

From: [Silleri, Kathleen](#)
To: [Windeyer, Richard](#); [Grunhard, Samuel](#)
Subject: Triple Zero [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 9:30:55 AM

OFFICIAL

We spoke with Telstra and there are some issues occurring with calls originating on the optus network. They are currently checking with each of the ESOs and conducting test calls. They will get back to us as soon as they know more.

OFFICIAL

From: s22(1)(a)(ii)
To: [DLO Rowland](#); s22(1)(a)(ii)
Cc: [Question Time Briefs](#); [McMullan, Kate](#); [CIDcoordination](#); [Ashurst, Jason](#)
Subject: RE: New QTB - OPTUS Outage [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 9:46:46 AM
Attachments: [image001.png](#)

OFFICIAL

Thanks s22(1)(a)(ii) – looping in s22(1)(a)(ii) who's leading.

s22(1)(a)(ii)

Director • Executive Officer to First Assistant Secretary

Communications Infrastructure Division

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

P s22(1)(a)(ii) • M s22(1)(a)(ii)

GPO Box 594 Canberra, ACT 2601

s22(1)(a)(ii)

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

OFFICIAL

From: DLO Rowland <dlo.rowland@MO.communications.gov.au>
Sent: Wednesday, 8 November 2023 9:42 AM
To: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>
Cc: s22(1)(a)(ii) @infrastructure.gov.au; DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii) @INFRASTRUCTURE.gov.au; Question Time Briefs <Questiontimebriefs@infrastructure.gov.au>
Subject: RE: New QTB - OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Here are some words from the MO that may assist

- Connectivity is essential for Australians, and the impacts of this outage on consumers, businesses and essential services is very concerning.
- The Minister has spoken to the Optus CEO and sought further information about this

outage and when Optus expect service will be restored.

- The Government has also been engaged with the Australian Communications and Media Authority (ACMA) and the Triple Zero operator Telstra.
- At this time we're advised calls to Triple Zero from Optus mobiles are working, however access from Optus landlines is currently impeded.
- NBNCo have advised that Optus internet services on their network operating as usual.

s22(1)(a)(ii)

Department Liaison Officer | Office of the Hon Michelle Rowland MP

p s22(1)(a)(ii) m s22(1)(a)(ii)

OFFICIAL

From: Question Time Briefs <Questiontimebriefs@infrastructure.gov.au>

Sent: Wednesday, 8 November 2023 9:19 AM

To: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>

Cc: s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au)>; DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii)

s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@INFRASTRUCTURE.gov.au](mailto:s22(1)(a)(ii)@INFRASTRUCTURE.gov.au)>

Subject: New QTB - OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Good morning

The MO has requested a new standalone QTB for the OPTUS Outage.

Have assigned this to the CID on PDMS

QB23-000907

OPTUS Outage

The MO would be grateful if this could be actioned, cleared and assigned back to Parliamentary QB by 10.30am/11am for beforehand would be appreciative, apologies for the short turnaround.

Any issues or concerns please advise the DLO dlo.rowland@MO.communications.gov.au and myself know.

Many thanks

s22(1)(a)(ii)

s22(1)(a)(ii)

Senior Parliamentary Officer

- Ministerial, Parliamentary and Cabinet •
- People, Culture and Change •

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

s22(1)(a)(ii)

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Level 3 (West) 111 Alinga Street, Canberra ACT 2600

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OFFICIAL

Shervin >

Wed, 8 Nov at 10:17 am

Minister O'Neil has asked her department to call an NCM on the Optus outage later today. I will co-host. Optus will brief the NCM.

In some respects this could be considered unnecessary, however it does mean a single briefing for all interested commonwealth agencies and the states and territories.

From PM&C in case you haven't received

There are a wide number of sectors impacted (full extent not known yet). We're urgently trying to confirm impacts on government services, but at this stage PM&C is not aware of impacts on the AFP, Services Australia or other Commonwealth Government services. PM&C is engaging with Home Affairs on critical infrastructure impacts, but at this stage cannot confirm anything.



iMessage



Based on public reporting, we understand the following entities have been impacted:

- Melbourne Metro Trains
- 'Major Victorian hospitals' and healthcare networks, including Virtual Emergency Departments
- Evie Networks, ING Bank, Westpac, CBA and Computershare
- Ramsey Health Care – private hospital provider for 73 hospitals (incl. Shepparton and Albury-Wodonga Private Hospitals)
- Businesses using EFTPOS over the Optus network

Optus has now advised customers who need to call Triple-Zero for emergency services to call from their mobile rather than a fixed-line phone. The company said landline calls will not work, but mobile calls to 000 will work if another carrier is available.

We're also aware that downstream resellers of Optus



iMessage



< 24

SR



Shervin >

We're also aware that downstream resellers of Optus wholesale services such as Aussie Broadband and Dodo Mobile have also reported outages.

NEMA has advised that there will be a National Coordination Mechanism (NCM) meeting held today at 2pm, to be co-chaired by NEMA, Home Affairs and DITRDCA. At this stage it has been suggested that the focus is likely to be on critical infrastructure, but this may change as the extent of the outage become fully known.

Wed, 8 Nov at 1:45 pm

OPTUS**Outage**

optus.com.au



iMessage





SR



Shervin >

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SR

Shervin >

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Thank you. We'll be on the NCM (Richard will likely co-chair)

Delivered

From: [Grunhard, Samuel](#)
To: [Paul Nicholas](#); [Silleri, Kathleen](#); [Craig Riviere](#)
Cc: [Jeremy Fenton](#)
Subject: RE: Optus Outage - possible compensation.docx [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 10:20:00 AM
Attachments: [image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)

OFFICIAL

This was just raised on call with Telstra. Minister is calling CEO Optus to confirm. Telstra is certainly receiving a bunch of camp-on calls, but can't confirm that all are getting to them.

Sam Grunhard

First Assistant Secretary

Communications Services and Consumer Division

E: samuel.grunhard@communications.gov.au

P +61 2 6136 s22(1)(a)(ii) • **M** s22(1)(a)(ii)

GPO Box 594 Canberra, ACT 2601

EA: s22(1)(a)(ii) • **E:** s22(1)(a)(ii) [@infrastructure.gov.au](mailto:infrastructure.gov.au) • **P** s22(1)(a)(ii)

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OFFICIAL

From: Paul Nicholas <Paul.Nicholas@acma.gov.au>

Sent: Wednesday, 8 November 2023 10:18 AM

To: Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>; Craig Riviere <Craig.Riviere@acma.gov.au>

Cc: Jeremy Fenton <Jeremy.Fenton@acma.gov.au>; Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>

Subject: RE: Optus Outage - possible compensation.docx [SEC=OFFICIAL]

I have had staff members here test and one got a dead call (that went nowhere) and another connected to the recorded message at the start of all Triple Zero calls and hung up. So the camp-on (roaming) capabilities may not actually be working for Optus customers which is a significant issue.

Paul Nicholas

Manager

National Interests Section

Australian Communications and Media Authority

s22(1)(a)(ii)

paul.nicholas@acma.gov.au
acma.gov.au

From: Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>
Sent: Wednesday, 8 November 2023 10:16 AM
To: Craig Riviere <Craig.Riviere@acma.gov.au>
Cc: Jeremy Fenton <Jeremy.Fenton@acma.gov.au>; Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>; Paul Nicholas <Paul.Nicholas@acma.gov.au>
Subject: RE: Optus Outage - possible compensation.docx [SEC=OFFICIAL]

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OFFICIAL

Correct.

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From: Craig Riviere <Craig.Riviere@acma.gov.au>
Sent: Wednesday, 8 November 2023 10:15 AM
To: Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>
Cc: Jeremy Fenton <Jeremy.Fenton@acma.gov.au>; Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>; Paul Nicholas <Paul.Nicholas@acma.gov.au>
Subject: RE: Optus Outage - possible compensation.docx [SEC=OFFICIAL]

Thanks Kath. To be clear, we assume some Optus customers cannot call triple zero right now?

Craig Riviere

Executive Manager
 Telecommunications Safeguards and Numbers Branch

Australian Communications and Media Authority

s22(1)(a)(ii)

craig.riviere@acma.gov.au
acma.gov.au



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From: Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>
Sent: Wednesday, 8 November 2023 10:08 AM

To: Craig Riviere <Craig.Riviere@acma.gov.au>
Cc: Jeremy Fenton <Jeremy.Fenton@acma.gov.au>; Grunhard, Samuel
 <Samuel.Grunhard@COMMUNICATIONS.gov.au>
Subject: Optus Outage - possible compensation.docx [SEC=OFFICIAL]

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Hi Craig

Attached are some words for our MO on possible compensation mechanisms for Optus customers. Please let me know if it gives you any cause for concern.

In regard to calls to Triple Zero, Telstra has advised that the Emergency 'camp on' mechanism that is meant to kick in when any mobile network is down is not functioning as it should. Telstra is investigating as a matter of urgency but is finding itself (and the ESO's) hampered by the many flow on impacts of the Optus outage.

I will keep you posted on developments.

Kath

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From: [Grunhard, Samuel](#)
To: [Windeyer, Richard](#); [Silleri, Kathleen](#); [Ashurst, Jason](#); [McMullan, Kate](#)
Subject: Telstra 000 briefing with Minister Rowland [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 10:20:02 AM
Attachments: [image001.png](#)

OFFICIAL

Telstra 000 briefing with Minister Rowland, COS Shervin Rafizadeh, Jane from Telstra, 10:10am

- Higher than usual emergency camp-on – mobile calls being routed via non-Optus networks. However some evidence that *some* calls are not making it through, Optus phones not always connecting through.
- Fixed lines will not connect to 000
- Telstra successfully managing calls as they come in
- Have not activated emergency protocols but sending info to emergency services to advise current position
- Minister: need accurate information, don't want to cause panic – want to be able to say that mobiles will still connect. Telstra: suggest confirming this with Optus. Minister: I will call CEO Optus again to confirm. Telstra: agree you really need to ask Optus.
- I asked whether there is a flood of non-genuine calls; Telstra: no, 000 is coping fine right now.
- Telstra camp-on comparison: yesterday we had 124 camp-on 000 calls; today we've had 1304.

Call ended 10:19am.

Sam Grunhard

First Assistant Secretary

Communications Services and Consumer Division

E: samuel.grunhard@communications.gov.au

P +61 2 6136 s22(1)(a)(ii) • **M** s22(1)(a)(ii)

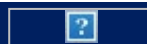
GPO Box 594 Canberra, ACT 2601

EA: s22(1)(a)(ii) • **E:** s22(1)(a)(ii) • [@infrastructure.gov.au](https://infrastructure.gov.au) • **P** s22(1)(a)(ii)

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From: [IT Service Desk](#)
To: [All Staff \(Excluding IA and Ministerial\)](#)
Subject: IT NOTIFICATION - Nationwide Optus outage [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 10:32:34 AM
Attachments: [image001.png](#)
[image002.jpg](#)

OFFICIAL

IT Notification



Due to the nationwide Optus outage, our external telephone systems are currently unavailable. This is impacting inbound and outbound external calling, including calls to the Departments switchboards and IT Service Desk.

Departmental Telstra mobile services and Webex internal calling as well as Webex video conferencing and meetings remain unaffected.

To log a request or incident, please raise a ticket through the [My Services Portal](#).

We will provide an update as soon as possible.

Kind regards
IT Service Desk

Information Services Branch • IT Division
GPO Box 594 Canberra, ACT 2601

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This message has been authorised by Tony Castley, CTO

OFFICIAL

From: s22(1)(a)(ii)
To: [Silleri, Kathleen](#)
Cc: [Grunhard, Samuel](#)
Subject: Re: Optus outage [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 10:37:33 AM

Thanks Kath can you please send her also

> On 8 Nov 2023, at 10:36, Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au> wrote:

>

> OFFICIAL

>

> Hi s22(1)(a)(ii)

>

> I have folded this information into the QTB that has been requested and which I understand will be with you shortly.

>

> Kath

>

>

> OFFICIAL

> -----Original Message-----

> From: s22(1)(a)(ii) @MO.communications.gov.au>

> Sent: Wednesday, 8 November 2023 8:15 AM

> To: Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>

> Subject: Optus outage

>

> Hi Kath

>

> SR has asked a question around consumer compensation for the outage. Likely not something that is covered in the code. But could we please get some lines for the boss on this point?

>

> Thanks

>

> s22(1)(a)(ii)

From: [Craig Riviere](#)
To: [Grunhard, Samuel](#)
Subject: FW: Optus outage [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 10:47:47 AM
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.jpg](#)
[image007.jpg](#)

fyi

Craig Riviere

Executive Manager
Telecommunications Safeguards and Numbers Branch

Australian Communications and Media Authority

s22(1)(a)(ii)

craig.riviere@acma.gov.au

[acma.gov.au](https://www.acma.gov.au)



The ACMA acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past, present and future.

From: Craig Riviere

Sent: Wednesday, 8 November 2023 10:45 AM

To: Samuel GRUNHARD <Samuel.Grunhard@homeaffairs.gov.au>; Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>

Cc: Jeremy Fenton <Jeremy.Fenton@acma.gov.au>; Paul Nicholas <Paul.Nicholas@acma.gov.au>

Subject: FW: Optus outage [SEC=OFFICIAL]

Sam / Kath

FYI, some more information re. calls not getting through to triple zero and where (apparently) the problem lies.

Regard

Craig

Craig Riviere

Executive Manager
Telecommunications Safeguards and Numbers Branch

Australian Communications and Media Authority

s22(1)(a)(ii)

craig.riviere@acma.gov.au

[acma.gov.au](https://www.acma.gov.au)





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From: Media ACMA <Media@acma.gov.au>
Sent: Wednesday, 8 November 2023 10:41 AM
To: Craig Riviere <Craig.Riviere@acma.gov.au>; Media ACMA <Media@acma.gov.au>; s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@acma.gov.au](mailto:s22(1)(a)(ii)@acma.gov.au)>; Paul Nicholas <Paul.Nicholas@acma.gov.au>
Cc: Kevin McAlinden <Kevin.McAlinden@acma.gov.au>; Jeremy Fenton <Jeremy.Fenton@acma.gov.au>
Subject: RE: Optus outage [SEC=OFFICIAL]

Hi again Craig,

Please be advised that I just received a phone call from Gerard Scholten from ESTA. He says they have been in contact with Telstra's Triple Zero operator who claimed the issue is that the outage is so significant, that calls are failing to leave the Optus network so not getting a chance to go through another provider. In short, the claim is that the failure is from Optus, not that national networks system.

s22(1)
(a)(iii)

From: Craig Riviere <Craig.Riviere@acma.gov.au>
Sent: Wednesday, 8 November 2023 10:12 AM
To: Media ACMA <Media@acma.gov.au>; s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@acma.gov.au](mailto:s22(1)(a)(ii)@acma.gov.au)>; Paul Nicholas <Paul.Nicholas@acma.gov.au>
Cc: Kevin McAlinden <Kevin.McAlinden@acma.gov.au>; Jeremy Fenton <Jeremy.Fenton@acma.gov.au>
Subject: RE: Optus outage [SEC=OFFICIAL]

Aaron

There's a fair bit going on in the background with the dept, MO and the Chair.

We've briefed up.

Optus has certain obligations to advise customers of outages and ensure its triple zero obligations are being met. We will start considering how they have done this but our initial position is to let Optus assess what has happened and go about advising its customers accordingly. We are also not the 'first responders' to assess whether this is a cyber-breach etc but rather that falls to the likes of the ACSC and others.

None of the above are TPs, just context.

Regards

Craig

Craig Riviere

Executive Manager

Telecommunications Safeguards and Numbers Branch

Australian Communications and Media Authority

s22(1)(a)(ii)

craig.riviere@acma.gov.au

acma.gov.au



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From: Media ACMA <Media@acma.gov.au>

Sent: Wednesday, 8 November 2023 10:04 AM

To: s22(1)(a)(ii) <[REDACTED]@acma.gov.au>; Paul Nicholas <Paul.Nicholas@acma.gov.au>

Cc: Kevin McAlinden <Kevin.McAlinden@acma.gov.au>

Subject: FW: Optus outage [SEC=OFFICIAL]

Hi Paul and Craig,

We have received the below contact from the Emergency Services Telecommunications Authority through the media channels.

This is not a media query so no need to run any response by us for clearances, however, if possible it would be helpful for us to see any response you have on this issue in anticipation of any media queries which may come through. We don't have any yet but I suspect its just a matter of time.

s22(1)
(a)(iii)

From: Gerard Scholten <s22(1)(a)(ii) [REDACTED]@esta.vic.gov.au>

Sent: Wednesday, 8 November 2023 9:56 AM

To: Media ACMA <Media@acma.gov.au>

Cc: s22(1)(a)(ii) [REDACTED] <[REDACTED]@esta.vic.gov.au>

Subject: Optus outage

You don't often get email from s22(1)(a)(ii) [REDACTED] <[REDACTED]@esta.vic.gov.au>. [Learn why this is important](#)

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Hi **s22(1)** as discussed Victorian Optus customers appear unable to access triple zero and 112 numbers due to this morning's outage.

The national Emergency Call Service overseen by ACMA has a failsafe which allows customers to access other provider networks for this service. It appears that this failsafe has not activated in Victoria.

Can you please provide any information or lines regarding the inability for Optus customers to access alternative networks?

Best

G

Gerard Scholten
Senior Manager
Communications and Engagement

Emergency Services Telecommunications Authority
12 Wesley Court Burwood East VIC 3151

P: **s22(1)(a)(ii)**

E: **s22(1)(a)(ii)** [@esta.vic.gov.au](mailto: @esta.vic.gov.au)

W: <http://www.esta.vic.gov.au>

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From: [Grunhard, Samuel](#)
To: [Silleri, Kathleen](#)
Subject: FW: ECS operator [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 11:58:14 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[Triple Zero statement.msg](#)
[image005.png](#)

OFFICIAL

Sam Grunhard

First Assistant Secretary

Communications Services and Consumer Division

E: samuel.grunhard@communications.gov.au

P +61 2 6136 s22(1)(a)(ii) • **M** s22(1)(a)(ii)

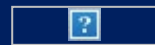
GPO Box 594 Canberra, ACT 2601

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OFFICIAL

From: Jeremy Fenton <Jeremy.Fenton@acma.gov.au>
Sent: Wednesday, 8 November 2023 11:45 AM
To: Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>
Cc: Paul Nicholas <Paul.Nicholas@acma.gov.au>
Subject: FW: ECS operator [SEC=OFFICIAL]

FYI, as discussed.

 Consumer Division
 Australian Communications & Media Authority
 s22(1)(a)(ii)

From: Paul Nicholas <Paul.Nicholas@acma.gov.au>
Sent: Wednesday, 8 November 2023 11:29 AM
To: Craig Riviere <Craig.Riviere@acma.gov.au>; Jeremy Fenton <Jeremy.Fenton@acma.gov.au>
Subject: RE: ECS operator [SEC=OFFICIAL]

I've spoken to Jane Elkington, Principal Triple Zero at Telstra. The Minister's presser referred to the volume of camp-on calls indicating that emergency camp-on is working. Telstra has compared emergency camp-on volumes from yesterday and today between **3am and 1030am which shows 316 camp-on calls yesterday, and 3,412 today indicating it is working.** These are camp-on's facilitated by the Telstra and TPG mobile carrier networks.

I have attached information that Telstra has been sending out to ESOs to update them on the situation. It isn't anything more than we already know, but I do note Telstra has also done test calls and is finding Optus mobiles cannot always dial Triple Zero successfully.

I also spoke to Gerard Schoten at ESTA – he was really calling to just share information, wasn't necessarily looking for the ACMA to make a media statement. I have shared my details so he can be in touch with me again if we want to discuss anything further. ESTA hasn't noted any specific drop in the volume of calls it may expect to receive today, but they are getting calls from people asking when the Optus network issue will be resolved (which obviously they cannot answer, and those are not genuine emergency calls). They will issue social media statements soon to advise the public they are aware of the situation.

Thanks
Paul

From: Craig Riviere <Craig.Riviere@acma.gov.au>
Sent: Wednesday, 8 November 2023 11:09 AM
To: Jeremy Fenton <Jeremy.Fenton@acma.gov.au>
Cc: Paul Nicholas <Paul.Nicholas@acma.gov.au>
Subject: ECS operator [SEC=OFFICIAL]

Jeremy

As requested, Paul is contacting Jane to establish and maintain contact on this issue at staff level, underpinning conversations that the Minister and Chair have had.

Regards
Craig

Craig Riviere

Executive Manager
Telecommunications Safeguards and Numbers Branch

Australian Communications and Media Authority
s22(1)(a)(ii)

craig.riviere@acma.gov.au
acma.gov.au



The ACMA acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past, present and future.

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From: [Elkington, Jane](#)
To: [Paul Nicholas](#)
Subject: Triple Zero statement
Date: Wednesday, 8 November 2023 11:18:51 AM
Attachments: [image005.jpg](#)
[Significant Network Outage Affecting 000 Emergency Calls.msg](#)

CAUTION: This email is from an external sender. Do NOT click on links or open attachments unless you recognise the sender and KNOW the content is safe. If you are in doubt, please contact the Corporate Service Desk.

Hi Paul,

Information from Optus (Luke Van Hooft) is below and has now been shared with Emergency Services:

09:40 Optus Information

An Optus spokesperson said:

- ***We are aware of an outage impacting our customers.***
- ***Our teams are working to restore services as soon as possible.***
- ***We will provide an update as soon as we are able.***
- ***Optus apologises sincerely to customers.***
- ***Optus can confirm that triple zero ("000") calls will not work from an Optus landline (fixed line telephone). Mobile calls to 000 will work if another carrier is available. We encourage any customers who need to contact emergency services to use a mobile line to call 000.***

10:05 – Optus Information

This is what we're advising customers:

We encourage any customers who need to contact emergency services to use a mobile line to call 000. Optus can confirm that triple zero ("000") calls will not work from an Optus landline (fixed line telephone). Mobile calls to 000 will work if another carrier is available.

We have made a number of test calls from Optus Mobiles, some have been successful (emergency camp on) and others did not progress.
Have advised Optus of this information.



Jane Elkington

Principal | Triple Zero | Telstra
776 Jelbart Rd Albury 2640

T +s47F

M +s47F

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General

From: [DLO Rowland](#)
To: [McMullan, Kate](#); [DLO Rowland](#); s22(1)(a)(ii)
Cc: [CIDcoordination](#); [Ashurst, Jason](#); s22(1)(a)(ii); [Grunhard, Samuel](#); [Silleri, Kathleen](#)
Subject: RE: OPTUS Outage [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 1:15:09 PM
Attachments: [image001.png](#)
[Watt 2 Min Statement - Optus \(002\).docx](#)
Importance: High

OFFICIAL

Thanks all – grateful if you could also please scan over this two minute statement – I understand it will be used today.

Thanks

s22(1)(a)(ii)

Department Liaison Officer | Office of the Hon Michelle Rowland MP

p s22(1)(a)(ii) m s22(1)(a)(ii)

OFFICIAL

From: McMullan, Kate <kate.mcmullan@infrastructure.gov.au>
Sent: Wednesday, 8 November 2023 12:55 PM
To: DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii)
 @infrastructure.gov.au>
Cc: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; Ashurst, Jason
 <Jason.Ashurst@INFRASTRUCTURE.gov.au>; s22(1)(a)(ii)
 s22(1)(a)(ii) @INFRASTRUCTURE.gov.au>; Grunhard, Samuel
 <Samuel.Grunhard@COMMUNICATIONS.gov.au>; Silleri, Kathleen
 <Kathleen.Silleri@infrastructure.gov.au>
Subject: RE: OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Thanks s22(1)(a)(ii) – very minor edit from us.

We are hearing informally (and seeing media reporting) that services are beginning to come back online, will provide further updates as received.

Kate McMullan

s22(1)(a)(ii)

OFFICIAL

From: DLO Rowland <dlo.rowland@MO.communications.gov.au>
Sent: Wednesday, 8 November 2023 12:28 PM
To: McMullan, Kate <kate.mcmullan@infrastructure.gov.au>; s22(1)(a)(ii)

<s22(1)(a)(ii)@infrastructure.gov.au>

Cc: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; Ashurst, Jason
<Jason.Ashurst@INFRASTRUCTURE.gov.au>; s22(1)(a)(ii)

s22(1)(a)(ii)@INFRASTRUCTURE.gov.au>; DLO Rowland
<dlo.rowland@MO.communications.gov.au>

Subject: RE: OPTUS Outage [SEC=OFFICIAL]

Importance: High

OFFICIAL

Hi Kate

No update based on the info below, however the MO has asked if the Dept can please fact check the attached QTB.

Thanks

s22(1)(a)(ii)

s22(1)(a)(ii)

Department Liaison Officer | Office of the Hon Michelle Rowland MP

p s22(1)(a)(ii) m s22(1)(a)(ii)

OFFICIAL

From: McMullan, Kate <kate.mcmullan@infrastructure.gov.au>

Sent: Wednesday, 8 November 2023 12:20 PM

To: DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii)
s22(1)(a)(ii)@infrastructure.gov.au>

Cc: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; Ashurst, Jason
<Jason.Ashurst@INFRASTRUCTURE.gov.au>; s22(1)(a)(ii)
s22(1)(a)(ii)@INFRASTRUCTURE.gov.au>

Subject: RE: OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Thanks s22(1)(a)(ii) Confirming we are linked up with PM&C on this, and will continue to engage with them as things develop.

Would you like us to update the QTB to incorporate this additional context, and/or anything additional arising from the NCM this afternoon (which Richard Windeyer is co-chairing with relevant Home Affairs and NEMA deputies)? If so, please feel free to send it back and we'll update and return this afternoon.

We'll keep in touch re any significant updates as the situation continues to progress; please get in touch if anything else we can do to support.

Cheers
Kate

Kate McMullan
s22(1)(a)(ii)

OFFICIAL

From: DLO Rowland <dlo.rowland@MO.communications.gov.au>
Sent: Wednesday, 8 November 2023 11:55 AM
To: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>; McMullan, Kate <kate.mcmullan@infrastructure.gov.au>
Cc: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; Ashurst, Jason <Jason.Ashurst@INFRASTRUCTURE.gov.au>; DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii) <[REDACTED]@INFRASTRUCTURE.gov.au>
Subject: OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Hi again

s22(1)(a)(iii) has asked me to pass this on in case you had not received it. She also asked that you keep getting updates from PM&C.

From PM&C:

- There are a wide number of sectors impacted (full extent not known yet). We're urgently trying to confirm impacts on government services, but at this stage PM&C is not aware of impacts on the AFP, Services Australia or other Commonwealth Government services. PM&C is engaging with Home Affairs on critical infrastructure impacts, but at this stage cannot confirm anything.
- Based on public reporting, we understand the following entities have been impacted:
 - Melbourne Metro Trains
 - 'Major Victorian hospitals' and healthcare networks, including Virtual Emergency Departments
 - Evie Networks, ING Bank, Westpac, CBA and Computershare
 - Ramsey Health Care – private hospital provider for 73 hospitals (incl. Shepparton and Albury-Wodonga Private Hospitals)
 - Businesses using EFTPOS over the Optus network
- Optus has now advised customers who need to call Triple-Zero for emergency services to call from their mobile rather than a fixed-line phone. The company said landline calls will not work, but mobile calls to 000 will work if another carrier is available.
- We're also aware that downstream resellers of Optus wholesale services such as Aussie Broadband and Dodo Mobile have also reported outages.

- NEMA has advised that there will be a National Coordination Mechanism (NCM) meeting held today at 2pm, to be co-chaired by NEMA, Home Affairs and DITRDCA. At this stage it has been suggested that the focus is likely to be on critical infrastructure, but this may change as the extent of the outage become fully known.

Thanks

s22(1)(a)
(ii)

s22(1)(a)(ii)

Department Liaison Officer | Office of the Hon Michelle Rowland MP

p s22(1)(a)(ii) m s22(1)(a)(ii)

OFFICIAL

From: s22(1)(a)(ii) <[redacted]@INFRASTRUCTURE.gov.au>

Sent: Wednesday, 8 November 2023 9:47 AM

To: DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii) <[redacted]@infrastructure.gov.au>

Cc: Question Time Briefs <Questiontimebriefs@infrastructure.gov.au>; McMullan, Kate <kate.mcmullan@infrastructure.gov.au>; CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; Ashurst, Jason <Jason.Ashurst@INFRASTRUCTURE.gov.au>

Subject: RE: New QTB - OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Thanks s22(1)(a)(ii) – looping in s22(1)(a)(ii) who's leading.

s22(1)(a)(ii)

Director • Executive Officer to First Assistant Secretary

Communications Infrastructure Division

s22(1)(a)(ii) <[redacted]@infrastructure.gov.au>

p s22(1)(a)(ii) • M s22(1)(a)(ii)

GPO Box 594 Canberra, ACT 2601

s22(1)(a)(ii)

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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.

OFFICIAL

From: DLO Rowland <dlo.rowland@MO.communications.gov.au>
Sent: Wednesday, 8 November 2023 9:42 AM
To: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>
Cc: s22(1)(a)(ii) <[REDACTED]> <[\[REDACTED\]@infrastructure.gov.au](mailto:[REDACTED]@infrastructure.gov.au)>; DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii) <[REDACTED]> <[\[REDACTED\]@INFRASTRUCTURE.gov.au](mailto:[REDACTED]@INFRASTRUCTURE.gov.au)>; Question Time Briefs <Questiontimebriefs@infrastructure.gov.au>
Subject: RE: New QTB - OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Here are some words from the MO that may assist

- Connectivity is essential for Australians, and the impacts of this outage on consumers, businesses and essential services is very concerning.
- The Minister has spoken to the Optus CEO and sought further information about this outage and when Optus expect service will be restored.
- The Government has also been engaged with the Australian Communications and Media Authority (ACMA) and the Triple Zero operator Telstra.
- At this time we're advised calls to Triple Zero from Optus mobiles are working, however access from Optus landlines is currently impeded.
- NBNCo have advised that Optus internet services on their network operating as usual.

s22(1)(a)(ii)

Department Liaison Officer | Office of the Hon Michelle Rowland MP

p s22(1)(a)(ii) m s22(1)(a)(ii)

OFFICIAL

From: Question Time Briefs <Questiontimebriefs@infrastructure.gov.au>
Sent: Wednesday, 8 November 2023 9:19 AM
To: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>
Cc: s22(1)(a)(ii) <[REDACTED]> <[\[REDACTED\]@infrastructure.gov.au](mailto:[REDACTED]@infrastructure.gov.au)>; DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii) <[REDACTED]>

s22(1)(a)(ii) _____.@INFRASTRUCTURE.gov.au>

Subject: New QTB - OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Good morning

The MO has requested a new standalone QTB for the OPTUS Outage.

Have assigned this to the CID on PDMS

QB23-000907
OPTUS Outage

The MO would be grateful if this could be actioned, cleared and assigned back to Parliamentary QB by 10.30am/11am for beforehand would be appreciative, apologies for the short turnaround.

Any issues or concerns please advise the DLO dlo.rowland@MO.communications.gov.au and myself know.

Many thanks

s22(1)
(a)(ii)

s22(1)(a)(ii)

Senior Parliamentary Officer

- **Ministerial, Parliamentary and Cabinet** •
- **People, Culture and Change** •

s22(1)(a)(ii) _____.@infrastructure.gov.au

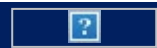
s22(1)(a)(ii)

GPO Box 594 Canberra, ACT 2601

Level 3 (West) 111 Alinga Street, Canberra ACT 2600

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OFFICIAL

OPTUS OUTAGE

I would like to provide an update to the chamber on the outage impacting customers using fixed line, mobile and broadband services over the Optus network today.

This morning the Minister for Communications spoke to the Optus CEO and sought further information about when Optus expects its service will be restored.

We understand the outage results from a deep technical fault and have been advised that Optus engineers are working to resolve the fault as quickly as possible.

The Government made it clear to Optus that restoration of its network is a priority, and will continue engaging with Optus as a matter of urgency.

It is also critical that Optus provide customers with proactive and timely updates on the status of the outage and what to expect.

It goes without saying connectivity is essential for Australians. The impact of this outage on consumers, businesses and services including hospitals and public transport networks is concerning.

We understand there are a wide number of sectors affected and we are working to confirm those impacts including any Government services.

A key priority for the Government is the Triple Zero service, which plays a central role in keeping Australians safe.

While Triple Zero calls from Optus landline services are currently impeded, Optus has advised that mobile calls to Triple Zero will work if another carrier is available.

We have engaged with the Australian Communications and Media Authority (ACMA) and the Triple Zero operator Telstra today who will continue to work with Optus to support this service, along with other carriers.

Millions of Australian consumers and businesses rely on Optus services which is why it is critical that Optus be open and transparent with its customers, including providing timely information and updates as this outage is resolved.

From: [McMullan, Kate](#)
To: [Windeyer, Richard](#)
Cc: [Ashurst, Jason](#)
Subject: FW: Optus nationwide outage.docx [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 1:28:49 PM
Attachments: [Optus nationwide outage.docx](#)

OFFICIAL

Kate McMullan

s22(1)(a)(ii)

OFFICIAL

From: s22(1)(a)(ii) @infrastructure.gov.au>
Sent: Wednesday, 8 November 2023 1:20 PM
To: McMullan, Kate <kate.mcmullan@infrastructure.gov.au>
Cc: s22(1)(a)(ii) @infrastructure.gov.au>; s22(1)(a)(ii) @INFRASTRUCTURE.gov.au>
Subject: RE: Optus nationwide outage.docx [SEC=OFFICIAL]

OFFICIAL

Hi Kate, minor updates in the attached version.

There's some speculation by telco experts in the media that the outage was caused by a failed software upgrade.

OFFICIAL

From: s22(1)(a)(ii)
Sent: Wednesday, 8 November 2023 1:10 PM
To: McMullan, Kate <Kate.McMullan@infrastructure.gov.au>
Cc: s22(1)(a)(ii) @infrastructure.gov.au>; s22(1)(a)(ii) @INFRASTRUCTURE.gov.au>
Subject: Optus nationwide outage.docx [SEC=OFFICIAL]

OFFICIAL

Hi Kate, some points on the Optus outage ahead of the 2pm NCM meeting. Not sure what briefing Richard might need – we've been relying on media reporting in the absence of any engagement from Optus.

The main purpose of the meeting will likely be for government (Commonwealth, states and territories) to find out more information from Optus/telcos more generally about the cause/impact and whether Government can do anything to assist etc.

OFFICIAL

Optus nationwide outage

Current status as at 1pm AEDT

- An outage of the Optus network was reported to have begun around 4am AEDT Wed 8 November 2023.
- The outage has also affected telecommunications companies that use the Optus network, including Amaysim, Vaya, Aussie Broadband, Moose Mobile, Spintel, Southern Phone, GomoCatchConnect, Coles Mobile and Dodo.
- Data from connectivity tracker 'Netblocks' show Optus network connectivity down to 17 per cent of normal levels at 8am Wed 8 Nov (Sydney Morning Herald).
- Reports from multiple news sources that there is no indication that the outage is a result of a cyber attack.
- Media reports suggested affected customers began having services restored around 12:25PM (AEDT).
- At 12:55pm (AEDT), Optus published a post to Twitter/X indicating:
Some services across fixed and mobile are now gradually being restored. This may take a few hours for all services to recover, and different services may restore at different sites over that time.
- Optus has not provided any information on the cause of the outage at this time. Optus CEO advised 2GB Radio at 1pm (AEDT) that:
Optus is still investigating the root cause. As you know we work very hard 24//7 to keep our customers connected. This is a very unusual occurrence and as soon as we understand exactly what happened we will be forthcoming with details.
- Telecommunications analyst Paul Budde via ABC News says a major problem like this is most likely caused by a software update which "then has a cascading effect through their software systems. He says it's not surprising the outage started about 4am AEDT, as software updates were typically done overnight.

Optus media statements

- The Optus website published a page on the outage, which included the following.

We're aware of an issue impacting Optus Mobile, Fixed Internet and Phone services and we are working to restore services as quickly as possible.

We understand connectivity is important and apologise for any inconvenience caused.

We encourage any customers who need to contact emergency services to use a mobile line to call 000. Optus can confirm that triple zero ("000") calls will not work from an Optus landline (fixed line telephone). Mobile calls to 000 will work if another carrier is available.

Latest updates:

- *We are aware of an outage impacting our customers.*

- *Our teams are working to restore services as soon as possible.*
- *Optus apologises sincerely to customers.*
- Please check back here for continued updates*
- Optus CEO Kelly Bayer Rosmarin says the telco's customers may be entitled to compensation for the outage (3AW radio interview reported on Sydney Morning Herald website)
"Of course we are looking at what we can do to thank customers for their patience"
"You can expect something coming out from us in that regard."

Reported impact of outage

- Widespread disruptions to regional hospitals and health clinics (ABC News Online, Guardian Online), including
 - Ramsey Health Care says its telephone services have been interrupted
 - In Victoria, South West Healthcare is unable to take external calls from the public due to the outage.
 - All major hospitals around Melbourne are experiencing phone difficulties due to the outage.
 - Sydney's Westmead private hospital confirmed on Facebook that its lines were down
 - The Victorian Ambulance Union says while ambulances can still be dispatched, the outage has stopped emergency services from calling back patients.
 - The NSW Poisons Information Centre is also uncontactable, but have organised an alternative contact number
- Train services across Melbourne were halted this morning, but have since resumed. Metro Trains have advised of significant ongoing delays. Melbourne's Metro Trains uses Optus for both its primary and backup communication systems, according to union sources (ABC News Online, Guardian Online)
- The outage is reported to have impacted EFTPOS terminals using the Optus network.
- The outage is reported to have effected Commonwealth Bank, Evie Networks, ING Bank, Westpac and Computershare (Comms Day)
- Outage is affecting most ACT health phone lines as well as Access Canberra government shopfronts (ABC News online)
- There has been reported disruption to University exams taking place across the country. (ABC News Online)

From: s22(1)(a)(ii)
To: [Jeremy Fenton](#); [Silleri, Kathleen](#)
Subject: Optus Breach and 000 [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 1:35:10 PM

OFFICIAL

Hi Kath & Jeremy

Shervin has fielded a question from the PMO around the possibility of the Minister announcing a review/informal direction to the ACMA into what has taken place today with Optus and the 000 service. We would ideally like to get some advice on how that would possibly happen, what tools we would use and which organisations would be involved?

We are considering the timing obviously around the ongoing network failings but just want to understand how it would happen?

Thanks

s22(1)(a)(ii)

s22(1)(a)(ii)

Adviser • Minister for Communications

Office of the Hon Michelle Rowland MP • Member for Greenway

s22(1)(a)(ii) @MO.Communications.gov.au

P s22(1)(a)(ii) • M s22(1)(a)(ii)

Suite M1.41 Parliament House, Canberra, ACT 2600

*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: [Grunhard, Samuel](#)
To: [Farncomb, Damien](#); [DLO Rowland](#); [McMullan, Kate](#)
Cc: [CIDcoordination](#); [Ashurst, Jason](#); [s22\(1\)\(a\)\(ii\)](#); [Silleri, Kathleen](#)
Subject: RE: OPTUS Outage [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 1:36:00 PM
Attachments: [image001.png](#)

OFFICIAL

And from us: I don't think the Minister should tell the house:

"While Triple Zero calls from Optus landline services are currently impeded, Optus has advised that mobile calls to Triple Zero will work is another carrier is available."

This could be misleading. I would suggest:

"While Triple Zero calls from Optus landline services are currently impeded, in most cases mobile calls to Triple Zero should work if another carrier is available."

Kath?

Sam

Sam Grunhard

First Assistant Secretary

Communications Services and Consumer Division

E: samuel.grunhard@communications.gov.au

P +61 2 6136 [s22\(1\)\(a\)\(ii\)](#) • **M** [s22\(1\)\(a\)\(ii\)](#)

GPO Box 594 Canberra, ACT 2601

EA: [s22\(1\)\(a\)\(ii\)](#) • **E:** [s22\(1\)\(a\)\(ii\)](#) • **S:** [@infrastructure.gov.au](#) • **P:** [s22\(1\)\(a\)\(ii\)](#)

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OFFICIAL

From: [s22\(1\)\(a\)\(ii\)](#) [@infrastructure.gov.au](#)>
Sent: Wednesday, 8 November 2023 1:27 PM
To: [DLO Rowland](#) <dlo.rowland@MO.communications.gov.au>; [McMullan, Kate](#) <kate.mcmullan@infrastructure.gov.au>
Cc: [CIDcoordination](#) <CIDcoordination@COMMUNICATIONS.gov.au>; [Ashurst, Jason](#) <Jason.Ashurst@INFRASTRUCTURE.gov.au>; [s22\(1\)\(a\)\(ii\)](#) <[s22\(1\)\(a\)\(ii\)](#)> [@INFRASTRUCTURE.gov.au](#)>; [Grunhard, Samuel](#)

<Samuel.Grunhard@COMMUNICATIONS.gov.au>; Silleri, Kathleen
 <Kathleen.Silleri@infrastructure.gov.au>
Subject: RE: OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Hi, minor spelling error:

While Triple Zero calls from Optus landline services are currently impeded, Optus has advised that mobile calls to Triple Zero will work ~~is~~ if another carrier is available.

OFFICIAL

From: DLO Rowland <dlo.rowland@MO.communications.gov.au>
Sent: Wednesday, 8 November 2023 1:15 PM
To: McMullan, Kate <kate.mcmullan@infrastructure.gov.au>; DLO Rowland <dlo.rowland@MO.communications.gov.au>; Farncomb, Damien <damien.farncomb@infrastructure.gov.au>
Cc: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; Ashurst, Jason <Jason.Ashurst@INFRASTRUCTURE.gov.au>; s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@INFRASTRUCTURE.gov.au](mailto:s22(1)(a)(ii)@INFRASTRUCTURE.gov.au)>; Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>; Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>
Subject: RE: OPTUS Outage [SEC=OFFICIAL]
Importance: High

OFFICIAL

Thanks all – grateful if you could also please scan over this two minute statement – I understand it will be used today.

Thanks

s22(1)(a)(ii)
 Department Liaison Officer | Office of the Hon Michelle Rowland MP
 p s22(1)(a)(ii) m s22(1)(a)(ii)

OFFICIAL

From: McMullan, Kate <kate.mcmullan@infrastructure.gov.au>

Sent: Wednesday, 8 November 2023 12:55 PM

To: DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii)
 @infrastructure.gov.au>

Cc: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; Ashurst, Jason
 <Jason.Ashurst@INFRASTRUCTURE.gov.au>; s22(1)(a)(ii)
 s22(1)(a)(ii) @INFRASTRUCTURE.gov.au>; Grunhard, Samuel
 <Samuel.Grunhard@COMMUNICATIONS.gov.au>; Silleri, Kathleen
 <Kathleen.Silleri@infrastructure.gov.au>

Subject: RE: OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Thanks s22(1)(a)(ii) – very minor edit from us.

We are hearing informally (and seeing media reporting) that services are beginning to come back online, will provide further updates as received.

Kate McMullan

s22(1)(a)(ii)

OFFICIAL

From: DLO Rowland <dlo.rowland@MO.communications.gov.au>

Sent: Wednesday, 8 November 2023 12:28 PM

To: McMullan, Kate <kate.mcmullan@infrastructure.gov.au>; s22(1)(a)(ii)
 @infrastructure.gov.au>

Cc: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; Ashurst, Jason
 <Jason.Ashurst@INFRASTRUCTURE.gov.au>; s22(1)(a)(ii)
 s22(1)(a)(ii) @INFRASTRUCTURE.gov.au>; DLO Rowland
 <dlo.rowland@MO.communications.gov.au>

Subject: RE: OPTUS Outage [SEC=OFFICIAL]

Importance: High

OFFICIAL

Hi Kate

No update based on the info below, however the MO has asked if the Dept can please fact check the attached QTB.

Thanks

s22(1)(a)(ii)

Department Liaison Officer | Office of the Hon Michelle Rowland MP

p s22(1)(a)(ii) m s22(1)(a)(ii)

OFFICIAL

From: McMullan, Kate <kate.mcmullan@infrastructure.gov.au>
Sent: Wednesday, 8 November 2023 12:20 PM
To: DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii) <[REDACTED]>
 s22(1)(a)(ii) <[REDACTED]> @infrastructure.gov.au>
Cc: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; Ashurst, Jason <Jason.Ashurst@INFRASTRUCTURE.gov.au>; s22(1)(a)(ii) <[REDACTED]>
 s22(1)(a)(ii) <[REDACTED]> @INFRASTRUCTURE.gov.au>
Subject: RE: OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Thanks s22(1)(a)(ii) <[REDACTED]> Confirming we are linked up with PM&C on this, and will continue to engage with them as things develop.

Would you like us to update the QTB to incorporate this additional context, and/or anything additional arising from the NCM this afternoon (which Richard Windeyer is co-chairing with relevant Home Affairs and NEMA deputies)? If so, please feel free to send it back and we'll update and return this afternoon.

We'll keep in touch re any significant updates as the situation continues to progress; please get in touch if anything else we can do to support.

Cheers
 Kate

Kate McMullan
 s22(1)(a)(ii) <[REDACTED]>

OFFICIAL

From: DLO Rowland <dlo.rowland@MO.communications.gov.au>
Sent: Wednesday, 8 November 2023 11:55 AM
To: s22(1)(a)(ii) <[REDACTED]> @infrastructure.gov.au>; McMullan, Kate <kate.mcmullan@infrastructure.gov.au>
Cc: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; Ashurst, Jason <Jason.Ashurst@INFRASTRUCTURE.gov.au>; DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii) <[REDACTED]>
 s22(1)(a)(ii) <[REDACTED]> @INFRASTRUCTURE.gov.au>
Subject: OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Hi again

s22(1)(a) has asked me to pass this on in case you had not received it. She also asked that you keep getting updates from PM&C.

From PM&C:

- There are a wide number of sectors impacted (full extent not known yet). We're urgently trying to confirm impacts on government services, but at this stage PM&C is not aware of impacts on the AFP, Services Australia or other Commonwealth Government services. PM&C is engaging with Home Affairs on critical infrastructure impacts, but at this stage cannot confirm anything.
- Based on public reporting, we understand the following entities have been impacted:
 - Melbourne Metro Trains
 - 'Major Victorian hospitals' and healthcare networks, including Virtual Emergency Departments
 - Evie Networks, ING Bank, Westpac, CBA and Computershare
 - Ramsey Health Care – private hospital provider for 73 hospitals (incl. Shepparton and Albury-Wodonga Private Hospitals)
 - Businesses using EFTPOS over the Optus network
- Optus has now advised customers who need to call Triple-Zero for emergency services to call from their mobile rather than a fixed-line phone. The company said landline calls will not work, but mobile calls to 000 will work if another carrier is available.
- We're also aware that downstream resellers of Optus wholesale services such as Aussie Broadband and Dodo Mobile have also reported outages.
- NEMA has advised that there will be a National Coordination Mechanism (NCM) meeting held today at 2pm, to be co-chaired by NEMA, Home Affairs and DITRDCA. At this stage it has been suggested that the focus is likely to be on critical infrastructure, but this may change as the extent of the outage become fully known.

Thanks

s22(1)(a)
(iii)

s22(1)(a)(ii)

Department Liaison Officer | Office of the Hon Michelle Rowland MP

p s22(1)(a)(ii) m s22(1)(a)(ii)

OFFICIAL

From: s22(1)(a)(ii) @INFRASTRUCTURE.gov.au>

Sent: Wednesday, 8 November 2023 9:47 AM

To: DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii) [@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au)>
Cc: Question Time Briefs <Questiontimebriefs@infrastructure.gov.au>; McMullan, Kate <kate.mcmullan@infrastructure.gov.au>; CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; Ashurst, Jason <Jason.Ashurst@INFRASTRUCTURE.gov.au>
Subject: RE: New QTB - OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Thanks s22(1)(a)(ii) – looping in s22(1)(a)(ii) who's leading.

s22(1)(a)(ii)

Director • Executive Officer to First Assistant Secretary

Communications Infrastructure Division

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

P s22(1)(a)(ii) • M s22(1)(a)(ii)

GPO Box 594 Canberra, ACT 2601

s22(1)(a)(ii)

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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.

OFFICIAL

From: DLO Rowland <dlo.rowland@MO.communications.gov.au>
Sent: Wednesday, 8 November 2023 9:42 AM
To: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>
Cc: s22(1)(a)(ii) [@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au); DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii) [@INFRASTRUCTURE.gov.au](mailto:s22(1)(a)(ii)@INFRASTRUCTURE.gov.au); Question Time Briefs <Questiontimebriefs@infrastructure.gov.au>
Subject: RE: New QTB - OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Here are some words from the MO that may assist

Connectivity is essential for Australians, and the impacts of this outage on consumers, businesses and essential services is very concerning.

- The Minister has spoken to the Optus CEO and sought further information about this outage and when Optus expect service will be restored.
- The Government has also been engaged with the Australian Communications and Media Authority (ACMA) and the Triple Zero operator Telstra.
- At this time we're advised calls to Triple Zero from Optus mobiles are working, however access from Optus landlines is currently impeded.
- NBNCo have advised that Optus internet services on their network operating as usual.

s22(1)(a)(ii)

Department Liaison Officer | Office of the Hon Michelle Rowland MP

p s22(1)(a)(ii) m s22(1)(a)(ii)

OFFICIAL

From: Question Time Briefs <Questiontimebriefs@infrastructure.gov.au>

Sent: Wednesday, 8 November 2023 9:19 AM

To: CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>; CIDcoordination <CIDcoordination@COMMUNICATIONS.gov.au>

Cc: s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au)>; DLO Rowland <dlo.rowland@MO.communications.gov.au>; s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@INFRASTRUCTURE.gov.au](mailto:s22(1)(a)(ii)@INFRASTRUCTURE.gov.au)>

Subject: New QTB - OPTUS Outage [SEC=OFFICIAL]

OFFICIAL

Good morning

The MO has requested a new standalone QTB for the OPTUS Outage.

Have assigned this to the CID on PDMS

QB23-000907
OPTUS Outage

The MO would be grateful if this could be actioned, cleared and assigned back to Parliamentary QB by 10.30am/11am for beforehand would be appreciative, apologies for the short turnaround.

Any issues or concerns please advise the DLO dlo.rowland@MO.communications.gov.au and myself know.

Many thanks

s22(1)
(a)(iii)

s22(1)(a)(ii)

Senior Parliamentary Officer

- **Ministerial, Parliamentary and Cabinet** •
- **People, Culture and Change** •

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

s22(1)(a)(ii)

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NEMA National Coordination Mechanism meeting 2pm 8 November 2023 – Ty's notes

Joe Buffone (NEMA) – introduction. Recognised it is a cross cutting issue. Consequence management is important from this point

Hamish Hansford (Dept of Home Affairs) - widespread network outage. Services are beging to be restored. If issues continue, important to think about what we need to do to coordinate within/outside government

Richard Windeyer (DITRDCA)

Issues of concern

- Turning mind to impact on 000 service. We've learnt from this, including how we communicate issues to the public. Some issues with mobile roaming to make 000 calls.
- More broadly, considering what we've learnt about the resilience of Australia's communications networks. Looking at regulatory obligations regarding compensation (either communication or consumer based).
- Turning our mind to what we need to look at and lessons learnt.

Andrew Sheridan, Optus.

Appreciate the coordination of this call. Significant outage covering large number of customers

Good news – services gradually being restored (not full restoration yet).

Trying to keep customers updated

Optus has also being impacted by lack of comms.

Thinking about impact of customers (including compensation), but priority is restoration

ROB, Optus

External trigger hit network between 4-4:30am. That trigger impact core routing domain. Fault propagated throughout domain. Issue started in Melbourne, then propagated throughout network.

Restoration action – disconnected service causing issue from external network. As routers were unresponsive, we've had to work with each individually.

As services being restored, there is not geographic consistency (two customers next to each other may have different experiences).

Working through last suite of impacted technologies.

At one hour ago (1:15PM), about two thirds of customers back online.

Question – ruling out cyber attack

Rob, Optus – not ruling anything out, but initial indications is that it wasn't cyber attack.

Richard Windeyer – what was external trigger?

Rob, Optus – internal technologies need to 'pair' with external sources. One of these 'pairs' started the outage.

Ajay Satyan - when is enterprise back online.

Rob, Optus – its understood enterprise is slowly coming back online.

Ajay Satyan – any advice on regional and remote services

Rob, Optus – regional/remote is serviced the same as capital cities, so services should be brought online at same time

Question – clarify the external event?

Rob, Optus – high degree of redundancy and control built in to technical processes. What we need to unpack as why this external event had the impact it did (as the controls were supposed to stop it).

the routing external party was a known/previously used technology

Question – any issues in the banking sector?

Rob – we've had some feedback from some enterprise customers that services restored, but not 100% confirmed.

Hamish – anything we can do?

Rob, Optus – nothing we need from anyone else.

Andrew Sheridan, Optus – we'll be looking at our obligations around 000, to give you reassurance.

Richard – thanks for your input. Our interest will turn to what we can learn from this.



Shervin >



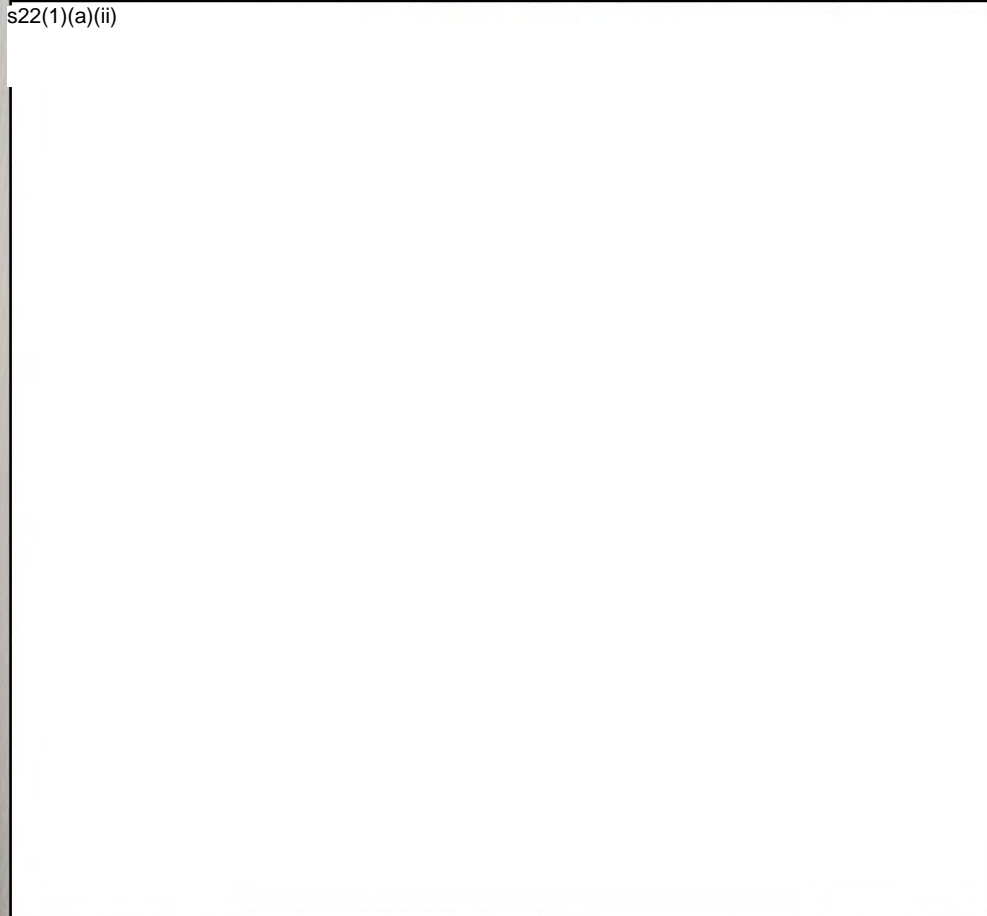
Wed, 8 Nov at 4:19 pm

Medicare (and all the services through Services Australia) are supported by Telstra so they were not impacted.

The impact was only for Optus customers who were unable to contact Medicare (or other services).

Thanks

s22(1)(a)(ii)



iMessage

From: [Silleri, Kathleen](#)
To: [Grunhard, Samuel](#); [Windeyer, Richard](#)
Subject: Talking points for MO [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 4:27:00 PM

OFFICIAL

Optus outage

- The current focus is on rectification of services and full access to Triple Zero for Optus customers
- Once we are satisfied that the community has access to the services it needs, we will then turn our minds to understanding the circumstances of this outage and the loss of vital access for so many Australians
- I will shortly ask/direct the Regulator to consider the circumstances of the loss of access to Triple Zero and whether Optus was in compliance with its obligations
- I will also ask my Dept to work with the ACMA to consider whether the current rules and regulations around the provision of access to Triple Zero are appropriate
- I will also ask my Dept to work with the Telecommunications industry to determine how network resilience can be improved and, importantly, in the event of a network issue how telcos should notify of the issue and support their customers.

Possible matters to be covered in post event review

Underlying network issues

-

1. What caused the network failure?
2. Could Optus have prevented the failure?
3. How can protections be built into networks to prevent incidents like this occurring again?
4. Were communications to stakeholders adequate?
5. Should there be a stronger obligation for telcos to provide early notification and updates to government in the event of major service disruptions?

Triple Zero – General

1. Timeline of outage
2. Identification of issues impacting access to Triple Zero (by both Optus and the Emergency Call Person)
 - Fixed line
 - Mobile
3. Were existing procedures in place for managing outages to access to Triple Zero followed (by both Optus and the Emergency Call Person)?
4. Quality of communications to stakeholders during outage

5. Are the existing procedures adequate?
6. Are the existing regulatory and legislative requirements adequate?

ECS Determination (for the ACMA)

1. Was Optus compliant with the ECS Determination on 8 November 2023?
2. Was the ECP compliant with the ECS Determination on 8 November?
3. Are the requirements of the Determination adequate (as demonstrated by this incident)?

Industry Code C536:2020 – Emergency Call Service Requirement (for the ACMA)

1. Was Optus compliant with its obligations under the above Code on 8 November?
2. Was the ECP compliant with the Code on 8 November?
3. Is the code adequate (as demonstrated by this incident)?

OFFICIAL

From: s22(1)(a)(ii)
To: [Silleri, Kathleen](#)
Cc: s22(1)(a)(ii)
Subject: FW: Optus Outage - NRS Impact [SEC=OFFICIAL]
Date: Thursday, 9 November 2023 2:51:00 PM
Attachments: [image007.png](#)
[image001.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)

OFFICIAL

See below

OFFICIAL

From: s47F@concentrix.com>
Sent: Thursday, 9 November 2023 2:49 PM
To: s22(1)(a)(ii)@INFRASTRUCTURE.gov.au>
Cc: s47F@concentrix.com>; s22(1)(a)(ii)
@infrastructure.gov.au>
Subject: RE: Optus Outage - NRS Impact [SEC=OFFICIAL]

Hi s22(1)(a)(ii),

Please let me know if you need any additional information below:

1. Volumes:

- a. On average over the past 6 weeks we have seen an inbound average of 735 contacts across all channels on a Wednesday, ranging between 700 and 820. Yesterday we saw 748, so nothing unusual here. (Note: these are ALL inbounds, even calls to relay made in error).
- b. Emergency: Average we have seen 2 requests for emergency services, with 3 raised yesterday as genuine
- c. Outbound: (See table). Nothing unusual for the day (excludes VRS)

Date	OB Calls	Unique users
8/11/2023	430	287
1/11/2023	424	267
25/10/2023	450	276
18/10/2023	499	286

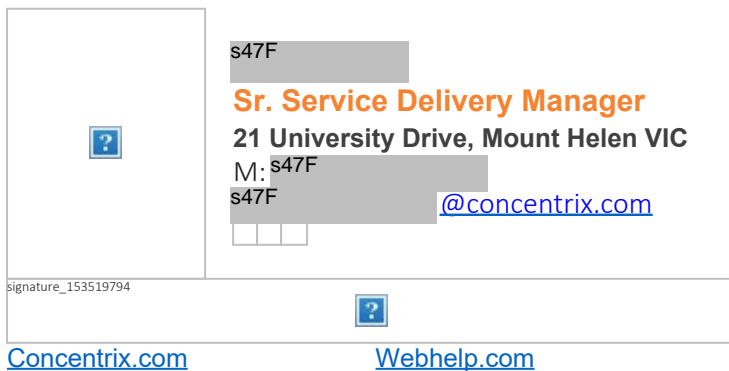
2. Emergency Services

- a. As mentioned in volume, we saw 3 calls for emergency services, and were able to connect with 000 without incident
- b. 106 specifically, we did not receive any calls, and this is not unusual based on historical Wednesdays. We do receive notifications when a failed attempt to 106 is made, and we then follow it up with a welfare check. Yesterday we did not receive any of these notifications.

3. TTY:

- a. We cannot determine which provider individual users are with, I would assume with the landline issues seen yesterday that Optus TTY users would not have been able to connect to us.

In other checks, helpdesk did not have anything specifically in to them regarding the outage, and volumes not unusual. Looking at NRS socials also, we have not been able to see any commentary regarding an NRS user not being able to access the service. Where users would have seen impact would be where they may have been trying to contact any organisations that utilise Optus as their service provider.



From: s22(1)(a)(ii) @INFRASTRUCTURE.gov.au>
Sent: Thursday, November 9, 2023 1:15 PM
To: s47F @concentrix.com>
Cc: s47F @concentrix.com>; s22(1)(a)(ii) @infrastructure.gov.au>
Subject: Optus Outage - NRS Impact [SEC=OFFICIAL]

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OFFICIAL

Good afternoon s47F

There is quite a lot of activity resulting from yesterday's Optus outage, including concerns about Triple Zero and vulnerable consumers.

Could you please provide us with any information/insight you may have about NRS users who

may have been impacted?

For example, the overall reduction in calls to the service during the outage, including any reduction in calls to emergency services, based on usual patterns.

If you had any increase in contact to the Help Desk that would be useful to know as well.

We would like to ensure we have any information available in case we are asked how many NRS users were impacted – understanding that is not a precise figure we could provide.

Many thanks

s22(1)(a)(ii)

A/g Assistant Director • Public Interest Service Delivery • Consumer Safeguards

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

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GPO Box 594 Canberra, ACT 2601

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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 respect to Elders past and present and to all Aboriginal and Torres Strait Islanders.*

OFFICIAL

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From: s22(1)(a)(ii)
To: Grunhard, Samuel; s22(1)(a)
Cc: CSC Coordination; Silleri, Kathleen; s22(1)(a)(ii)
Subject: #For review# RE: Optus Standard Words: Approach to Website and Min Corro [SEC=OFFICIAL]
Date: Thursday, 9 November 2023 4:29:44 PM
Attachments: image001.png
 Dept media page.docx

OFFICIAL

Hi Sam

Attached is what has been drafted as a 'news story' for the Dept website.

The purpose is to:

1. Respond to the Minister's commentary about the importance of information being provided to consumers (the Minister directed these comments to Optus, however, we thought it may also be the case that the Minister would expect the Dept to be providing info as well. I note both the TIO and ACMA websites include some information.
2. May (possibly) reduce some Min Corro traffic and/or provide us something to refer to in Min Corro.

Strat Comms is also able to draw attention to this material through social media channels.

Happy to discuss.

s22(1)(a)(ii)

Director • Codes and Standards Section • Consumer Safeguards Branch

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

s22(1)(a)(ii) @infrastructure.gov.au

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OFFICIAL

From: Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>
Sent: Thursday, 9 November 2023 3:38 PM
To: s22(1)(a)(ii) @communications.gov.au>
Cc: CSC Coordination <CSCCoordination2@communications.gov.au>; s22(1)(a)(ii)
 s22(1)(a)(ii) @INFRASTRUCTURE.gov.au>
Subject: RE: Optus Standard Words: Approach to Website and Min Corro [SEC=OFFICIAL]

OFFICIAL

Excellent, thank you. On the website, I'm no longer 100% convinced we need something, but

happy to make this judgment on the basis of material that's provided.

Some additional tasks will fall out of the Senate enquiry but we can consider those separately.

Thank you Sue for helping to coordinate this across the Divisions – great to see

Sam

Sam Grunhard

First Assistant Secretary

Communications Services and Consumer Division

E: samuel.grunhard@communications.gov.au

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OFFICIAL

From: s22(1)(a)(ii) @communications.gov.au>

Sent: Thursday, 9 November 2023 2:49 PM

To: Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>

Cc: CSC Coordination <CSCCoordination2@communications.gov.au>; s22(1)(a)(ii)

s22(1)(a)(ii) @INFRASTRUCTURE.gov.au>

Subject: Optus Standard Words: Approach to Website and Min Corro [SEC=OFFICIAL]

OFFICIAL

Hi Sam

Just met with s22(1)(a), s22(1)(a) s22(1)(a) and their team members to discuss approach and timing for Website, Media and Min Corro. Following is what was agreed and timing. Let me know if there's anything else you would like reflected:

1. **Website:** Today. s22(1)(a) is working with our media team and Strat Comms to incorporate standard words (based on the agreed QTB) in latest news section of the Depts website.

Andrew will come to both you and Jason for final clearance. Aim is to have the input live by COB today

2. **Std Words:** Tomorrow. s22(1)(a)(ii) is developing standard words based on the pre-cleared and publicly available information. This will be used to address both media inquiries as they arrive (& within deadlines), also
3. **Min Corro:** 2-3 days using the agreed Std words. Split for response will be s22(1)(a)(ii) on approach to Compensation info and Optus 'complaints'; s22(1)(a)(ii) & s22(1)(a)(ii) on Reviews and Resilience; s22(1)(a)(ii) & s22(1)(a)(ii) on Triple Zero. This will be communicated to Unit Co-ord for PDMS
4. **QTB:** Daily (until changed/not req'd). In PDMS: s22(1)(a)(ii) will have master control with input to be provided by others and as requested at set times. After that the system will close and s22(1)(a)(ii) will arrange for clearance, as appropriate.

Any things else?

s22(1)

OFFICIAL

Draft Dept news page re Optus network outage

Optus national whole-of-network outage, Wednesday 8 November 2023

What happened?

On Wednesday 8 November 2023, Optus customers (and customers of Optus network resellers) were impacted by a national whole-of-network outage commencing at roughly 4am. Throughout the day, Optus management and expert field technicians worked to restore services, with connectivity gradually being restored to the majority of the network by around 6pm.

While its investigation is ongoing, Optus has advised the cause of the network failure was a fault within its core network infrastructure. Importantly, Optus has also advised that there is no indication of a malicious cyber-attack on its network.

What is the Government doing?

On 9 November 2023 the Australian Government announced that it will undertake a post-incident review into the Optus outage. The Department of Infrastructure, Transport, Regional Development, Communications and the Arts has been tasked with preparing Terms of Reference.

Separately, the telecommunications industry regulator, the Australian Communications and Media Authority (ACMA), has independently commenced an assessment to investigate Optus' compliance with the rules regarding Triple Zero emergency calls.

Optus has indicated it will cooperate with the Review as well as with the ACMA's investigation into this matter. Further announcements on the Review and investigation will be made in due course.

Read the [Minister's media release](#).

The Senate Environment and Communications References Committee will also be inquiring into, and reporting on, the matter.

Assistance for impacted consumers

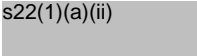
Consumers who continue to experience connectivity issues, or who are interested in seeking compensation due to the network outage, are encouraged to raise the matter with their service provider in the first instance. This may be Optus or an Optus network reseller.

Depending on the type of service, different consumer protections may apply. Information about your rights as a consumer can be found on the websites of the Australian Competition and Consumer Commission (ACCC) at www.accc.gov.au/consumers, and the ACMA at www.acma.gov.au/how-law-protects-you-telco-customer.

If you have raised your matter with your service provider but are dissatisfied with its response, you can then contact the Telecommunications Industry Ombudsman (TIO) for assistance. The TIO is a free and independent dispute resolution service for customers who have a complaint about their telco.

The TIO aims to settle disputes in a fair, objective and non-bureaucratic way, having regard not only to the law and to good industry practice, but also to what it considers is fair and reasonable. The TIO can be contacted via its website at www.tio.com.au/about-us/contact-us or by telephone on 1800 062 058.

The TIO can assist consumers to obtain compensation from their provider in certain circumstances, for both financial and non-financial loss. Further information is available on the TIO's website at www.tio.com.au/guides/customer-service/seeking-compensation.

From: s22(1)(a)(ii)
To: 
Cc: [McMullan, Kate](#); s22(1)(a)(ii)
Subject: RE: Optus Regs [SEC=OFFICIAL:Sensitive]
Date: Thursday, 9 November 2023 6:10:50 PM

OFFICIAL:Sensitive

Hi s22(1)(a)(ii)

Here is what HA have finally advised us.

Home Affairs received a separate media enquiry from the Guardian today on the same matter, though it appears this was not identified until late in the day. (They apologise for the delay which was due to their internal coordination issues.)

The points below have been cleared at DHA DepSec level to support that enquiry:

- No response powers have yet been used under the *Security of Critical Infrastructure Act 2018*.
- Optus has obligations under the *Telecommunications Act 1997*, to ensure the security of the network and facilities from a range of threats, regulated by the Cyber and Infrastructure Security Centre (CISC) in the Department of Home Affairs.
- The Secretary of the Department of Home Affairs has the power to obtain information and documents from carriers, carriage service providers and carriage service intermediaries, to monitor and investigate their compliance with the security obligation. The Secretary also has similar powers under the *Security of Critical Infrastructure Act 2018*.
- For more information about Telecommunications Sector Security (TSS), see: [Telecommunications infrastructure \(cisc.gov.au\)](https://cisc.gov.au)
- On 8 November 2023, the Department of Home Affairs, the Department of Infrastructure, Transport, Regional Development, Communications and the National Emergency Management Authority convened two National Coordination Mechanism meetings which included Optus representatives.

cheers

s22(1)(a)(ii)

OFFICIAL:Sensitive

From: s22(1)(a)(ii)
Sent: Thursday, 9 November 2023 2:17 PM
To: s22(1)(a)(ii) @MO.communications.gov.au>
Cc: McMullan, Kate <Kate.McMullan@infrastructure.gov.au>; s22(1)(a)(ii) @MO.communications.gov.au>
Subject: RE: Optus Regs [SEC=OFFICIAL:Sensitive]

OFFICIAL:Sensitive

Hi again s22(1)(a)

We have yet to hear from HA as they seem to have to check with a few areas within their Department. Here is the reply we have cleared through our legal team to the question below. We will update when HA provides us with their input/advice.

Cheers

s22(1)(a)(iii)

Could the Government have used the critical infrastructure powers under the SOCI Act to get information out of Optus?

The Secretary of Home Affairs has powers under Part 4 of the *Security of Critical Infrastructure Act 2018* (SOCI Act), although these are limited to the purpose of the Act, which is primarily related to cyber incidents and other compliance with obligations such as the asset register, enhanced cyber security obligations and the risk management plan.

Telecommunication carriers have separate duties and obligations under the *Telecommunications Act 1997* (Tel Act) in relation to the security of its networks and systems. There are similar information-gathering powers for the Secretary of Home Affairs under the Tel Act. Under s315(c) of Tel Act, the Home Affairs Secretary can exercise information-gathering powers in circumstances that involve potential unauthorised interference or unauthorised access to an operator's networks and systems.

Based on advice provided to it from Optus to date, the Government understands that yesterday's Optus outage incident did not involve a cyber attack or unauthorised activity, thus these powers were not applicable to the circumstances of the outage. Home Affairs have advised *[update with response on whether they considered them]*

Additional information for the MinComm MO

Under Part 27, the ACMA can exercise powers to obtain documentation from carriers or carrier service providers for certain purposes. These powers are likely to be used during the post event review.

Following the Optus data breach, the Government amended the *Telecommunications Regulations 2021* to better protect Australians. The Regulations allow telecommunications carriers to share limited information with financial institutions and government agencies to detect and mitigate the risks of malicious activity, including ID theft and scams, after a cyber security incident. As noted above, yesterday's outage was not in this context.

OFFICIAL:Sensitive

From: s22(1)(a)(ii)
Sent: Thursday, 9 November 2023 11:19 AM
To: s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@MO.communications.gov.au](mailto:s22(1)(a)(ii)@MO.communications.gov.au)>
Cc: McMullan, Kate <Kate.McMullan@infrastructure.gov.au>; s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@MO.communications.gov.au](mailto:s22(1)(a)(ii)@MO.communications.gov.au)>
Subject: RE: Optus Regs [SEC=OFFICIAL:Sensitive]

OFFICIAL:Sensitive

Hi s22(1)(a)(ii)

In relation to the question from the Guardian we have asked HA if the powers under SOCI were contemplated (or under Part 14 of the Tel Act) yesterday in relation to the Optus outage. Our read of the legislation is that it was out of scope of those powers. We'll let you know once we hear back from HA.

The Optus Regulations that were made last year only apply to cyber security incidents and thus do not apply to this outage (unless we are advised otherwise). During the NCM brief from Optus they stated they did not think it was a cyber incident, though they did say that until they completed their investigation they were not ruling anything out.

Cheers

s22(1)(a)(ii)

OFFICIAL:Sensitive

From: s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@MO.communications.gov.au](mailto:s22(1)(a)(ii)@MO.communications.gov.au)>
Sent: Thursday, 9 November 2023 7:05 AM
To: McMullan, Kate <kate.mcmullan@infrastructure.gov.au>; s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@MO.communications.gov.au](mailto:s22(1)(a)(ii)@MO.communications.gov.au)>; s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au)>
Subject: Optus Regs

Hi Kate

A journo has asked the following question, my initial feeling is no but could be good to explain the instrument the minister made last year and when it applies:

Also yesterday it was mentioned the government could have used the critical infrastructure powers to get information out of Optus as to what happened. Were those used or was it considered?

Thanks

From: [Silleri, Kathleen](#)
To: s22(1)(a)(ii) s22(1)(a)(ii) [Grunhard, Samuel](#)
Subject: Dept media page (006).docx [SEC=OFFICIAL]
Date: Friday, 10 November 2023 10:48:00 AM
Attachments: [Dept media page \(006\).docx](#)

OFFICIAL

Hi all

Attached is my slight recasting of the style. Can I ask for a sanity check before I send to s22(1)(a)(ii)

I suspect it won't be exactly what he wants so I would prefer to get to him earlier rather than later to build in time for redrafts.

Thanks

OFFICIAL

Draft Dept news page re Optus network outage

Optus national whole-of-network outage, Wednesday 8 November 2023

I have been impacted by the outage, where do I go for assistance?

- Consumers who continue to experience connectivity issues, or who are interested in seeking compensation due to the network outage, are encouraged to raise the matter with their service provider in the first instance.
- This may be Optus or an Optus network reseller.

What if I am not happy with my provider's response?

- If you have raised your matter with your service provider but are dissatisfied with its response, you can then contact the Telecommunications Industry Ombudsman (TIO) for assistance.
- The TIO is a free and independent dispute resolution service for customers who have a complaint about their telco.
- The TIO aims to settle disputes in a fair, objective and non-bureaucratic way, having regard not only to the law and to good industry practice, but also to what it considers is fair and reasonable.
- The TIO can be contacted via its website at www.tio.com.au/about-us/contact-us or by telephone on 1800 062 058.

What are my rights?

- Depending on the type of service you have, different consumer protections may apply.
- Information about your rights as a consumer can be found on the following websites:
 - the ACCC at www.accc.gov.au/consumers,
 - the ACMA at www.acma.gov.au/how-law-protects-you-telco-customer.

Can I get compensation?

- The TIO can assist consumers to obtain compensation from their provider in certain circumstances, for both financial and non-financial loss. Further information is available on the TIO's website at www.tio.com.au/guides/customer-service/seeking-compensation.

Background

What happened?

On Wednesday 8 November 2023, Optus customers (and customers of Optus network resellers) were impacted by a national whole-of-network outage commencing at roughly 4am. Throughout the day, Optus management and expert field technicians worked to

restore services, with connectivity gradually being restored to the majority of the network by around 6pm.

While its investigation is ongoing, Optus has advised the cause of the network failure was a fault within its core network infrastructure. Importantly, Optus has also advised that there is no indication of a malicious cyber-attack on its network.

What is the Government doing?

On 9 November 2023 the Australian Government announced that it will undertake a post-incident review into the Optus outage. The Department of Infrastructure, Transport, Regional Development, Communications and the Arts has been tasked with preparing Terms of Reference.

Separately, the telecommunications industry regulator, the Australian Communications and Media Authority (ACMA), has independently commenced an assessment to investigate Optus' compliance with the rules regarding Triple Zero emergency calls.

Optus has indicated it will cooperate with the Review as well as with the ACMA's investigation into this matter. Further announcements on the Review and investigation will be made in due course.

Read the [Minister's media release](#).

The Senate Environment and Communications References Committee will also be inquiring into, and reporting on, the matter.

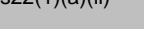
Webex messaging between s22(1)(a)(ii) & s22(1)(a)(ii) via Webex

You 10/11/2023 11:34 AM • Hi s22(1)(a)(ii)

I've just taken a call from HA who advised their Minister wants to announce today the Government's decision that the security of the Tel Sector will be moving to SOCI Act. They are finalising TPs that have to go up to Minister O'Neil's office by 12.00pm. They told me that O'Neil's office advised they have been in communication with our Minister's office. I just wanted to check that you are aware of this.

s22(1)(a)(ii) 10/11/2023 11:35 AM • I have heard it is just a story in the AFR

You 10/11/2023 11:36 AM • I'll have a look & share it with you

From: s22(1)(a)(ii)
To: 
Cc: Media
Subject: RE: Extension of TelSec info instruments - Launching consultation through dept website [SEC=PROTECTED]
Date: Friday, 10 November 2023 4:46:00 PM
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)
[image006.jpg](#)

PROTECTED

Hi again s22

Our website team has mentioned that they are about to upload something on the Optus Outage, so they probably won't have time to deal with our consultation listing until Monday. I think we can live with that.

Cheers

s22(1)

PROTECTED

From: s22(1)(a)(ii)
Sent: Friday, 10 November 2023 4:30 PM
To: s22(1)(a)(ii) @MO.communications.gov.au>
Cc: Media <media@infrastructure.gov.au>
Subject: Extension of TelSec info instruments - Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

Hi s22

We are about to push out the website updates for the extension of the Telecommunications Security Instruments that the Minister agreed to on Monday. Before doing so Adam Glyde suggested we check with the office to see whether this should proceed today or be deferred to Monday (so it is not in this week's news cycle). If we defer until Monday, there will be less time to get the instruments signed in the lead up to Christmas.

The Department's entries will be low key. I've attached the website update requests for info & will share the proposed pages once we see them.

Cheers

s22(1)

PROTECTED

From: s22(1)(a)(ii) @infrastructure.gov.au>
Sent: Friday, 10 November 2023 3:43 PM
To: Web Services <webservices@infrastructure.gov.au>
Cc: s22(1)(a)(ii) @infrastructure.gov.au>; s22(1)(a)(ii) @infrastructure.gov.au>; s22(1)(a)(ii) s22(1)(a)(ii) @infrastructure.gov.au>; Strategic Communication <strategiccommunication@COMMUNICATIONS.gov.au>; Media <media@infrastructure.gov.au>
Subject: RE: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

Dear colleagues,

Following the below correspondence, please find attached our completed forms for a consultation page and news item for the Department website (having gone through strategic comms).

We are seeking to run this by the Minister's Office promptly to seek confirmation on whether the consultation should go live this

afternoon or on Monday.

By form of update, the strategic comms team is currently resizing the stock image and I will send that through once it is finalised. I have also attached in a word doc a minor update that needs to be made to our existing content on the website in track changes.

Grateful for your prompt look at this and the consolidation of the draft PDF preview webpages we can run by the MO for ease of use.

Please feel free to reach out if you need anything further. Appreciate the short turnaround!

Many thanks,

s22(1)(a)(ii)

Legal Policy Officer • Telecommunications Infrastructure Protection • Telecommunications Resilience Branch • Communications Infrastructure Division

P: s22(1)(a)(ii)

s22(1)(a)(ii) @infrastructure.gov.au

GPO Box 594 Canberra, ACT 2601

Department of Infrastructure, Transport, Regional Development, Communications 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.*

PROTECTED

From: s22(1)(a)(ii) @infrastructure.gov.au>

Sent: Friday, 10 November 2023 3:23 PM

To: s22(1)(a)(ii) @infrastructure.gov.au>; s22(1)(a)(ii) @infrastructure.gov.au>

Cc: s22(1)(a)(ii) @infrastructure.gov.au>; Strategic Communication

<strategiccommunication@COMMUNICATIONS.gov.au>; Media <media@infrastructure.gov.au>

Subject: RE: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

Hi s22(1) and s22(1)

Thank you for sending this through.

I will organise for the image below to be downloaded and resized and will send back to you.

Please see below for our suggestions on the HYS and news story.

News story –

[https://workspace.internal.dotars.gov.au/sites/PGPCCB/Strategic%20Communication/Communication%20Strategies/2023%20-%20Communications/Telecommunication%20Security/Draft%20Extension%20of%20legislative%20instruments%20consultation%20-%20Have%20your%20say%20page%20template%20\(clean%20version\)%20-%20Comms.docx](https://workspace.internal.dotars.gov.au/sites/PGPCCB/Strategic%20Communication/Communication%20Strategies/2023%20-%20Communications/Telecommunication%20Security/Draft%20Extension%20of%20legislative%20instruments%20consultation%20-%20Have%20your%20say%20page%20template%20(clean%20version)%20-%20Comms.docx)

HYS –

[https://workspace.internal.dotars.gov.au/sites/PGPCCB/Strategic%20Communication/Communication%20Strategies/2023%20-%20Communications/Telecommunication%20Security/Draft%20Website%20news%20story%20-%20Telecommunications%20Security%20Reforms%20Instruments%20\(clean%20version\)%20-%20Comms.docx](https://workspace.internal.dotars.gov.au/sites/PGPCCB/Strategic%20Communication/Communication%20Strategies/2023%20-%20Communications/Telecommunication%20Security/Draft%20Website%20news%20story%20-%20Telecommunications%20Security%20Reforms%20Instruments%20(clean%20version)%20-%20Comms.docx)

As mentioned, it would be good to give web services the heads up this is coming. You can send through your proposed web edits for us to take a look at before you send to them.

Please keep us in the loop as you hear more about timing and we can organise for the social to go out once the HYS has been published.

Kind regards

s22(1)

PROTECTED

From: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>
Sent: Friday, 10 November 2023 3:10 PM
To: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>; s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>
Cc: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>; Strategic Communication <strategiccommunications@communications.gov.au>; Media <media@infrastructure.gov.au>
Subject: RE: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

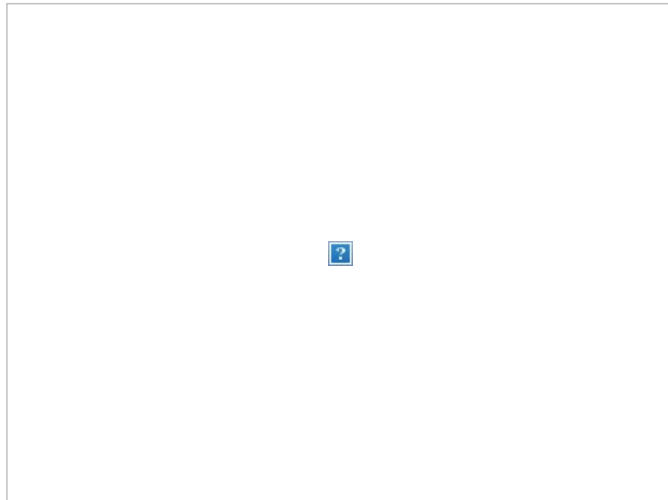
Hi s22(1)

Thanks for your time on the phone. Following s22(1) email below, we have found a more suitable photo for the news post and consultation below.

Image 103398 with **alt text:** Satellite ground station with blue sky and clouds in the background.

Kind regards,

s22(1)



PROTECTED

From: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>
Sent: Friday, 10 November 2023 3:05 PM
To: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>
Cc: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>; Strategic Communication <strategiccommunications@communications.gov.au>; Media <media@infrastructure.gov.au>; s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>
Subject: RE: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

Hi s22(1)

We are just finding another photo. Can we see the proposed posts/pages so we can share them with the MO, please?

Cheers

s22(1)

PROTECTED

From: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>
Sent: Friday, 10 November 2023 2:48 PM
To: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>
Cc: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>; s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>; Strategic Communication <strategiccommunications@infrastructure.gov.au>; Media <media@infrastructure.gov.au>
Subject: RE: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

Hi s22(1)

Thank you for your email. Appreciate the update around timing and next steps.

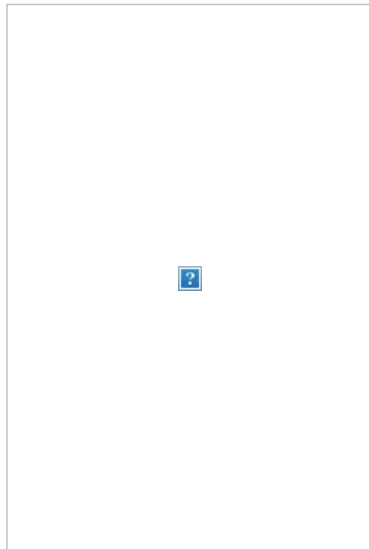
I have found an alternative image for the news post and consultation included below – image 103393. **Alt text:** Worker installing NBN satellite dish.

Can confirm that for the existing content in the department website only the 'When do the instruments end?' section will need to be updated. Do you believe we should add an update in our [original consultation](#) for the introduction of the instruments as well? Noting on that in that 'Have your say page', the '18 months' timeline of the instruments is mentioned (will not be '3 years').

We also agree with taking the same approach as last time in regards to no social posts.

Kind regards,

s22(1)



PROTECTED

From: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>
Sent: Friday, 10 November 2023 2:27 PM
To: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>
Cc: s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>; s22(1)(a)(ii) <[REDACTED]@infrastructure.gov.au>; Strategic Communication <strategiccommunications@infrastructure.gov.au>; Media <media@infrastructure.gov.au>
Subject: RE: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

Hi again s22(1)

Please see below for some replacement images for your consideration. If none of these are suitable, you can find an image or video

you like by searching our departmental library, or using the stock site Getty. Apologies again your original selection isn't available.

- Search our [video and image library](https://infrastructure.imagegallery.me/) at <https://infrastructure.imagegallery.me/>. A user guide for the library is attached.
- [use this link](#) to search our Getty Subscription. Ensure you stay in "premium access guest view" and search only "creative" content. If an image or video shows a cost, it is not covered by the subscription and you'll need to make another selection. Once you've chosen, send us a link and we will download the asset for you.

I had a look back and it doesn't look like we did social posts for the HYS on the original instruments so we would recommend the same approach this time if you you're happy with that.

Kind regards

s22(1)

Image: 102687

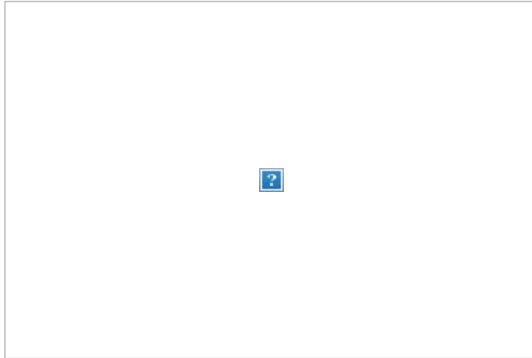


Image: 102672

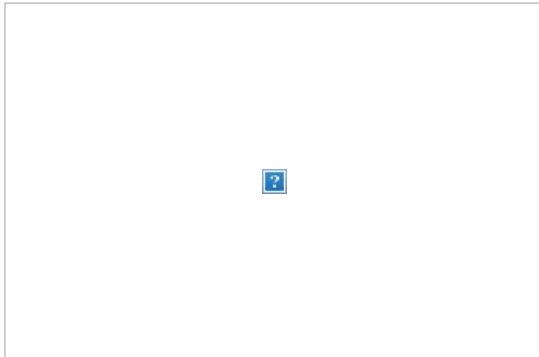
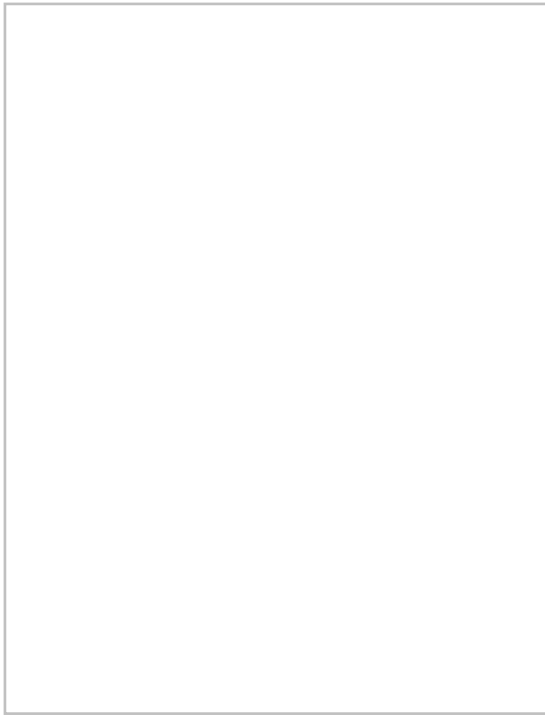


Image: 103395



PROTECTED

From: s22(1)(a)(ii) [@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au)
Sent: Friday, 10 November 2023 2:00 PM
To: s22(1)(a)(ii) [@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au)
Cc: s22(1)(a)(ii) [@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au); s22(1)(a)(ii) [@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au); Strategic Communication <strategiccommunication@COMMUNICATIONS.gov.au>; Media <media@infrastructure.gov.au>
Subject: RE: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

Hi s22(1)

Thank you for your email. Just a quick note to let you know I have reviewed your content and it is now with my director for her approval.

Unfortunately the image you have selected is being used for another social post this afternoon so I will send through some alternatives for you to choose from. I will also prepare some social posts to accompany the news story if you think that would be appropriate?

I have had a look at your [existing content](#) on the department website and it looks like the text under the heading 'When do the instruments end?' will need to be updated. Will there be any additional website changes required?

Kind regards

s22(1)

PROTECTED

From: s22(1)(a)(ii) [@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au)
Sent: Friday, 10 November 2023 12:03 PM
To: Strategic Communication <strategiccommunication@COMMUNICATIONS.gov.au>; Media <media@infrastructure.gov.au>
Cc: s22(1)(a)(ii) [@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au); s22(1)(a)(ii) [@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au)
Subject: RE: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

Dear colleagues,

Following our correspondence, we have now completed the relevant forms for publishing a news article and 'Have your say' consultation page on the Departmental website (attached).

I have also attached our draft revised instruments which will be attached to both pages in the Word (original) and PDF formats.

Grateful if we can have a final look at the draft webpage once finalised on your end **by this afternoon**, as we are hoping to run it by the Minister's Office promptly seeking advice on whether to consultation tonight or on Monday.

Really appreciate the short turnaround and please reach out should you need anything further.

Many thanks,

s22(1)(a)(ii)

Legal Policy Officer • Telecommunications Infrastructure Protection • Telecommunications Resilience Branch • Communications Infrastructure Division

P: s22(1)(a)(ii)

s22(1)(a)(ii) @infrastructure.gov.au

GPO Box 594 Canberra, ACT 2601

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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.*

PROTECTED

From: Strategic Communication <strategiccommunication@COMMUNICATIONS.gov.au>

Sent: Wednesday, 8 November 2023 11:49 AM

To: s22(1)(a)(ii) @infrastructure.gov.au; Media <media@infrastructure.gov.au>

Cc: s22(1)(a)(ii) @infrastructure.gov.au; s22(1)(a)(ii) @infrastructure.gov.au; Strategic Communication <strategiccommunication@COMMUNICATIONS.gov.au>

Subject: RE: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

Hi s22(1)

We can assist with the news story.

The link you provided appears to be the web page about the reform instruments. I checked on our website and I couldn't find any news articles on the reform except for [one that dates back to 2015](#). I also couldn't find a 'have your say' page for the consultation, but I only looked as far back as March 2023.

If this is an open consultation (available to the public or industry) it would be good to have the consultation listed on our departments 'have your say' page, so people can access the details easily and provide a submission. If you'd like to set this up, just fill in the [Have your say template](#) on the intranet and send it through to us (strategiccommunication@communications.gov.au) and we can review and order an image. Then you/ your team can send it to the web services team to upload.

For the news article, we could suggest linking to the have your say page for more information, rather than another article. I've attached our news article template – if you could fill this out (can just be a brain dump of information) our team can review and edit.

If you could also advise of an image you'd like us to use for the consultation page and the news story that would be greatly appreciated. You can search our image library and Getty for an appropriate image. Once you've chosen an image, please send us a link and we will download the asset for you.

- o Search our [video and image library](#) at <https://infrastructure.imagegallery.me/>. A user guide for the library is attached.
- o You can also search our [Getty Subscription](#). Ensure you stay in "premium access guest view" and search only "creative" content. Anything else isn't covered by the subscription and you'll need to make another selection. Once you've

chosen, send us a link and we will download the asset for you.

If you have any questions, just get in touch

Many thanks

s22(1)

PROTECTED

From: s22(1)(a)(ii) @infrastructure.gov.au
Sent: Wednesday, 8 November 2023 10:07 AM
To: Media <media@infrastructure.gov.au>; Strategic Communication <strategiccommunicati@COMMUNICATIONS.gov.au>
Cc: s22(1)(a)(ii) @infrastructure.gov.au; s22(1)(a)(ii) @infrastructure.gov.au
Subject: FW: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

Dear colleagues,

Following my below email, my team and I are launching a consultation **this Friday** for the extension of our Telecommunications Security Reforms instruments. We launched a media article on the Departmental website with our original round of consultation [here](#) for your reference.

We are seeking to release a 'new' news article providing a short update around the purpose of our upcoming consultation to extend the timeframe of these instruments, including a hyperlink back to our older article which provides the detailed content on the introduction of the instruments.

Grateful for your guidance on the process around writing and publishing this article prior to the start of our consultation (**COB Friday 10 November**) and the timing we should work towards to ensure this schedule is met.

Please feel free to contact me if you require anything further.

Kind regards,

s22(1)
(a)(ii)

Legal Policy Officer • Telecommunications Infrastructure Protection • Telecommunications Resilience Branch • Communications Infrastructure Division
 s22(1)(a)(ii) @infrastructure.gov.au

GPO Box 594 Canberra, ACT 2601

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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.*

PROTECTED

From: s22(1)(a)(ii)
Sent: Tuesday, 7 November 2023 4:28 PM
To: Web Services <webservices@infrastructure.gov.au>
Cc: s22(1)(a)(ii) @infrastructure.gov.au; s22(1)(a)(ii) @infrastructure.gov.au; Media <media@infrastructure.gov.au>; Media <media@infrastructure.gov.au>; Strategic Communication <strategiccommunicati@COMMUNICATIONS.gov.au>; Creative Services <Creative.Design@infrastructure.gov.au>
Subject: RE: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

Hi s22(1)

Thank you for your prompt response to my email.

I wanted to raise with the teams you mentioned below we will be working towards launching the consultation webpage by **this Friday** so I will reach out in the coming days to facilitate this and meet our timing around next steps.

Thank you in advance for your assistance.

Kind regards,

s22(1)

(a)(ii)

Legal Policy Officer • Telecommunications Infrastructure Protection • Telecommunications Resilience Branch • Communications Infrastructure Division
s22(1)(a)(ii) [@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au)

GPO Box 594 Canberra, ACT 2601

Department of Infrastructure, Transport, Regional Development, Communications and the Arts
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From: Web Services <webservices@infrastructure.gov.au>

Sent: Tuesday, 7 November 2023 4:12 PM

To: s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au)>; Web Services <webservices@infrastructure.gov.au>

Cc: s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au)>; s22(1)(a)(ii) <[s22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s22(1)(a)(ii)@infrastructure.gov.au)>; Media <media@infrastructure.gov.au>; Media <media@infrastructure.gov.au>; Strategic Communication <strategiccommunication@infrastructure.gov.au>; Creative Services <Creative.Design@infrastructure.gov.au>

Subject: RE: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

PROTECTED

Process for creating consultation pages

Hi s22(1)

Please find attached the template document to help you provide the information we require for creating a consultation page.

We do not update news stories as they are historical.

You will need to create a new news story. The media team will assist you with this. I have cc'd them in on this email for your information and for their information.

I have also cc'd the strategic comms team, who may be able to assist you with writing the content.

You will need a feature image for both the news story and the consultation page. You can use the same image or have separate images.

The creative design team, also cc'd, will be able to help you accessing the image/s.

s22(1)(a)(ii)

Web publisher/accessibility • Information Services • Corporate

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

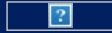
s22(1)(a)(ii)

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From: s22(1)(a)(ii) @infrastructure.gov.au>
Sent: Tuesday, 7 November 2023 3:25 PM
To: Web Services <webservices@infrastructure.gov.au>
Cc: s22(1)(a)(ii) @infrastructure.gov.au; s22(1)(a)(ii) @infrastructure.gov.au>
Subject: Request for assistance: Launching consultation through dept website [SEC=PROTECTED]

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Dear colleagues,

I am writing to you to seek your guidance on my team's approach in launching an upcoming consultation on our Departmental website.

We are seeking to extend existing telecommunications security reforms, that we have consulted on through the Departmental website before, which are due to sunset on 7 January 2024 and will require a 30-day consultation process to facilitate. I have included the website links for the previous [news item](#) and our initial [consultation process](#) here for your reference.

As we are seeking to start this new consultation round fairly soon, I wanted to check with you what the process would be around commencing this consultation and making any changes to the website. Would you recommend we update the existing website news item and consultation page, and how would we go about the process (e.g. web publishing form)?

Grateful for your guidance in launching our consultation process.

Kind regards,

s22(1)
(a)(ii)

Legal Policy Officer • Telecommunications Infrastructure Protection • Telecommunications Resilience Branch • Communications Infrastructure Division

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OPTUS OUTAGE

QUESTION: What compensation will Optus pay to customers?

- we note Optus extended an offer for its prepaid and post-paid mobile customers.
- The customers of Optus are best placed to judge whether the compensation extended meets their reasonable expectations.
- If customers have concerns they should raise these matters with their service provider in the first instance.
- It's also important to acknowledge the impacts of service disruptions can vary across customers.
- Small businesses who were uniquely impacted by the outage should initially contact their Optus account manager, or the Optus Business Centre or Business Care on 133 343, which is open from Monday to Friday, 9am to 5pm.
- If a customer is unhappy with the response, they can raise a complaint with Telecommunications Industry Ombudsman. Further information can be found at www.tio.com.au.
- Customers of mobile virtual network operators that utilise the underlying Optus network such as Amaysim and Dodo, should contact their provider in the first instance before raising any residual concerns with the TIO.

QUESTION: Opposition: why isn't the Government determining what compensation should be paid?

- There are existing frameworks for customers' remedies including in relation to existing protections in the Australian Consumer Law, the Telecommunications Consumer Protection Code and the Customer Service Guarantee.
- If consumers have a complaint they should raise these matters with their service provider in the first instance.
- It's important to acknowledge the impacts of service disruptions can vary across customers.
- Small businesses who were uniquely impacted by the outage should initially contact their Optus account manager, or the Optus Business Centre or Business Care on 133 343, which is open from Monday to Friday, 9am to 5pm.
- If a customer is unhappy with the response, they can raise a complaint with the Telecommunications Industry Ombudsman. Further information can be found at www.tio.com.au.
- What Australians want foremost is for their services to work and be reliable.

- And if things do go wrong, Australians reasonably expect businesses and service providers to do the right thing by their customers.

QUESTION: What is the Government doing to ensure that an outage of this scale is not repeated?

- The outage caused significant economic and social disruption for millions of Australians right across the country, and Optus customers are understandably angry and upset.
- Australians expect and deserve better from their communications service providers, and it is essential that we understand what happened, what went wrong, and what improvements can be made in the future.
- The Government announced that it will undertake a Post Incident Review into the Optus outage. The Department of Infrastructure, Transport, Regional Development, Communications and the Arts has been tasked with preparing Terms of Reference, and further announcements on the Review will be made in due course.
- Separately, the Australian Communications and Media Authority has independently commenced an assessment to investigate Optus' compliance with the rules regarding Triple Zero emergency calls.

- The matter has also been referred to the Senate Environment and Communications References Committee, and the Government will be paying close attention to the Committee's findings.

QUESTION: Impacts of Optus outage on Australians with a disability who rely on connected devices

- Connectivity is an essential service and vital for the functioning of our society and economy.
- For many Australians with a disability, including those relying on internet assisted technology, the Optus outage would have been deeply distressing.
- As Paralympic swimmer, Marayke Jonkers said recently "If you're elderly, if you have a disability, you're relying on voice to text, or on-screen readers ... all those things that require the internet."
- It is essential that we understand what happened, what went wrong, and what improvements can be made in the future to reduce the risk of a disruption of this scale recurring – whether that be by Optus or any other major telecommunications provider.
- This is why Government has announced that it will undertake a Post Incident Review.
- The Department of Infrastructure, Transport, Regional Development, Communications and the Arts has been tasked by the Minister with

preparing Terms of Reference, and further announcements on the Review
will be made in due course.

QUESTION: Was the Optus outage caused by cyberattack?

- At this stage, there is no indication to suggest that the Optus outage was the result of a cyberattack.
- The Government is continuing to work closely with Optus to understand the cause and nature of the outage.

QUESTION: Would emergency mobile roaming have helped during the Optus outage?

- The ACCC's finding that roaming is technically feasible in emergencies such as natural disasters is a welcome development, but further work needs to be done to design and develop the capability and mitigate risks such as network congestion.
- The Government has tasked the Department of Infrastructure, Transport, Regional Development, Communications and the Arts and the National Emergency Management Agency with scoping out an emergency roaming capability and reporting back by March next year.

Background

Timeline

November 8

- **4am:** Technical issues within Optus' network commence and nationwide outage begins.
- **5-6am (Approx.):** Optus communicates awareness of the outage internally. Media sources begin picking up on consumer complaints regarding the outage. Minister Rowland alerted of the outage.
- **6.47am:** Optus makes its first social media post about the outage alerting its customers.
- **7.30am:** Optus starts telling business partners about the outage, including the suspected root cause of the outage.
- **8.30am (Approx.):** Further communications from Optus regarding the nationwide outage. Mass media coverage of the Optus outage at this stage, with widespread impacts across public transport reported in Melbourne.
- **10am (Approx.):** Optus continues investigating the cause of the outage. Optus reportedly impeded due to service outage as remote access is unavailable.
- **10.40am (Approx.):** Optus CEO Bayer Rosmarin begins engaging with media regarding the Optus outage, indicating the Optus is apologetic and still working on the solution.
- **11am:** Minister Rowland holds press conference on the Optus outage.
- **12.30pm (Approx.):** Unverified media reporting suggests some Optus customers start being reconnected to the network.
- **1.15pm:** Optus claims that two thirds of its customers were back online.
- **2pm:** National Coordination Mechanism meeting held. Optus provides update to government agencies (federal, state, territory) regarding the outage. Optus confirms system fault was the cause, with the fault starting in Melbourne and propagating throughout the network.
- **2pm (Approx.):** Optus publicly confirms that services are gradually being restored, but that it will be some hours before all services are fully restored.
- **5.40pm:** Optus advises media that all network services were restored at 5.40pm, with some customers reportedly claiming services were inoperative or degraded through to 6-6.30pm.

November 9

- **6am:** Minister Rowland issues statement regarding the establishment of the post-incident review following the Optus outage.
- **12pm (approx.):** Senate passes motion to refer matter to Environment and Communications References Committee
- ACMA confirms it has commenced initial assessment to investigate Optus compliance with regulations on emergency call functionality

Reported impacts of the Optus outage

- The outage impacted telecommunications companies that use the Optus network, including Amaysim, Vaya, Aussie Broadband, Moose Mobile, Spintel, Southern Phone, GomoCatchConnect, Coles Mobile and Dodo.
- According to the website 'DownDetector' reports on the outage began around 4am Wednesday 8 November 2023 (Guardian Online)
- Data from connectivity tracker 'Netblocks' showed Optus network connectivity down to 17 per cent of normal levels at 8am Wed 8 Nov (Sydney Morning Herald)
- The outage is reported to have effected EFTPOS terminals using the Optus network.

- The outage is reported to have effected Commonwealth Bank, Evie Networks, ING Bank, Westpac and Computershare (Comms Day)
- Widespread disruptions to regional hospitals and health clinics (ABC News Online, Guardian Online), including
 - Ramsey Health Care says its telephone services have been interrupted by the Optus network outage.
 - In Victoria, South West Healthcare is unable to take external calls from the public due to the outage.
 - All major hospitals around Melbourne are experiencing phone difficulties due to the outage.
 - Sydney's Westmead private hospital confirmed on Facebook that its lines were down
 - The Victorian Ambulance Union says while ambulances can still be dispatched, the outage has stopped emergency services from calling back patients.
 - The NSW Poisons Information Centre is also uncontactable
- Train services across Melbourne were halted this morning, but have since resumed. Metro Trains have advised of significant ongoing delays. Melbourne's Metro Trains uses Optus for both its primary and backup communication systems, according to union sources (ABC News Online, Guardian Online)
- There has been reported disruption to university exams taking place across the country. (ABC News Online)

Possible compensation mechanisms

On 9 November, Optus announced it will provide customers on eligible plans at least 200GB of extra data. Customers on eligible Prepaid plans are being offered unlimited data on the weekend for the rest of the year, starting from 18 November.

Businesses are similarly being provided at least 200GB of extra data for each eligible mobile service on their account. If a business has an Optus Account Manager, Optus is urging those businesses to contact them, or the relevant Optus Business Centre, Monday to Friday, 9am to 5pm.

Further information is available on the Optus website: <https://www.optus.com.au/notices/outage-response>.

Optus' CEO has characterised this offer as a more generous offer than simply refunding customers for a lost day of service (see below media). However, media reports indicate dissatisfaction with the offer, noting the impact to businesses of not being able to trade as a result of lost connectivity. Panellist on The Drum (Yvonne Weldon), ABC, 9 November queried the utility to customers of extra data they may not need or use.

Regulatory overview

This was a major outage impacting all forms of Optus services –

- Mobile services
- Fixed voice services
- Internet services

Service types are subject to differing regulatory requirements in the event of outages. Some general information about these requirements is below:

Mobile Services

Under the Australian Consumer Law (ACL), businesses must pay for loss or damage that is caused by the failure to meet a consumer guarantee. Consumer Guarantees include that in providing the service to the consumer the provider:

- has taken due care and skill and they have taken reasonable steps to avoid loss or damage;
- has provided a service that is fit for the particular purpose specified.

If a customer's mobile service experiences a major outage there may be remedies under the (ACL). These remedies include –

- a refund or rebate for the period without service
- ability to cancel the contract without a penalty
- compensation for any loss that happened as a result

Consumers are not entitled to claim against a seller where the failure to meet a consumer guarantee is due to e.g. an event that was beyond the seller's control (for example bad weather or delays in delivery).

The ACL is enforced and administered by the Australian Competition and Consumer Commission (ACCC) and also the individual consumer protection agencies in each state and territory. Further information about rights under the ACL is available at www.accc.gov.au.

A customer may also be entitled to a refund or compensation under their contract, depending on the terms of that contract. Legal experts, including Professor Paterson from the University of Melbourne, have indicated in the media that further information is required on the outage before determining whether ACL safeguards have been breached.

Fixed Voice Services

Fixed Voice services may be covered by the Customer Service Guarantee (CSG) which provides guarantees for connection and repair times and also makes provisions for compensation to be paid in certain circumstances. However, the CSG is unlikely to have been breached by the Optus outage because the fastest required repair time (in urban areas) is the end of the next business day.

Fixed Voice services are not covered by the CSG if the customer has chosen to waive their rights to the CSG at the time of connection. Optus now seeks CSG waivers for all new customers, but previously stated it had over 1.1 million existing CSG customers. We understand Optus is continuing to honour the CSG for any existing customers. Further information about the CSG is available at www.acma.gov.au/customer-service-guarantee.

If a customer's Fixed Voice service experiences a major outage they may have remedies under the Australian Consumer Law (ACL). These remedies include –

- a refund or rebate for the period without service
- ability to cancel the contract without a penalty
- compensation for any loss that happened as a result

The ACL is enforced and administered by the Australian Competition and Consumer Commission (ACCC) and also the individual consumer protection agencies in each state and territory. Further information about rights under the ACL is available at www.accc.gov.au.

A customer may also be entitled to a refund or compensation under their contract, depending on the terms of that contract.

Internet services

If a customer's internet service experiences a major outage they may have remedies under the Australian Consumer Law (ACL). These remedies include –

- a refund or rebate for the period without service
- ability to cancel the contract without a penalty
- compensation for any loss that happened as a result

The ACL is enforced and administered by the Australian Competition and Consumer Commission (ACCC) and also the individual consumer protection agencies in each state and territory. Further information about rights under the ACL is available at www.accc.gov.au.

A customer may also be entitled to a refund or compensation under their contract, depending on the terms of that contract.

If an internet service fault is the result of the NBN network, other mechanisms for compensation may apply – however, those are not relevant based on the known facts of the Optus outage.

The Telecommunications Industry Ombudsman (TIO)

Customers can make a claim in a relevant court or tribunal, however, the TIO can also assist consumers to access appropriate compensation. The TIO is a free and independent dispute resolution service for customers who have a complaint about their telco.

The TIO can assist residential customers, small business and not for profit customers. They are not available to handle complaints from larger business customers. Generally, the TIO considers a small business or not-for-profit consumer as one with up to \$3,000,000 annual turnover and no more than 20 full-time employees. The TIO will take into account if employees are permanent, casual, and if employment is seasonal or voluntary.

The TIO can direct telcos to pay compensation for claims up to \$100,000 for financial loss caused by a breach of an obligation a telco owes a consumer (under contract, law or industry code). Amongst other things, this includes loss of business profit due to network faults and costs of having to pay for alternative services when a telco does not supply agreed services.

The TIO can also direct telcos to pay compensation for non-financial loss in certain circumstances.

Further info on the TIO's website at:

[Support for consumers and small businesses impacted by Optus network outage](#)
[Compensation for financial loss factsheet.pdf](#)
[Compensation for non-financial loss factsheet.pdf](#)

The TIO can be contacted via its website at www.tio.com.au/about-us/contact-us or by telephone on 1800 062 058.

Selected media:

- ABC - [Optus offers customers 200GB of free data as compensation for nationwide outage](#): Optus will provide eligible customers with 200GB of extra data as compensation for the nationwide outage on Wednesday that impacted more than 10 million Australians and lasted for more than 12 hours. Optus' CEO said "We tried to go for something that was of much greater value than simply refunding people for one day of their service, ".

Some businesses told the ABC that they lost more than half of their customers, with Sydney-based small business owner Debbie Hatumale-Uy estimating her revenue fell by more than 60 per cent on Wednesday. She said Optus's decision to offer extra data was "frustrating" and

the telco had disregarded the experiences of its 400,000 small businesses affected. "I feel like they're not listening to us," she told the ABC on Thursday evening.

The explanation by Optus's CEO offering extra data because it was more valuable to customers than refunding their day's service was of little comfort, she said.

"It's not the days service that is the loss here, it's the fact that I couldn't communicate with my customers, my community, I couldn't use the tools at my disposal to create that revenue," Ms Hatumale-Uy said.

Ms Hatumale-Uy was not expecting financial compensation from the telco, describing it as "unrealistic", but believes small businesses would benefit from being upskilled by Optus as another form of compensation.

- ABC News - [Can you sue Optus, or end your contract early? Here are your rights and how to make a claim](#): Under Australian consumer law, businesses must pay for "loss or damage that is caused by the failure to meet a consumer guarantee". However, as law professor Jeannie Paterson explains, there are a few caveats. One is that many telco contracts may promise to provide a service, but don't promise that service will be uninterrupted. So, a temporary outage may not technically be in breach of your contract.
- Australian Financial Review - [Optus crisis to shake up telco market](#): The telco has offered some mobile phone customers 200 gigabytes of extra data – estimated to be worth between zero and \$70 depending on usage.
- SBS News - [Inquiry into Optus network failure as business counts the cost](#): A review will be launched into the Optus outage that affected millions of Australians as the Telecommunications Industry Ombudsman urges those impacted to raise compensation with the provider.
- The Guardian – [Telcos could be forced to let customers roam rival networks during outages under plan Optus opposed](#): Telcos could be forced customers to roam rival networks in the event of outages under emergency contingencies being developed by the federal government, despite Optus previously expressing opposition to the plan.
- The ABC – [Businesses count the economic cost of Optus network meltdown](#): The article focuses on the impacts of the outage on small business who were e.g. unable to accept payments, engage with customers online and dispatch orders. The TIO urged customers to collect records of potential losses and to raise those with Optus. Various stakeholders, including the TIO, called on Optus to do the right thing by customers.
- The Australian - [Communication failure as Optus opts out after blackout](#): Optus faces potential fines, compensation claims and the loss of lucrative government contracts after a "network engineering issue" plunged up to 10 million Australians into a 12-hour communications blackout.
- The Daily Telegraph: [Customers threaten legal action to secure compensation over Optus outage](#): Optus customers are threatening legal action over Wednesday's mass outage, with thousands of businesses unable to trade and millions of Australians unable to access essential services.
- The Guardian: [Optus outage: Is this a good time to switch? And can I get compensation?](#): Optus customers left without phone and internet may be about to seek refunds, though it's not straightforward. The University of Sydney's chair of market regulation and private law, Prof Yane Svetiev, said it was too early to say whether customers would be eligible for compensation. "It's not just that because people have had interruptions they will be automatically entitled to some sort of redress," he said. "A lot will depend on the reason for

the interruption, which is not really understood as yet.” Svetiev said most telco companies put terms in their contracts that said they didn’t “actually guarantee continuous service” because there were “factors outside of their control” that could cause disruptions. “It depends whether Optus has done everything a reasonable, competent provider of that service would have done, and done it in a timely way,” he said.

- 2GB: [Michelle Rowland says that compensation could be an option for small businesses affected by the recent Optus outage and that they should keep receipts.](#)
- The Guardian: [Optus went down and the smart lights came on. And then Marayke was stranded in bed](#)

Contact: Kate McMullan s22(1)(a)(ii)