situation is being urgently remediated.

Sam

Sam Grunhard

First Assistant Secretary

Communications Services and Consumer Division

Communications and Media Group

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Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

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I would like to acknowledge the traditional custodians of this land on which we meet, work and live.

I recognise and respect their continuing connection to the land, waters and communities.

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

OFFICIAL

From: s47F <s47F@optus.com.au>
Sent: Monday, 29 September 2025 11:33 AM
To: Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>

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

Cc: barnaby.kerdel@aph.gov.au; Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>; CHISHOLM, James <James.CHISHOLM@infrastructure.gov.au>; s47F <s47F@optus.com.au>; s47F <s47F@optus.com.au>; s47F <s47F@cybercx.com.au>
Subject: RE: Media Statement - West Dapto [SEC=OFFICIAL]

Morning Sam,

With respect to the 9 calls made in earnest to Triple Zero, we believe the calls failed to camp on but are confirming this.

Kind regards,

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

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From: Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>
Sent: Monday, 29 September 2025 6:42 AM
To: s47F <s47F@optus.com.au>; s47F <s47F@optus.com.au>; s47F <s47F@cybercx.com.au>
Cc: barnaby.kerdel@aph.gov.au; Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>; CHISHOLM, James <James.CHISHOLM@infrastructure.gov.au>; s47F <s47F@optus.com.au>
Subject: Re: Media Statement - West Dapto [SEC=OFFICIAL]

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s47F and colleagues, can Optus please urgently clarify why a mobile tower outage (not an uncommon occurrence) would have caused Triple Zero calls to fail. Is it because the callers were otherwise outside of coverage by any other provider, or because of a failure of the calls to camp on to other available networks?

Sam

Sam Grunhard

First Assistant Secretary
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OFFICIAL

From: s47F <s47F@optus.com.au>
Date: Monday, 29 September 2025 at 6:31:57 am
To: s22(1)(a)(ii) <s22(1)(a)(ii)@pm.gov.au>, "barnaby.kerdel@aph.gov.au" <barnaby.kerdel@aph.gov.au>, s22(1)(a)(ii) <s22(1)(a)(ii)@pm.gov.au>, s22(1)(a)(ii) <s22(1)(a)(ii)@pmc.gov.au>, "Grunhard, Samuel" <Samuel.Grunhard@COMMUNICATIONS.gov.au>, "Sillieri, Kathleen" <Kathleen.Sillieri@infrastructure.gov.au>
Cc: s47F <s47F@optus.com.au>, s47F <s47F@cybercx.com.au>
Subject: RE: Media Statement - West Dapto

Dear all

Please refer to this updated statement as at 1.30am.

I will be out of contact for a period of time this morning, but will ensure you receive further updates this morning from s47F and/or s47F (cc'd) in my absence.

Thank you

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UPDATE : Optus mobile coverage - West Dapto

Optus continues to investigate the cause of an issue involving a mobile phone tower site in the Dapto area in NSW. The issue has been restored.

We have investigated the impact of the issue on calls made between 3am and 12.20pm yesterday, including calls made to the Triple Zero network, and have confirmed with police, all callers who attempted to contact emergency services are OK.

We sincerely apologise to any customers who were impacted.

Background

Nine Triple Zero call failures identified:

- One caller did require an ambulance and used another phone to contact emergency services.
- One caller was trying to call emergency services but could not get through – they have confirmed they are OK
- NSW police verified with one caller that they did not need Emergency Services assistance
- Four calls were referred to NSW Police to undertake welfare checks including two from the same address and all have been confirmed as OK
- Two callers we contacted said they had accidentally called Triple Zero.

*Three further callers identified previously were also making test calls to Triple Zero.

Population coverage impacted is 4500.

There are approximately 9000 Optus sites across Australia.

From: s47F
Sent: Sunday, 28 September 2025 11:21 PM
To: s22(1)(a)(ii) <s22(1)(a)(ii)@pm.gov.au>; barnaby.kerdel@aph.gov.au; s22(1)(a)(ii) <s22(1)(a)(ii)@pm.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)@pmc.gov.au>; Grunhard, Samuel <samuel.grunhard@communications.gov.au>; Silleri, Kathleen <kathleen.silleri@infrastructure.gov.au>
Cc: s47F <s47F@optus.com.au>
Subject: Media Statement - West Dapto

Dear all

Please find below Optus media statement, this will be released imminently. It was of the upmost importance to ensure we were providing accurate information on the calls we have made.

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Optus mobile coverage - West Dapto

Optus is investigating an issue today involving a mobile phone tower site in the Dapto area in NSW.

While all services have been restored, we are investigating the impact of the issue on calls made between 3am and 12.20pm today, including calls made to the Triple Zero network, and where necessary we are working with the police as part of the Triple Zero welfare check process.

We apologise to any customers who have been impacted and will provide a further update as appropriate.

Background

12 Triple Zero call failures identified to date:

- One caller did require an ambulance and used another phone to contact emergency services.
- NSW police verified with one caller and they did not need Emergency Services.
- Three further calls have been referred to NSW Police to undertake welfare checks including two from the same address.
- Two callers we contacted said they had accidentally called Triple Zero.
- One caller was trying to call emergency services but could not get through – they have confirmed they are OK
- One caller was making a test call and did not need emergency services assistance
- Three callers we are currently in the process of conducting welfare checks

Population coverage impacted is 4500.

There are approximately 9000 sites across Australia.

Thanks

s47F