



s47F



Friday • 4:13 pm

Texting with s47F (SMS/MMS)

Hi barnaby - it's s47F from Optus.
Please give me a call when you get this
re a major issue. Thanks



The Hon Anika Wells MP
Minister for Communications and Minister for Sport
Member for Lilley

Mr Stephen Rue
Chief Executive Officer
Optus
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NORTH RYDE NSW 1670
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To Mr Rue

With Australia's disaster season approaching, telecommunications providers play an important role. People must have trust in the reliability of our Triple Zero service when they need it most.

Despite this, outages have occurred and more needs to be done by telecommunications companies.

As a government we have introduced a range of measures you must comply with, including to ensure outages are reported to the relevant authorities.

On November 1, new rules mean carriers must share real time network information detailing outages with relevant emergency services organisations and other appropriate entities including the Australian Communications and Media Authority.

I request you meet with me in Canberra on Tuesday 7 October 2025 to update me on the system you have in place already to ensure these legal obligations are met and how you are ensuring outages are avoided so people have faith in the Triple Zero system.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Anika Wells'.

Anika Wells

4 October 2025