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Andrew Sheridan (Optus) >

Thu, 9 Nov at 6:25 am

The Hon Michelle Rowland MP
Minister for Communications

STATEMENT**Post-incident review following Optus outage**

The Albanese Government will undertake a post-incident telecommunications review into the Optus outage that affected millions of Australians yesterday.

Connectivity is absolutely essential for Australian consumers and businesses, and the impacts of this outage were particularly concerning.

While we welcome that Optus services were restored over the course of the day, it is critical the Government conducts a process to identify lessons to be learned from yesterday's outage.

I will task my Department with developing the terms of reference for a post-incident review. Further announcements around the terms of reference and next steps will be made in due course.

It is critical that industry and Governments take stock following large-scale outages, given no network is immune.

The Government hopes the review may also help support major telecommunications providers to improve post-outage processes.

Additionally, the regulator – the Australian Communications and Media Authority – has independently commenced an assessment to investigate Optus' compliance with the rules

Text Message

Can you send me your media release plz.

iMessage

Do you mean via email? I texted it this morning

Just emailed to you as well

Delivered

s22(1)(a)(ii)

From: Andrew Sheridan <Andrew.Sheridan@optus.com.au>
Sent: Thursday, 9 November 2023 7:28 AM
To: Rafizadeh, Shervin
Subject: Re: MINISTER ROWLAND - STATEMENT - POST-INCIDENT REVIEW FOLLOWING OPTUS OUTAGE - THURSDAY, 9 NOVEMBER 2023 [SEC=OFFICIAL]

Thanks

From: Rafizadeh, Shervin <s22(1)(a)(ii)@MO.communications.gov.au>
Sent: Thursday, November 9, 2023 7:26:51 AM
To: Andrew Sheridan <Andrew.Sheridan@optus.com.au>
Subject: Fwd: MINISTER ROWLAND - STATEMENT - POST-INCIDENT REVIEW FOLLOWING OPTUS OUTAGE - THURSDAY, 9 NOVEMBER 2023 [SEC=OFFICIAL]

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

OFFICIAL

OFFICIAL

From: "Office of Minister Rowland MP" <media@mo.communications.gov.au>
Date: Thursday, 9 November 2023 at 5:59:49 am
To: "Rafizadeh, Shervin" <s22(1)(a)(ii)@MO.communications.gov.au>
Subject: MINISTER ROWLAND - STATEMENT - POST-INCIDENT REVIEW FOLLOWING OPTUS OUTAGE - THURSDAY, 9 NOVEMBER 2023

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The Hon Michelle Rowland MP
 Minister for Communications

STATEMENT

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The Government hopes the review may also help support major telecommunications providers to improve post-outage processes.

Additionally, the regulator – the Australian Communications and Media Authority – has independently commenced an assessment to investigate Optus' compliance with the rules requiring that emergency calls are successfully carried from mobile carriers to the Emergency Call Person (Telstra).

THURSDAY, 9 NOVEMBER 2023

MEDIA CONTACT: s22(1)(a)(ii) (ROWLAND)

M: s22(1)(a)(ii) E: s22(1)(a)(ii) [@mo.communications.gov.au](mailto:s22(1)(a)(ii)@mo.communications.gov.au)





*Authorised by M Rowland MP, Australian Labor Party (ALP),
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130 Main Street, Blacktown.*

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9 November 2023

Thursday

November 2023

Mo Tu We Th Fr Sa Su

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6	7	8	9	10	11	12	
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December 2023

Mo Tu We Th Fr Sa Su

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THURSDAY		Daily Task List	
9		Arrange by: Due Date	
s22(1)(a)(ii)			
7 AM	<div>7.10am: TV interview: Today Show re (</div> <div>6:50am: TV interview: Sunrise re Optu</div> <div>7.35am: TV interview: ABC News Break</div>		
8	<div>8.10am: TV interv</div> <div>8.35am: Radio int</div> <div>8.45am: Radio int</div>		
s22(1)(a)(ii)			
9	s22(1)(a)(ii)		
s22(1)(a)(ii)			
10			
11			
12 PM	<div>12.15pm: Call w/ Kelly B</div> <div>s22(1)(a)(ii)</div>		
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s22(1)(a)(ii)			
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6:30am - 6:40am 6.30am: Call w/ Kelly Bayer Rosmarin, Optus CEO			