
Fw: ABC News - media enquiry re Telstra outage [SEC=OFFICIAL]

From: s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>

Date: Wed 08/07/2026 06:43 AM

To: Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au> <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>

OFFICIAL

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OFFICIAL

From: s47F <s 47F@abc.net.au>

Sent: Wednesday, July 8, 2026 6:33 am

To: s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>

Subject: ABC News - media enquiry re Telstra outage

You don't often get email from s 47F <s 47F@abc.net.au>. [Learn why this is important](#)

Good morning,

We're receiving widespread reports of a Telstra outage affecting thousands. Could we please get a statement or response from Minister Wells?

- Is the Minister aware of this outage?
- Has the Minister been in contact with Telstra? What is the cause?
- Is there any risk to the safety of Telstra customers?

We're filing across all platforms. So would appreciate a response ASAP.

Best regards,

s47F



s47F

Federal Political Reporter, Parliament House

M: s 47F

E: s 47F <s 47F@abc.net.au>

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For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 08:14 AM

To VANDENBROEK, Sarah <§ 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <§ 22(1)(a)(ii)@aph.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@mo.communications.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <§ 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <§ 22(1)(a)(ii)@pmc.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <§ 22(1)(a)(ii)@acma.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@acma.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <katarina.carroll@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <§ 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <§ 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <§ 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <§ 22(1)(a)(ii)@infrastructure.gov.au>

 1 attachment (26 KB)

Telstra advice: Mobile Outage .eml;

OFFICIAL

Hi all,

Telstra has advised of an incident that is affecting some mobile calls and data connections. Please see attached notification email. Key information and talking points below.

Telstra will provide further detail at 8:20am.

Key information:

- Telstra is aware of an issue affecting some mobile calls and data connections.
- A Partner Bridge was held at 7:50am where Telstra advised that their technical teams are investigating the cause of the disruption.
- It was identified that some callers have not been able to connect with 000.
- Telstra has conducted testing with the ECP and is not aware of any technical issues however they will continue to investigate.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) § 22(1)(a)(ii) for any other details.

Regards,

§ 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 § 22(1)(a)

GPO Box 594 Canberra, ACT 2601



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

We pay our respects to Elders past and present and to all Aboriginal and Torres Strait Islander people.

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Telstra advice: Mobile Outage

From s47F [REDACTED] s 47F [REDACTED]@team.telstra.com>
Date Wed 08/07/2026 07:43 AM
To s47F [REDACTED] s 47F [REDACTED]@team.telstra.com>

Good morning

We are experiencing a mobile outage currently. The below is our current holding statement that we are putting out publicly. We are standing up all internal processes as normal to address this and will keep you updated as things progress.

Holding statement:

We're looking into an issue affecting some mobile calls and data connections. If you're having trouble connecting at first, try again as it may work on a retry. We're on it and will share an update as soon as it's fixed. Thanks for bearing with us.

We'll provide more information when known

Kind regards

s47F

s47F



s 47F

s 47F

team.telstra.com

www.telstra.com

This email may contain confidential information.

If I've sent it to you by accident, please delete it immediately.

8:45AM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 08:46 AM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregeilio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <katarina.carroll@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzcliaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

1 attachment (24 KB)

ALERT: Major Outage event.eml

OFFICIAL

Hi all,

At 8:13am Telstra has advised of Major Outage that is affecting some mobile calls and data connections. Please see **attached** notification email. Key information below.

The next update will be provided by Telstra at 9:00am.

Key information:

- Telstra continues to investigate a nationally significant network incident affecting some mobile voice, data, and SMS services.
- While the probable root cause has been identified, validation activities are ongoing.
- Restoration efforts are showing progressive improvements and testing continues to indicate no confirmed impacts to 000 emergency calling capabilities. However, reports of intermittent emergency call issues are being actively investigated.
- Welfare monitoring measures have been enhanced, customer impact levels remain unquantified.
- **Restoration timeframes are not yet known.**

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

s 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)



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ALERT: Major Outage event

From Telstra No Reply <no_reply@team.telstra.com>

Date Wed 08/07/2026 08:13 AM

To no_reply@team.telstra.com <no_reply@team.telstra.com>



Major Outage Stakeholder Notification

Geographic Area: NAT

Technology Impacted: MOBILE

Cause: Under Investigation

Potential Impact: >100,000 services

Estimated Next Update: 2026-07-08 10:53

Estimated Time of Restoration: To be determined

Some customers may experience issues with their mobile service

Please note: the Potential Impact figure is the number of services we typically see connect to our network in this area over an entire day. The actual impact at any time during the outage is expected to be less than this figure.

Follow up

Please direct any follow up questions to your existing Telstra contacts.



Telstra is committed to creating a sustainable future for all Australians.
[Find out more.](#)



We recognise and acknowledge the existing, original, and ancient connection Aboriginal and Torres Strait Islander peoples have to the lands, waterways, and sky country across the Australian continent.
We pay our respects to their Elders past and present.

Telstra® 2023. All rights reserved.

Re: Telstra mobile network outage - no nbn network impacts [Commercial - Anyone]
[SEC=OFFICIAL]

From Sparreboom, Shanyyn <s 22(1)(a)(ii)@infrastructure.gov.au>

Date Wed 08/07/2026 09:49 AM

To Andrew Madsen <s 22(1)(a)(ii)nbnco.com.au>; s 22(1)(a)(ii)
<s 22(1)(a)(ii)COMMUNICATIONS.gov.au>; Parry, Amy <s 22(1)(a)(ii)finance.gov.au>; Jonathon
Hausler <s 22(1)(a)(ii)finance.gov.au>; Lee-Anne Sim <s 22(1)(a)(ii)finance.gov.au>; s 22(1)(a)(ii)
<s 22(1)(a)(ii)mo.communications.gov.au>; CHAPPLE, Clare
<s 22(1)(a)(ii)infrastructure.gov.au>; s22(1)(a)(ii)s 22(1)(a)(ii)INFRASTRUCTURE.gov.au>; s 22(1)
<s 22(1)(a)(ii)communications.gov.au>; Wardell, Kathryn <s 22(1)(a)(ii)finance.gov.au>; s
<s 22(1)(a)(ii)mo.communications.gov.au>

Cc LA RANCE, Lisa <s 22(1)(a)(ii)nfrastructure.gov.au>; Justin Jarvis <s 22(1)(a)(ii)@nbnco.com.au>; Kerrie
OCallaghan <s 22(1)(a)(ii)nbnco.com.au>; Emma Learmonth <s 22(1)(a)(ii)nbnco.com.au>;
Chris Snewin <s 22(1)(a)(ii)nbnco.com.au>; Sarah Alderson <s 22(1)(a)(ii)nbnco.com.au>

OFFICIAL

Thanks Andrew

We appreciate the update and information.

Kind regards

Shanyyn

Shanyyn Sparreboom

Assistant Secretary • Broadband and Post Branch • Communications and Markets Division

Shanyyn.Sparreboom@infrastructure.gov.au

s
s

GPO Box 594 Canberra, ACT 2601

s 22(1)(a)(ii)@infrastructure.gov.au s 22(1)(a)(ii)

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

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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 Islander people.

OFFICIAL

From: Andrew Madsen <s 22(1)(a)(ii)nbnco.com.au>

Sent: Wednesday, 8 July 2026 9:16 AM

To: Sparreboom, Shanyyn <shanyyn.sparreboom@infrastructure.gov.au>; s 22(1)(a)(ii)
<s 22(1)(a)(ii)COMMUNICATIONS.gov.au>; Parry, Amy <s 22(1)(a)(ii)finance.gov.au>; s22(1)(a)(ii)
s22(1)(a)(ii)s 22(1)(a)(ii)finance.gov.au>; Lee-Anne Sim <s 22(1)(a)(ii)finance.gov.au>; s 22(1)(a)(ii)
<s 22(1)(a)(ii)mo.communications.gov.au>; CHAPPLE, Clare
<s 22(1)(a)(ii)infrastructure.gov.au>; s22(1)(a)(ii)s 22(1)(a)(ii)INFRASTRUCTURE.gov.au>; s 22(1)
<s 22(1)(a)(ii)communications.gov.au>; Wardell, Kathryn <s 22(1)(a)(ii)finance.gov.au>; s
<s 22(1)(a)(ii)mo.communications.gov.au>

Cc: LA RANCE, Lisa <§ 22(1)(a)(ii)@infrastructure.gov.au>; Justin Jarvis <§ 22(1)(a)(ii)nbnco.com.au>; Kerrie OCallaghan <§ 22(1)(a)(ii)nbnco.com.au>; Emma Learmonth <§ 22(1)(a)(ii)nbnco.com.au>; Chris Snewin <§ 22(1)(a)(ii)nbnco.com.au>; Sarah Alderson <§ 22(1)(a)(ii)nbnco.com.au>
Subject: Telstra mobile network outage - no nbn network impacts [Commercial - Anyone]

Hi all

Telstra is experiencing a mobile network outage this morning.

Below is what nbn knows about it at this stage and confirmation there are no impacts on the nbn network.

We have not received any media inquiries. Telstra media is describing it as a mobile network outage and saying it does not appear to be affecting Telstra nbn customers.

- nbn network is all OK, including for Telstra nbn customers
- all indications are it is only a mobile issue for Telstra
- Telstra operations centre informally advised nbn its only mobile, and at 8am didn't know how widespread or cause, but do not believe it is cyber attack
- nbn techs are managing impacts on work orders - data seems to be working intermittently over Telstra mobile - all work orders issued for today - we're not anticipating any impacts on nbn service assurance or connections today.

We will provide updates as new information becomes available.

Regards

Andrew

Andrew Madsen

Executive General Manager, Government Relations

M § 22(1)(a)(ii) E § 22(1)(a)(ii) [nbnco.com.au](mailto:§ 22(1)(a)(ii)nbnco.com.au)

Executive Assistant: § 22(1)(a)(ii)

Ngambri and Ngunnawal Country

16 National Circuit, Barton, ACT, 2600



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9:00AM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 09:31 AM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdell, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzcliaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <s 22(1)(a)(ii)@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services.

Telstra has advised that recovery is progressing, with around 90 per cent of voice and data services recovered at the customer device level. Network nodes are now functioning, and customers may need to restart their device or switch airplane mode on and off to reconnect.

Telstra is preparing consumer advice and has indicated that its Acting CEO will make a public statement at approximately 9:30am.

Key information:

- Recovery is progressing, with Telstra advising around 90 per cent of voice and data services have recovered at the customer device level.
- Network nodes are functioning. Some customers may need to restart their device or switch airplane mode on and off to reconnect.
- Telstra continues to investigate reports of intermittent emergency call issues and is taking a cautious approach to welfare checks.
- Just over 120 welfare checks have been undertaken to date, and 75 require a voice follow up. Telstra is continuing contact attempts, including SMS and voice calls, and expects to provide welfare check updates to each state agency shortly.
- The total number of affected Triple Zero calls is not yet confirmed and may increase as Telstra continues its analysis. This information will be advised as soon as they are available.
- Telstra is aiming for full recovery by approximately 9:30am, noting this remains subject to confirmation.
- The next update is expected at 9:30am.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

s 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)

GPO Box 594 Canberra, ACT 2601

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9:30AM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 09:56 AM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregeilio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <katarina.carroll@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services.

Telstra has advised that recovery is progressing, with around 95 per cent of voice and data services recovered at the customer device level. Some users are beginning to experience repeated degradation despite restoration efforts, Telstra is investigating. **There is confirmation that some users are unable to contact triple zero.**

Key information:

- The incident, which commenced at approximately 6:00am, is showing substantial recovery with around 95% of services restored.
- TPG and Optus have confirmed there is elevated camp-on activity.
- Welfare check activity has increased significantly, with police agencies notified of a likely surge and 36 cases already requiring escalation.
- Emerging reports of potential 000 service impacts.
- Current evidence suggests mobile-to-mobile communication remains more heavily affected than mobile-to-landline services, with disruptions potentially impacting both callers and recipients.
- The next update is expected at 10:00am.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)

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OFFICIAL

Re: 9:30AM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>

Date Wed 08/07/2026 10:18 AM

To Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commpolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

s 22(1)(a)(ii) - can you confirm the fourth dot point please - does it mean calls on the network to TZ, or the ECP? My understanding is the ECP has remained functional and therefore this is a network outage rather than a TZ outage?

Thanks!

Clare

OFFICIAL

From: Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Sent: Wednesday, 8 July 2026 09:56

To: VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <s 22(1)(a)(ii)@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

Subject: 9:30AM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

OFFICIAL

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- The incident, which commenced at approximately 6:00am, is showing substantial recovery with around 95% of services restored.
- TPG and Optus have confirmed there is elevated camp-on activity.
- Welfare check activity has increased significantly, with police agencies notified of a likely surge and 36 cases already requiring escalation.
- Emerging reports of potential 000 service impacts.
- Current evidence suggests mobile-to-mobile communication remains more heavily affected than mobile-to-landline services, with disruptions potentially impacting both callers and recipients.
- The next update is expected at 10:00am.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

s 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)

GPO Box 594 Canberra, ACT 2601

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

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We pay our respects to Elders past and present and to all Aboriginal and Torres Strait Islander people.

OFFICIAL

10:00AM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 10:31 AM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzcliaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services.

Key information:

- Recovery progress has slowed, with Telstra suspecting network protection controls are activating which may explain reports of services working intermittently before dropping out again.
- Welfare checks remain ongoing.
- Critical welfare concerns have increased, with the number of critical welfare checks rising to 40. Telstra is providing relevant information to state and territory police agencies for follow-up.
- Power cycling devices is not expected to improve connectivity and is no longer being recommended.
- Customers who need to make urgent calls are being advised to try an alternative device, landline, or another carrier where available.
- The exact start time of the incident remains under review. Conflicting reports suggest the fault may have commenced around 4:30am, rather than the previously advised 6:00am, and Telstra is validating the timeline.
- The next update from Telstra will be at 10:30am.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,
s 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)

GPO Box 594 Canberra, ACT 2601

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OFFICIAL

10:30AM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 10:45 AM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdell, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services.

Key information:

- Telstra continues to investigate the exact cause of the outage, however recovery is accelerating, with increasing numbers of services returning; however, inconsistencies remain, with some devices recovering while others continue to experience issues.
- Customers are not being advised to restart their devices, as this is not expected to assist with service restoration.
- The cause of the outage has not yet been confirmed, and Telstra is not currently in a position to provide further details. When this information is known Telstra will provide advice.
- Police agencies are prioritising welfare checks, seeking to conduct them as quickly as practicable for vulnerable individuals who may have been affected by the outage.
- Some mobile base stations experienced wilting, but this was not widespread across the network.

The next update from Telstra will be at 11:00am.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

s 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)



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OFFICIAL

OFFICIAL

MINISTER WELLS - MINISTER MCBAIN - STATEMENT - TELSTRA OUTAGE - 8 JULY 2026
[SEC=OFFICIAL]

From LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>
on behalf of
§ 22(1)(a)(ii) <§ 22(1)(a)(ii) mo.communications.gov.au>
Date Wed 08/07/2026 12:10 PM
To LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>

OFFICIAL



The Hon Anika Wells MP

Minister for Communications and Minister for Sport

The Hon Kristy McBain MP

Minister for Regional Development, Local Government and Territories
Minister for Emergency Management
Acting Minister for Infrastructure and Transport

STATEMENT – TELSTRA OUTAGE

This morning's Telstra outage was widespread and has caused significant disruptions across the country. Telstra has advised that 90 per cent of affected services have been restored however we understand that some intermittent issues persist.

The core Triple Zero system remains operational, with connected calls flowing as expected from carrier networks to the Emergency Call Person (ECP), and on to state and territory emergency services dispatchers.

However, the Triple Zero Custodian has advised that some callers were unable to connect to the ECP, and that these are being investigated by Telstra.

All telcos, including Telstra, have strict requirements in relation to welfare checks for disconnected Triple Zero calls, and the Triple Zero Custodian is in regular

communication with Telstra to receive updates on the progress and outcomes of these checks.

If you need to call Triple Zero and can't get through, it is recommended that you use another device, a landline or Wi-Fi calling. It is very important that people do not make 'test' calls to Triple Zero - please only call 000 if there is an emergency.

The key priorities for today are to get people back online and ensure any welfare checks are completed urgently.

The Australian Communications and Media Authority will then conduct a full investigation, and Telstra will need to account for how and why this outage occurred.

ENDS

s 22(1)(a)(ii)

Snr Media Adviser • Minister for Communications and Sport – Anika Wells

s 22(1)(a)(ii) anika.wells@mo.communications.gov.au

s 22(1)(a)(ii)

OFFICIAL

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11:00AM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 12:18 PM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdell, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzcliaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services. Telstra has advised that 5G services fully restored and the remaining 4G recovery expected to be completed shortly, customers who continue to experience issues are now encouraged to restart their device, although Telstra advises affected devices should eventually reconnect automatically without intervention. **Preliminary root cause analysis indicates the incident began at approximately 4:30am, when a Network Time Protocol (NTP) server started reporting incorrect time information** for reasons that remain under investigation.

Key information:

- Network recovery is nearing completion, with Telstra advising that 5G services have been fully restored and remaining recovery efforts focused on a small number of 4G network nodes.
- Thirty-five welfare checks have been identified nationally for referral to police agencies, with Victoria accounting for the majority of cases.
- Telstra continues to investigate reported emergency call issues and is working to determine whether any failures can be attributed to the outage.

The next update from Telstra will be at 12:00pm.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

s 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)



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OFFICIAL

Telstra mobile network outage - no nbn network impacts [Commercial - Anyone]

From Andrew Madsen <s 22(1)(a)(ii)@nbnco.com.au>

Date Wed 08/07/2026 12:25 PM

To Sparreboom, Shanyyn <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@COMMUNICATIONS.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@finance.gov.au>; Lee-Anne Sim <s 22(1)(a)(ii)@finance.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@INFRASTRUCTURE.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@communications.gov.au>; Wardell, Kathryn <s 22(1)(a)(ii)@finance.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@finance.gov.au>

Cc LA RANCE, Lisa <s 22(1)(a)(ii)@infrastructure.gov.au>; Justin Jarvis <s 22(1)(a)(ii)@nbnco.com.au>; Kerrie OCallaghan <s 22(1)(a)(ii)@nbnco.com.au>; Emma Learmonth <s 22(1)(a)(ii)@nbnco.com.au>; Chris Snewin <s 22(1)(a)(ii)@nbnco.com.au>; Sarah Alderson <s 22(1)(a)(ii)@nbnco.com.au>

Hi all

Please see below a further update on the Telstra mobile outage:

- Our operations centre became aware of an emerging issue from around 7am.
- We continue to see no impact on the nbn network.
- We are confident it is a mobile network issue for Telstra.
- nbn's priority has been allocating work orders to field technicians (both internal and external workforce). Technicians normally utilise Telstra's mobile network to receive work orders.
- We utilised our BCP to manage risks, including allocating a full day of work orders, that could be accessed via mobile and WiFi.
- We have issued an RSP operations bulletin to inform RPSs of how field workforce issues are being managed to maintain connections and assurance work.
- We have also sent an internal staff bulletin.
- We are closely monitoring priority assistance work tickets and have seen no impacts.
- We continue to monitor nbn's operations for ongoing impacts from Telstra's outage.
- We're currently seeing intermittent data delivery over the Telstra mobile network to nbn technicians.
- We haven't seen any media related to nbn to date.

Please let me know if you have any questions.

Kind regards

Andrew

Andrew Madsen

Executive General Manager, Government Relations

s 22(1)(a)(ii)

s 22(1)(a)(ii)

Ngambri and Ngunnawal Country

16 National Circuit, Barton, ACT, 2600



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From: Andrew Madsen

Sent: Wednesday, 8 July 2026 9:17 AM

To: Sharyn Sparreboom <s22(1)(a)(ii)@infrastructure.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)@infrastructure.gov.au>; Parry, Amy <s22(1)(a)(ii)@finance.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)@finance.gov.au>; Lee-Anne Sim <s22(1)(a)(ii)@finance.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)@mo.communications.gov.au>; CHAPPLE, Clare <s22(1)(a)(ii)@infrastructure.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)@infrastructure.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)@communications.gov.au>; Wardell, Kathryn <s22(1)(a)(ii)@finance.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)@mo.communications.gov.au>
Cc: LA RANCE, Lisa <s22(1)(a)(ii)@infrastructure.gov.au>; Justin Jarvis <s22(1)(a)(ii)@nbnco.com.au>; Kerrie OCallaghan <s22(1)(a)(ii)@nbnco.com.au>; Emma Learmonth <s22(1)(a)(ii)@nbnco.com.au>; Chris Snewin <s22(1)(a)(ii)@nbnco.com.au>; Sarah Alderson <s22(1)(a)(ii)@nbnco.com.au>

Subject: Telstra mobile network outage - no nbn network impacts

Hi all

Telstra is experiencing a mobile network outage this morning.

Below is what nbn knows about it at this stage and confirmation there are no impacts on the nbn network.

We have not received any media inquiries. Telstra media is describing it as a mobile network outage and saying it does not appear to be affecting Telstra nbn customers.

- nbn network is all OK, including for Telstra nbn customers
- all indications are it is only a mobile issue for Telstra
- Telstra operations centre informally advised nbn its only mobile, and at 8am didn't know how widespread or cause, but do not believe it is cyber attack
- nbn techs are managing impacts on work orders - data seems to be working intermittently over Telstra mobile - all work orders issued for today - we're not anticipating any impacts on nbn service assurance or connections today.

We will provide updates as new information becomes available.

Regards

Andrew

Andrew Madsen

Executive General Manager, Government Relations

s 22(1)(a)(ii)

bnco.com.au

s 22(1)(a)(ii)

Ngambri and Ngunnawal Country

16 National Circuit, Barton, ACT, 2600



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12:00PM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 12:38 PM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzcliaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services. Please note: Telstra has confirmed there has been no impact to the Emergency Call Person (ECP) functionality, which has remained operational. However, the network outage resulted in some callers being unable to successfully connect to Triple Zero (000).

Key information:

- Telstra advises network services have largely returned to business-as-usual levels, with only a small number of devices still experiencing voice registration issues.
- State and territory police agencies have confirmed receipt of welfare check information provided by Telstra.
- Additional welfare check data will be distributed by Telstra as further cases are identified.
- Police agencies have been requested to provide Telstra with the outcomes of welfare checks to support ongoing impact assessment and investigation activities.
- Camp-on statistics have been provided by TPG and Optus, with Telstra currently consolidating information across carriers and expected to provide a combined national picture.

The next update from Telstra will be at 1:00pm.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,
s 22(1)(a)(ii)

Triple Zero Custodian
triplezerocustodian@infrastructure.gov.au

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

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OFFICIAL

1:00PM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 01:34 PM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services.

Key information:

- Network restoration continues, with services progressively returning to normal operations.
- One network node remains affected and has not yet recovered; Telstra has remediation activities underway.
- For customers still experiencing connectivity issues, power cycling their device remains the most effective method to reconnect, although this may not be successful in all cases.
- Ongoing issues with SMS services have been identified, and Telstra continues to investigate and work towards full restoration.
- The majority of welfare check referrals have now been distributed, with only a small number of additional cases anticipated.

The next update from Telstra will be at 2:00pm.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

s 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)

GPO Box 594 Canberra, ACT 2601



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MINISTER GILES - TRANSCRIPT - DOORSTOP - LAUNCESTON - WEDNESDAY, 8 JULY 2026
[SEC=OFFICIAL]

From s22(1)(a)(ii) (via LaborMedia list) <LaborMedia@media.australianlabor.org.au>
Date Wed 08/07/2026 01:55 PM

OFFICIAL



THE HON ANDREW GILES MP
MINISTER FOR SKILLS AND TRAINING

E&OE TRANSCRIPT
DOORSTOP
LAUNCESTON
WEDNESDAY, 8 JULY 2026

SUBJECTS: *Key Apprenticeship Program; Free TAFE; Trades pathways; Telstra.*

JESS TEESDALE, MEMBER FOR BASS: A huge thanks to Robbie from Next Phase Electrical for helping us once more learn about the progress that these guys are doing, and the work that Launceston's done to back programs that really support small businesses to bring on more apprentices just like these guys. So thank you everyone so much for coming.

ANDREW GILES, MINISTER FOR SKILLS AND TRAINING: Thanks very much, Jess. It's great to be here and it seems that every time I come to northern Tassie, it's a blue sky. It was a blue sky in Melbourne when I left this morning, so thank you for organising that. Jess Teesdale is doing an amazing job as the Member for Bass. I think people here probably see how thoughtful, how considered, how intelligent she is. What perhaps they don't see is the impact she has on national policy as a really staunch advocate for the communities of northern Tasmania in Canberra. And I'm really excited, I have been looking forward to saying this, to be here with two Labor senators. Helen Polley who knows more about Tasmania, knows more about the Senate, knows more about Australian politics than most people, and to have Tammy Tyrrell make the decision to join the Labor Party is something I'm thrilled about. Tammy was very tough to negotiate with in the Senate, and to have her in the Caucus is such an asset, her experience and her passion.

We're here today thanks to Next Phase Electrical, and I'm really grateful that Robbie has given me the opportunity come down a second time to one of his projects and engage with work that he does. His passion as the owner of a family business that's had a great run, a great run in doing electrical work in a range of fields but particularly in investing in Tasmania's future. This is a business that's been committed to training. We see two examples of that in Xander and Lily. Lily, who's a little bit further down the track, but Xander who only started his electrical apprenticeship quite recently, and Xander and Robbie are both beneficiaries of the Albanese Labor Government's Key Apprenticeship Program.

I'm pleased to say today that this program, which provides a \$5,000 incentive for a business to hire an apprentice in a housing related field, and \$10,000 to that apprentice over the life of their apprenticeship, has now seen in just 11 months 695 Tasmanians sign up to the program. That's 695 Tasmanians on the tools and making a contribution, doing that most important of all our national goals, building homes for Australians, building homes for Tasmanians, just like the homes here. And it's really important to note, and Jess touched on this, that those 695 apprentices have been hired by 422 separate businesses. That's showing that the decisions that we've made to really think about targeting our spending as a Federal Government is making a real impact. Small businesses are getting the support they need, businesses that don't have large dedicated HR departments – I think Robbie, you're the HR department, aren't you?

ROBBIE GROSE, NEXT PHASE ELECTRICAL: Absolutely.

GILES: So knowing that upfront cost has really been a disincentive for businesses who want to hire a young Tasmanian, or even a not so young Tasmanian, to give them that opportunity. It's really terrific to be able to discuss the difference this is making with Robbie, and to think about Xander too starting his journey, how the incentive system is making a difference.

Now, of course this program isn't all that we're doing to support skills. When the Albanese Government came into government, we faced the worst skills crisis in 50 years. This was impacting just about every aspect of our national life. We've worked really hard to turn that around, through entering your National Skills Agreement with every single state and territory, a \$30 billion shared commitment. We've also introduced Free TAFE, Free TAFE which has seen nearly 10,000 Tasmanians benefit, getting the opportunity to enroll in courses that will deliver real jobs that are needed in the community. And I'm really looking forward to sitting down with the Rockliff Government to make sure that from next year, Tasmania could continue to enjoy the benefits of Free TAFE, something that we made law in the Albanese Government.

But I'm absolutely thrilled to be here, because this is not just about numbers, it's about lives. It's about the lives that are going to be changed by people being able to have a home and a roof over their head right here in St Leonards. It's about businesses like Next Phase Electrical given the support not just to thrive as a business, but to keep investing in Tasmanians and offer them jobs that will make a real contribution. Fundamentally, it's about young people, like Lily here, a young woman carving a path for other women in the electoral trades, and Xander who really tells the story of this program. So I'm so thrilled to reconnect with them. I'm so thrilled that they are keeping on with their trade and contributing to Tasmanians. I'm really pleased that Robbie can keep talking about the great work that he does.

JOURNALIST: How beneficial has this program been for your business? And you know, you've received wage subsidies of five grand, how's that going given,

you know, the current cost of living?

GROSE: Yes, certainly assisting through the apprenticeship, given them a little bit back in training as well. We do have a fair bit of downtime, trying to upskill and get the guys doing, more exposure, what they generally wouldn't have early on in the apprenticeship. So yeah, certainly working through there. Got a lot of interest around the state for future apprentices as well.

JOURNALIST: How much interest? That was another question.

GROSE: We've got a couple of more apprentices who are very interested, will probably come on board in next couple of months. So yeah, we don't generally do it this time of year, normally it's early in the calendar year that we do that.

JOURNALIST: So, would you owe that to the incentive?

GROSE: Oh yeah, absolutely. It's going to be a good thing. Hopefully it continues on. As you've just mentioned, Andrew, it's benefits are being seen in Tasmania already.

JOURNALIST: How are your new staff progressing a few months on the way now?

GROSE: Progressing? Ooh, bit of a challenge.

JOURNALIST: How's Xander?

GROSE: Xander's going alright. Lily sort of it makes him, increases the pace a little bit. A bit of challenge for the boys.

JOURNALIST: Not surprising. We might speak to Lily if we can. I guess how long in your apprenticeship are you now?

LILY ROBINSON, APPRENTICE: Just over two years now. Just clocked the second year.

JOURNALIST: Okay. Well, and how are you finding it the last two years?

ROBINSON: It's good. It's obviously picked up a lot, like our work rate and everything. It's a bit of a busier time this year, like, we're starting new jobs and everything. But it's really good for us because we get to go from start to finish now. Second year really opens up opportunities for us to start working by ourselves and not being an assistant with our tradesmen – learning by ourselves, tackling all the challenges that come to us.

JOURNALIST: So, have you directly benefited from this incentive?

ROBINSON: No, I have not.

JOURNALIST: Right. But you would encourage other apprentices, especially women, to do so?

ROBINSON: Definitely. I reckon the 10 grand would be extremely well received. It would help a lot with their tools and stuff like that, just easier. Because I had to buy some new tools in the last couple weeks, and it was a very costly move.

JOURNALIST: Are you hearing from any other women that this is something that interests them and the incentive would help them get them over the line?

ROBINSON: I do have a few friends that have actually told me that they have an interest in the trade and they'd like to do it. Now, they haven't actually heard about the incentive, I don't think, but I'm sure it would help them make their decision.

JOURNALIST: Is that upfront cost of buying tools a bit of a challenge when you're trying to enter the industry?

ROBINSON: Sometimes it can be, but we get a lot of help from Robbie where he will pay for it for ourselves and we'll pay it back in a weekly deduction just off our pay, which is really helpful.

JOURNALIST: Great. So I guess we spoke about six months ago. How are you finding your apprenticeship?

XANDER PRETORIUS, APPRENTICE: Brilliant. I'm enjoying it and I'm learning heaps every day. I was telling these guys up there earlier, just constantly doing different things every day, which I'm enjoying. I didn't realise that that's sort of something that I wanted to do, is just, yeah, keep constantly learning. I completed first year of TAFE and I'm keen to sort of stick into being on the tools every week now for a little bit.

JOURNALIST: So, have you received your \$2,000 yet or more?

PRETORIUS: Not yet. I think I'm due for it in about a month's time. Yeah, just trying to organise all that.

JOURNALIST: How beneficial will that be given the current cost of living?

PRETORIUS: Any money's brilliant for me, constantly getting bills coming in. So, that's, it will go towards tools. I think that'll cover my rego payment for next year.

JOURNALIST: And are you glad that you found out about this incentive and now you're doing a job you love?

PRETORIUS: Definitely. Yeah, definitely. Ten grand over four years will help you out no matter who you are, what you're doing, or what job you're in. So very glad that that's on top of the role that I'm enjoying.

JOURNALIST: Cool. And would you recommend this to other tradies?

PRETORIUS: Definitely. It's a good challenge. You make mistakes, you learn from them. Constantly doing something different every day. Robbie's given me lots of exposure to different things, which is good. I'm not constantly doing the same thing every day. I'm 100 per cent enjoying it.

JOURNALIST: Great. Perfect. Thank you. Just a question on this one. Do you know what the national level is, not the Tasmanians?

GILES: Around 29,000 in 11 months. So, it's been a really big pickup. And again, part of the challenge is making sure that people know about it. I feel a bit bad because I think Lily started just a little bit before we rolled this out. So, sorry, Lily. But there are obviously some other supports out there too. We think this has made a real difference in encouraging people to start. But more importantly, going to some of your questions, enabling people to stay with cost

of living pressures that emerge from time to time. The things that Xander talked about can't be the things that mean an apprentice drops out of their trade.

JOURNALIST: Just one on something else. We've obviously seen a Telstra outage today. I think some of it has been solved. But how frustrating is that for business owners around the country? And do you have any advice for people?

GILES: Look, as someone who was affected by it, I'm a bit conscious that I may be a bit behind some of the news on this. I know certainly some of the issues that have been raised by my colleague, Minister McBain, in terms of impact on emergency relief, that's probably the most important consideration. The reports I've heard really highlight the work that Telstra have been doing to work out what happened. It's really critical that we understand that. All of us rely on effective mobile access to do our day-to-day existence, to manage payments, in my case, to make sure I can board my flight to Launceston on my phone. So these are really significant issues, and I think the Australian community expects some answers.

ENDS

Media contact:
s 22(1)(a)(ii)

A large black rectangular redaction box covers the contact information for the media contact.

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OFFICIAL

3:00PM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 03:13 PM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services.

Key information:

- Progressive restoration of network services continues.
- Network notes that are impacting services are undertaking remediation activities. Approximately 50–60% of network nodes have been recovered and full restoration is anticipated to conclude by 3:30pm.
- Telstra has advised that the incident will remain active until all network nodes are restored and normal service performance has been verified across the network.

The next update from Telstra will be at 4:00pm.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

s 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)

GPO Box 594 Canberra, ACT 2601

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

Connecting Australians • Enriching Communities • Empowering Regions



We acknowledge the traditional custodians of this land on which we meet, work and live.
We recognise and respect their continuing connection to the land, waters and communities.
We pay our respects to Elders past and present and to all Aboriginal and Torres Strait Islander people.

OFFICIAL

4:00PM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 04:18 PM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <katarina.carroll@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services. Of note, some customers may still be experiencing issues with their mobile service and Telstra recommend restarting phones rather than just switching on airplane mode.

Key information:

- Network recovery is nearly complete, with Telstra advising that approximately 99% of affected network nodes have been restored and recovery rates continue to increase.
- Telstra is confident the incident is nearing resolution, with only a limited number of residual issues remaining.
- Some customers continue to experience mobile-to-mobile connectivity issues, including reports of calls being unable to connect, despite broader network restoration.
- The Emergency Call Person (ECP) has remained operational throughout the incident and has not experienced a significant increase in non-genuine Triple Zero testing calls.
- The ECP has redirected resources to support welfare check activities, assisting with follow-up actions for callers affected by unsuccessful Triple Zero call attempts during the outage.

The next update from Telstra will be at 5:00pm.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)

GPO Box 594 Canberra, ACT 2601

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

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OFFICIAL

OFFICIAL

MINISTER WELLS - MINISTER MCBAIN - TRANSCRIPT - PRESS CONFERENCE - WEDNESDAY 8 JULY [SEC=OFFICIAL]

From s 22(1)(a)(ii) <s 22(1)(a)(ii) mo.communications.gov.au>

Date Wed 08/07/2026 05:31 PM

To Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii) aph.gov.au> <s 22(1)(a)(ii) aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) mo.communications.gov.au>

OFFICIAL



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

The Hon Kristy McBain MP
Minister for Regional Development, Local Government and Territories
Minister for Emergency Management
Acting Minister for Infrastructure and Transport

Transcript

**E&OE TRANSCRIPT
PRESS CONFERENCE
CANBERRA
WEDNESDAY, 08 JULY 2026**

Subjects: Telstra outage

MINISTER FOR COMMUNICATIONS ANIKA WELLS: This morning's Telstra outage was widespread, has caused significant disruptions across the country and is deeply concerning. Telstra has advised that network services largely returned to business as usual, with only a small number of devices now still experiencing issues. Importantly, the core triple zero system remains operational with connected calls flowing as expected from carrier networks to the emergency call person and onto state and territory emergency services dispatchers. However, the Triple Zero Custodian has advised that some callers were unable to connect to the ECP, and that these are being now investigated by Telstra and welfare checks are in progress, as is required by the law. The Triple Zero Custodian is in regular communication with Telstra to receive updates on the progress and outcomes of these checks.

A reminder, if you do need to call triple zero and you can't get through, it is recommended that you use another device, a landline, or wi-fi calling. It is very important that people do not make test calls to triple zero, please only call triple zero if it is an emergency. The key priorities for today are to get people and small businesses back online and to ensure any welfare checks are completed urgently. The Australian Communications and Media Authority will then conduct a full investigation, and Telstra will need to account for how and why this outage has happened. Kristy.

MINISTER FOR EMERGENCY MANAGEMENT, KRISTY MCBAIN: Thanks. I share the frustration of many Australians today. We know that there are school holidays in every jurisdiction, and this disruption has been incredibly disruptive to small businesses, but also to the plans of many holiday makers. The outage has had significant impact on transport networks, particularly in Victoria, where V-Line regional services are currently unable to operate. Emergency communications on our national freight network are down, so the Australian Rail Track Corporation has paused freight train operations. In New South Wales, the Southern Highlands Line and the Hunter Line services, which operate on the ARTC network, have also been impacted. Once communications are restored, it will take some time for the network to safely return to normal operations. I have been in contact with Minister King and we've also reached out to our Victorian colleague, Minister Spence, to offer any support needed.

I have asked the National Emergency Management Agency to convene another national coordination mechanism meeting this afternoon. The NCM will include relevant Australian government agencies, state and territory agencies, and Telstra so there is a shared situational awareness and a coordinated response. This will support us to further understand the impact and the consequences of the Telstra outage on critical infrastructure.

And can I just echo Anika's comments about triple zero. Our emergency services do a fantastic job responding to emergency calls when they are made. The last thing we need is anyone making test calls to triple zero. We teach our kids not to prank call triple zero, and I think it is absolutely outrageous that the shadow communications minister has been making test calls to triple zero at a time where we need to make sure that we are doing as many welfare checks as possible, and making sure that network is open to people in emergency situations.

JOURNALIST: Ministers, how is it possible that in a modern economy like Australia an entire telecommunications company can effectively come down on the basis of two broken timers in call centres, one in Sydney and one in Melbourne?

WELLS: Well like you say, Andrew, the advice from Telstra at the moment is this is essentially a synchronisation issue, an issue between timed services, and it's for Telstra to explain why and how this occurred. Consumers can rightly expect that they can call triple zero at all times and that system will work when they need it the most. And like Kristy says, it is incredibly frustrating for small business, particularly over school holidays, not to be able to make the most of their EFTPOS systems like today. And our colleague Minister Aly has already had a meeting with her counterparts in state and territories today to work with them on small business and getting to the bottom of it.

JOURNALIST: But are you horrified by that? The fact that it is hanging by so little?

WELLS: With the Optus outage in September, I think we were all horrified when triple zero didn't work when we expected it to. This, in its nature, is a very different kind of outage. What happened in September was a triple zero outage where nobody knew triple zero was offline. This is a national outage, it's affecting lots of people, has affected lots of people across the country, but people know that. And our advice is that the camp-on arrangements through Optus, through Vodafone have been working.

JOURNALIST: So Minister, on that, how many triple zero calls were made that didn't get through? How many- do we know if any triple zero calls were attempted that didn't migrate to other networks? And are there any fatalities associated with the event today?

WELLS: Like I said just then, the camp-on arrangements are working. That's our best advice from Telstra as of when I spoke to the acting CEO Michael Ackland, just after 12:00. The numbers that he was giving me just after 12:00 were based on 10:25am numbers. There are about three dozen welfare checks that are still ongoing.

As you'll remember from September, there's a system that happens here where Telstra tries to call these numbers that are dropped calls. If they're unable to get onto them, they pass those along to the territory and state emergency providers. So that's what's happened now, those states and territories are running down those welfare checks. As you'll recall from September, sometimes that takes a while to process through, but Telstra will provide you with further updates as they get them.

JOURNALIST: Minister, do you have confidence that Telstra can continue to act as the national emergency call person? Can they continue to operate as the ECP-

WELLS: I would probably like to reassure people at this point that the core system of triple zero has continued today. This is not what outage has occurred. The outage is essentially to Telstra's retail network. And as you would all know, there are a lot of customers and small businesses that have been upset by that across the nation today.

People should be reassured that the triple zero core system continued, and that the overwhelming majority of triple zero calls have gone through. And that Telstra now, in conjunction with the Triple Zero Custodian who I've spoken to earlier today, are working through those remaining welfare checks. And the Triple Zero Custodian, I'll say now because I know one of you will ask, is keeping a detailed tick tock on who knew what when, who was advised of what when, because one of the improvements we wanted out of the Optus outage in September was to get a much better handle on that.

JOURNALIST: So there was meant to be an industry campaign led by you to address the issue of malfunctioning devices that can't camp-on, connect, to triple zero. We have yet another outage crisis, why have Australians seen so few ads about this issue?

WELLS: Well, what we have advised today is that the camp-on arrangements are working today. Camp-on has worked with Vodafone, with TPG, with Optus for Telstra customers that have not been able to get through. So this actually a demonstration of the improvements that you've seen washed through since we made those changes.

JOURNALIST: The Government has been trialling a text to triple zero system but hasn't committed funding to it. Texts can be more resilient than calls. Is this now time, maybe, to look at committing funding to rolling out a text to triple zero option for all Australians?

WELLS: Claire, we are always keen to examine any way that we can improve the fallibility of our triple zero system, but that is not, in essence, the nature of what has happened today. This is not a triple zero outage, this is a Telstra retail outage that has affected their customers right across the country. Telstra's advice that you've heard from Acting CEO Michael Ackland earlier today - and I understand that you will continue to hear from Michael as needed as he resolves the system - is that the camp-on arrangements worked and where the Triple Zero Custodian has any doubts about that, she's already investigating.

JOURNALIST: But just on the actual substance of whether you think that pursuing this funding might be a good idea given we are obviously- the community is hyper-aware and concerned that when they hear of an outage, it might mean that triple zero is affected?

WELLS: My absolute priority today is getting everybody back online, be it individual customers or small businesses, and getting to the bottom of those remaining welfare checks, which we do through Telstra and through state and territory emergency service providers.

JOURNALIST: Minister, as you said, no triple zero outage, but at the very least, many, many, many thousands of people have been inconvenienced greatly by this. Train networks were affected, people weren't able to- we've heard reports people of not being able to charge their electric vehicles because of the Telstra- the issue.

In a country where there's only a relatively small number of these large providers, do these sort of incidents give any sort of motivation to looking at how one company going down to take out such a large number of, let's say, retail connections, you know, people's train journeys and that sort of thing? Like, what are some of the bigger sort of lessons that could be learned from your bigger responses?

WELLS: I'd say that telcos are the least trusted industry in our country as we stand today, and days like today demonstrate exactly why Australians feel that way. It will be up to Telstra to make things right with their customers out of today. And it's up for me as a lawmaker to look at how we continue to improve the system. And I think some of the things that are evident today that you're experiencing are a demonstration of the improvements that we've made.

JOURNALIST: Minister, Telstra has already indicated that broken technology is the likely cause. What do you say to people like Barnaby Joyce raising the prospect of foreign interference, foreign actors being able to take out Australian telcos?

WELLS: As a general principle, I think when it comes to matters of national security you shouldn't make stuff up. You have heard from the Telstra Acting CEO that there is currently no evidence to suggest that those things are the case, so I think it's irresponsible.

JOURNALIST: The Prime Minister's copped some backlash recently for a podcast appearance on the *Bush Deep* podcast. Did you both- if I could get a response for both of you, did you think that the comments about women on that podcast were appropriate? And do you think that the Government needs to have a rethink of its new media appearances?

WELLS: My absolute priority today as we have customers still offline from a national outage from one of our national telcos is to get people back online as quickly as possible, to get small business back online as quickly as possible, get to the bottom of the dozens of welfare checks that we are awaiting news of from Telstra in conjunction with the Triple Zero custodian. And I think Australians want me absolutely focused on that.

JOURNALIST: Minister, just on those welfare checks, you said there's about three dozen ongoing. If the camp-on arrangements work, why were some of those calls dropped? And do you have any intelligence at this stage that there are people who needed medical care, emergency services of any kind, but didn't get those because of this?

WELLS: So, those were numbers provided to me by the Acting Telstra CEO. Those were his 10:25am numbers, he gave them to me at about noon. You would expect those numbers will have changed by now, so I'm reluctant to speak too specifically to them. He did commit to me that he will continue to provide you with updates, maybe even later this afternoon depending on how he can run those down. What was the second part of your question?

JOURNALIST: If the camp on arrangements worked, why are you having to conduct these welfare checks? And was there anyone who needed emergency services but didn't get them that you know of at this time?

WELLS: So, there's a number of different ways that the camp-on arrangements work. The reason that we've both opened with, please do not test triple zero if you are not in a genuine emergency, is because, often, you can call triple zero, not get through the first time, try it again and get through. That would be an instance of a dropped call that needs to be investigated, but ultimately it will be resolved as non-actionable because the person got through on the second time. That's what happened in a number of cases. I'm reluctant to

give you specific numbers because Michael Ackland will come back to you with further details on that. As is the right thing, Telstra has obligations to communicate with its consumers under the industry standard and that's what we would expect.

JOURNALIST: Minister, I believe you're aware of- are you aware of anyone who needed emergency services who hasn't got them?

WELLS: I am not currently aware of any, but I rely on Michael Ackland as the acting CEO to provide me with that information. I would say that there will be any number of different situations. I would imagine there will be people that will have needed further support from emergency providers - off the top of my head, I think he named one to that end, so I don't want to rule it out. But I'm just really reluctant to give you specifics because you will be able to ask Telstra these questions as they clarify these for you.

JOURNALIST: Minister, I understand you've returned from leave today to manage this. Is this the case? And what are you doing differently today as Minister compared to the Optus outage.

WELLS: Yes, I have returned from leave. I'll continue to monitor and act as the situation requires of me - I think any Australian would expect their Communications Minister to do that. I have benefited today from speaking with Clare Chapple, our Triple Zero custodian. There is a number of different things that she operates now that we didn't have in September, that's what I'm saying when I speak to some of the benefits that are now improving our system as these outages that happen from telcos occur. And I think being able to speak with Nerida (, who's the Chair of ACMA and Clare as our Triple Zero Custodian, in conjunction with Michael, the Acting CEO - I've spoken with Minister for Home Affairs, I know you've spoken with some of our other counterparts, I've spoken with the Premier of Victoria - I think because of what happened in September, everyone is more cognizant of the need to be urgent, thorough and methodical, and that's what I'm seeking to do.

JOURNALIST: You've said you've spoken to the acting CEO Have you spoken to the CEO? And also, you conveyed your disappointment with what's happened here. What have you said to Telstra in these conversations?

WELLS: I've been speaking with the acting CEO today, Michael Ackland . I understand that the CEO is on leave. Like I've said to you all, I think Australians expect a baseline of service when it comes to their telcos. There is a reason that telcos are the least trusted industry in Australia - it's days like today. It is on all telcos to improve their systems to make sure that Australians can rely upon them when they need them most. There are some improvements to the system. This is different nature in its outage than the Optus outage was in September. But of course, I look forward to working with the Triple Zero Custodian and the Chair of ACMA as they complete more fulsome and thorough investigations. But at the moment, the priority is getting everybody back online, getting to the bottom of all those welfare checks that are still being carried out across seven jurisdictions.

JOURNALIST: Just one about the custodian, just picking up on what you said. Will the Government make public the tick tock and any of the findings that ultimately the result in whatever investigation is going on there?

WELLS: I would imagine we would. We did that in September. It's important that we improve the level of trust that Australians can have in our triple zero system in particular, but in our telco industry as part of our critical infrastructure system across the country.

JOURNALIST: Just to follow up, you've said that they were irresponsible comments but can you confirm if the Signals Directorate is investigating any overseas calls of what's occurred?

WELLS: I can't confirm that as the Minister for Communications - it sits in a different portfolio. What I can confirm as the Communications Minister is that Telstra says there is no

evidence to suggest that is the case. And I think those parliamentarians should account for why they would behave so irresponsibly on a day where people just want their services back online, and while we are waiting for welfare checks to continue.

JOURNALIST: Will this constitute a breach?

WELLS: Well, what I would like to do is wait for the investigation to be completed by both ACMA and what we learn from the Triple Zero Custodian. I can tell you that both of those people are already in a preliminary investigation stage, and that everything we are doing is being tracked in order to get to the bottom of it - and that justice is served. And I think all Australians would expect that justice is served here.

JOURNALIST: As Minister, did you ask them about whether there had been any evidence of malicious activity? It's one thing for them to give you assurance but, as we all know, telecommunications companies, according to the ASIO and other intelligence agencies, are high priority targets. Did you probe them as to that particular aspect of a possible outage?

WELLS: I spoke with my colleague, the Minister for Home Affairs, about this, and I am assured by his answers. And I'm sure that as we get more information, we'd be happy to provide that to you. But as of today, there is no current evidence to suggest that is the case apart from two parliamentarians going off half-cocked, to be honest. Sorry, you haven't had a question yet so I'll do you.

JOURNALIST: Minister, with regards to the ACMA inquiry, in an earlier inquiry of Optus they actually sent material through to them asking for approval before they submitted- dispersed it. What has changed now? I mean, what's changed that you're confident in ACMA's ability to investigate this?

WELLS: ACMA is the independent regulator. I can't speak to the TikTok of what they did ahead of publishing a report but that, to me, is an entirely separate matter from the investigation that is already on foot, it's now in its preliminary stages. And it will occur as a result of such a significant outage that we find ourselves today. I think ACMA takes a lot of pain about its conduct as an independent regulator for communications and media - that's a right and rich and good thing in a democracy such as ours. But I have no reason to believe that Chair Nerida O'Loughlin wouldn't act with- I mean, I think she was appointed by the Coalition for one, and wouldn't act with anything but integrity in discharging her duties in this matter.

JOURNALIST: One very quick one. Should Telstra be considering giving compensation to affected users?

WELLS: Telstra should do the right thing by its customers, let's be very clear. But getting into the ins and outs of that should happen after we get to the bottom of how and why this occurred, and getting everybody back online and getting to the bottom of the outstanding welfare checks as we wait for news of that from the different jurisdictions first responders. Have a good afternoon.

ENDS.

s 22(1)(a)(ii)

Snr Media Adviser • Minister for Communications and Sport – Anika Wells

s 22(1)(a)(ii)

5:00PM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 05:40 PM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzcliaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services.

Key information:

- Telstra has advised that time synchronisation issues have been remediated. Voice network services have largely recovered, however a separate, cascading issue is continuing to cause some call failures.
- Triple Zero (000) services remain affected by residual network issues, representing a new issue distinct from the original fault.
- Additional welfare checks are being undertaken as a result of ongoing reports of unsuccessful Triple Zero call attempts.
- There is no estimated timeframe for full resolution is currently available.

The next update from Telstra is to be confirmed.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

s 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)

GPO Box 594 Canberra, ACT 2601



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6:00PM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Wed 08/07/2026 06:38 PM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzcliaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services.

Key information:

- Call success rates are returning to business-as-usual levels, indicating that recovery efforts continue to be effective.
- Despite this improvement, Telstra is still observing unexplained errors within the network and is considering remediation measures including server restarts and further technical investigation.
- The residual issue does not appear to be linked to a specific device type.
- The remaining impacts appear to be limited to voice services.
- Welfare check activity has reduced significantly.
- Telstra's public facing website advised the incident was resolved at approximately 4:00pm, however operational updates indicate that residual issues remain and the incident is still being actively managed. Telstra acknowledged this required attention.
- Investigations and remediation activities continue until the cause of the remaining voice call failures is identified and resolved.

The next update from Telstra will be at 8:00am, Thursday 9 July.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)

GPO Box 594 Canberra, ACT 2601

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

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10:15PM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From [§ 22\(1\)\(a\)\(ii\) <§ 22\(1\)\(a\)\(ii\)@INFRASTRUCTURE.gov.au>](#)
Date Wed 08/07/2026 10:29 PM
To VANDENBROEK, Sarah <[§ 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](#)>; Kerdell, Barnaby (A. Wells, MP) <[§ 22\(1\)\(a\)\(ii\)@aph.gov.au](#)>; [§ 22\(1\)\(a\)\(ii\) <§ 22\(1\)\(a\)\(ii\)@mo.communications.gov.au>](#); [§ 22\(1\)\(a\)\(ii\) <§ 22\(1\)\(a\)\(ii\)@mo.communications.gov.au>](#); Pregellio, Nina <[§ 22\(1\)\(a\)\(ii\)@pmc.gov.au](#)>; Pregellio, Nina <[§ 22\(1\)\(a\)\(ii\)@pmc.gov.au](#)>; [§ 22\(1\)\(a\)\(ii\) <§ 22\(1\)\(a\)\(ii\)@pmc.gov.au>](#); Cathy Rainsford <[§ 22\(1\)\(a\)\(ii\)@acma.gov.au](#)>; [§ 22\(1\)\(a\)\(ii\) <§ 22\(1\)\(a\)\(ii\)@acma.gov.au>](#); [§ 22\(1\)\(a\)\(ii\) <§ 22\(1\)\(a\)\(ii\)@acma.gov.au>](#); katarina.carroll@nema.gov.au <[§ 22\(1\)\(a\)\(ii\)@nema.gov.au](#)>; nsr@nema.gov.au <[nsr@nema.gov.au](#)>; Triple Zero Custodian - ACMA Liaison <[tzcliaison@acma.gov.au](#)>; Emergency Call Services <[emergencycallservices@acma.gov.au](#)>; Communications Policy <[commspolicy@pmc.gov.au](#)>; MACKAY, David <[§ 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](#)>; CHAPPLE, Clare <[§ 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](#)>; CHAPPLE, Clare <[§ 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](#)>; Johnson, Andrew <[§ 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](#)>; [§ 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](#)
Cc [§ 22\(1\)\(a\)\(ii\) <§ 22\(1\)\(a\)\(ii\)@INFRASTRUCTURE.gov.au>](#)

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services.

Key information:

- Call success rates are returning to business-as-usual levels, indicating that recovery efforts continue to be effective.
- Despite this improvement, Telstra is still observing a small percentage of voice calls that are not connecting successfully.
- Welfare check activity continues to be undertaken with checks referred to the relevant state police service.
- Investigations and remediation activities continue until the residual underlying issues are fully resolved.

The next update from Telstra is expected around 8:00am, Thursday 9 July.

Please contact triplezerocustodian@infrastructure.gov.au or on (02) [§ 22\(1\)\(a\)\(ii\)](#) for any other details.

Regards,

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 [§ 22\(1\)\(a\)](#)

GPO Box 594 Canberra, ACT 2601



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OFFICIAL

11:15 PM - UPDATE - Telstra Mobile Network Outage [SEC=OFFICIAL]

From CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>

Date Wed 08/07/2026 11:23 PM

To Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii)@mo.communications.gov.au>

Cc s 22(1)(a)(ii)@mo.communications.gov.au>; VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; HOOD, Jennie <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii)@INFRASTRUCTURE.gov.au>

OFFICIAL

Sit rep as at 11:15 pm 8 July 2026

Telstra just called to advise they have built a new NTP server - which will come on line 11pm tonight - now-ish.

TZ calls - number of welfare checks has reduced to 8 per hour - more IP address ranges allowing more traffic seems to have helped get these numbers down and the 11pm change to the server should further reduce.

Telstra are reconvening at 4:30 am and I will have an update as well as revised welfare check stats before 5:30.

CC

Clare Chapple

First Assistant Secretary

Triple Zero Custodian Division

s 22(1)(a)(ii)

OFFICIAL

1:15AM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Thu 09/07/2026 01:25 AM

To VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>

Cc s 22(1)(a)(ii) <s 22(1)(a)(ii)@INFRASTRUCTURE.gov.au>

OFFICIAL

Hi all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services.

Key information:

- Telstra has restored the issue that caused today's outage and have identified a secondary issue impacting some calls including Triple Zero.
 - In these cases, when you call Triple Zero callers will receive an error message and the phone will try to connect to an alternative mobile network.
- Welfare check activity continues to be undertaken with checks referred to the relevant state police service. Telstra will complete a welfare check where a failed Triple Zero call is detected.
- Investigations and remediation activities continue until issues are fully resolved.

The next update from Telstra is expected around 7:00am, Thursday 9 July.

Please contact triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

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OFFICIAL

11:04pm UPDATE - For Information - Telstra mobile network outage

From CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>

Date Thu 09/07/2026 05:44 AM

To Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii)@mo.communications.gov.au>

Cc VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii)@mo.communications.gov.au>; HOOD, Jennie <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Morning Barnaby and all

Sit rep currently is below. I am expecting updates asap. I have also included info received from Telstra last night re their welfare checking procedures and timeliness. Happy to chat.

Welfare Checks

As at 11:04 pm AEST a total of **524 SMS welfare checks** had been undertaken. Of these:

- **225 callers** advised that no assistance was required.
- **7 callers** advised they required assistance, and their details were referred by the ESAP to the relevant Emergency Service Organisations (ESO).
- **292 cases** were escalated to the ECP for welfare check voice calls. Of those:

Welfare check process and timeliness

Telstra has advised callers who experience an ungracefully dropped call in the current situation can expect to receive an initial SMS welfare check message within around 10 minutes and a voice callback within around 25 minutes if they don't respond to the SMS messages. In more detail:

- Telstra's tool that monitors the network for ungracefully dropped TZ calls typically takes up to 10 minutes to identify each call in this category and present them to the welfare check dashboard run by our TZ Incident Management Operations (IMO) team
- The TZ IMO team immediately initiates the SMS welfare check process for each call that reaches the dashboard.
- Three SMS welfare check messages are sent at 5-minute intervals.
- If there is no response after the 3 messages (approximately 15 minutes), the call details are escalated to the ECP to conduct voice welfare checks.
- The ECP has a dedicated team stood up at the Adelaide Call Centre to process the escalated calls. Upon receiving an escalated case, they immediately initiate the first of three voice calls. These calls are typically completed over a period of around 20 minutes.
- If there is no response after the 3 voice calls, the details are escalated to the Police in the relevant State/Territory to follow up.

- The ECP confirms they have surged adequate resources in Adelaide overnight to manage the elevated volume of welfare checks without introducing delays.

Clare Chapple

First Assistant Secretary

Triple Zero Custodian Division

s 22(1)(a)(ii)

OFFICIAL

6:00AM UPDATE - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Thu 09/07/2026 06:37 AM

To Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; OutageNotifications <OutageNotifications@infrastructure.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Dear all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services, including some calls to Triple Zero.

Key information:

- Telstra has identified a secondary issue impacting some calls, including calls to Triple Zero. In some cases, callers received an error message and the phone attempted to reconnect to Triple Zero using an alternative mobile network, where available.
- The primary issue has been resolved following an IMS restart, with call rates close to business-as-usual at almost 99%.
- Telstra reports that overnight work reduced the occurrence of the secondary issue by approximately 90%, and it continues to work to eliminate the issue entirely.
- Telstra's welfare check activity returned to the business-as-usual process due to the reduction in failed calls presented.
- As at 5:30am AEST, Telstra advised that 568 welfare checks had been undertaken. Of these, 230 callers advised no assistance was required, 7 callers advised they required assistance and were referred to the relevant Emergency Service Organisations, and 331 cases required voice follow up.

We will provide a further update once additional information is available from Telstra, which is anticipated at 8:00am.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

Jennie Hood

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)

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UPDATE - 8:00AM 9 July - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Thu 09/07/2026 09:07 AM

To Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; OutageNotifications <OutageNotifications@infrastructure.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commppolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Dear all,

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services, including some calls to Triple Zero.

Key information:

- Telstra believes they have resolved the initial network outage which affected some callers' ability to connect to voice mobile, SMS and data services.
- Technical teams continue to work on a separate secondary issue affecting a very small number of 000 calls. All remediation activities are being explored to ensure there is a comprehensive understanding of potential risks.
 - If a caller experiences a longer-than-expected connection time or is unable to connect on their first attempt, they should immediately try calling 000 again. Current advice indicates that a second attempt is likely to connect successfully. If difficulties continue, callers should attempt to use another handset or available network service where possible.
- Telstra continues to conduct welfare checks for unsuccessful 000 call attempts and pass on relevant information to state and territory police.
- Overnight there were some localised outages across the country, Telstra advised these are separate incidents and are not believed to be related to the ongoing network outage.

We will provide a further update once additional information is available from Telstra, which is anticipated at 10:00am.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

s 22(1)(a)(ii)

Triple Zero Custodian

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

Connecting Australians • Enriching Communities • Empowering Regions



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MINISTER WELLS - TRANSCRIPT - RADIO NATIONAL AM - THURSDAY 9 JULY 2026
[SEC=OFFICIAL]

From LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>
on behalf of
§ 22(1)(a)(ii) <§ 22(1)(a)(ii) mo.communications.gov.au>
Date Thu 09/07/2026 09:37 AM
To LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>

OFFICIAL



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

Transcript

E&OE TRANSCRIPT
RADIO INTERVIEW
RADIO NATIONAL AM
THURSDAY, 09 JULY 2026

Subjects: *Telstra outage; ABC appearance at the Royal Commission on Antisemitism and Social Cohesion*

RACHEL MEALEY, HOST: Anika Wells is the Federal Communications Minister. She joined me earlier.

MEALEY: Minister, did anyone die yesterday because they couldn't get through to Triple Zero?

MINISTER FOR COMMUNICATIONS ANIKA WELLS: Rachel, I have not had it reported to me that any failure to connect to Triple Zero has contributed to an adverse outcome. That's the update I have for your listeners overnight.
Telstra will be providing an update later this morning with the latest round of numbers and the latest round of welfare-check updates for Australians.

MEALEY: Late last night, Telstra said it was investigating a second network fault that was stopping calls from connecting, including to Triple Zero, again. That came hours after they had said they'd resolved that major outage which began in the early hours of yesterday. What's your information about that second outage?

WELLS: Like you said, we've had people working through the night and Telstra was speaking with both my team and the Triple Zero Custodian and their team overnight about that second issue, that they've identified as a residual network issue that was still impacting

calls for some users. In some instances, calls are going straight to message-bank. In some instances, Triple Zero calls were not going through. So working overnight to try and address that. It has been largely resolved, but there are still residual problems, so Telstra's going to provide a further update to their customers about that this morning.

MEALEY: So again, Triple Zero was unavailable to Australians last night.

WELLS: That's correct. And Telstra needs to account for how and why that has occurred because Australians are right to expect that as a baseline service from their telco.

MEALEY: Should there be a system of enforceable reliability standards holding these telecommunications companies to account?

WELLS: Rachel, we have legislation before the Parliament right now that tries to improve consumer standards for telcos. We have both the TECS Bill and the UOMO Bill- sorry, the TECS is enhancing consumer standards and safeguards. Look, I'm sure, Rachel, that Telstra has internal standards about that. What we need here is for companies to competently discharge their duties to customers. And there's been multiple reviews into the Optus September outage. There will be reviews into this outage. Those preliminary investigations have already begun. It is up to lawmakers to lift the standards, and that's why we've been working on trying to do that since September.

You know, we've legislated the Triple Zero Custodian. We've raised penalties for telcos to over \$30 million. We've introduced real-time reporting of outages to ACMA and emergency services. That has helped us with this outage. We've forced telcos to test Triple Zero during upgrades and maintenance. We've placed new requirements on providers to ensure Triple Zero calls still connect via other networks when the home network is down. We require telcos to provide mandatory improvement plans after Triple Zero outages.

MEALEY: Some of those things that you've mentioned there didn't happen yesterday.

WELLS: Look, camp-on arrangements have been working, except there are instances where they have not. The call system has been maintained. Australians overwhelmingly are still able to successfully call Triple Zero, and camp-on arrangements, as you heard from the acting CEO yesterday afternoon, were working. However, you are right. There are instances where the Triple Zero custodian has observed they have not been working, where Telstra has observed they have not been working, and that's where welfare checks are taking place and continue to take place.

MEALEY: Do you remain confident that this wasn't a cyber security attack?

WELLS: We have no evidence to suggest that it was either from Telstra or from the Minister of Home Affairs, my colleague. It is irresponsible for parliamentarians to speculate about that without any evidence. We should all be focused on restoring Australian's faith in Triple Zero and working as lawmakers to improve this system for everybody.

MEALEY: Are you confident that our networks could withstand a cyber security attack?

WELLS: The telcos work really closely with national security agencies day to day, week to week. The Minister for Home Affairs and I will continue to work closely on that issue. That is not what has happened in this instance. It's been a software update time synchronisation issue. You've heard that from the Telstra Acting CEO. No one has presented any evidence to the contrary.

MEALEY: There was a two-and-a-half-hour delay before your office was informed yesterday. Would telling you earlier have made any difference?

WELLS: I would have liked to have heard earlier. I understand Telstra wants to get their information correct. Even as we are experiencing this outage, the information is changing

hour to hour, the numbers change hour to hour. I was informed at about 7am. I understand the fault began at 4.30am. It would seem there was some sort of delay. That will form part of the investigation. ACMA has begun a preliminary investigation. The Triple Zero Custodian, who I'm speaking with constantly, I've spoken with her again this morning before speaking with you. There will be an investigation and a clean tick-tock on the timeline of everything that happened here so that we can continue to improve.

MEALEY: Do you think heads should roll at Telstra?

WELLS: I am focused on getting everybody back online. This is a really frustrating time for customers, and particularly for commuters. Rail services are still not restored for everybody. There's still people in Victoria, the Hunter, the Southern Highlands, who will not be able to access rail services this morning. We're really focused, Kristy McBain, the Acting Transport Minister and myself, on doing what we can to get everybody back online as quickly as possible, getting to the bottom of those welfare checks, and then the investigation can take foot and we can learn out of that. And penalties can be administered, justice can be served.

MEALEY: By late yesterday, Telstra still had no idea what had caused that timer issue that started affecting its data-centre nodes. What do you think about that? Should answers be coming to you quicker than that?

WELLS: The answers that come to me should be correct and they should be in aid of making better laws for Australians and improving the services. I think there are two sense of timings here. It is urgent that we get everybody back online as quickly as possible. It is urgent that we perform welfare checks and make sure that everybody who attempted to connect Triple Zero and were not successful is ok. A large number of the numbers of welfare checks are happening where people were able to successfully connect on a second time or where they were camped-on successfully, but out of abundance of caution, those welfare checks are going through.

MEALEY: Minister, on the ABC, the ABC has defended itself against criticism that its journalism has contributed to anti-Semitism or social division. Do you think the ABC's reporting is biased?

WELLS: The Albanese Government condemns anti-Semitism in all its forms, but the ABC, our national broadcaster, is more than just a broadcaster. It is a lifeline in natural disasters. It is a key part of our national identity. It should report on the facts. It does uphold its standards, and that's why we as the Albanese Government have legislated five-year funding terms so that we can continue to ensure that 90 years of public programming continue to be of the highest standard. And that's why having worked overnight on this outage, I am updating Australians on the national broadcaster first thing this morning. That's the importance of this service.

MEALEY: Anika Wells, thanks for joining *AM*.

WELLS: Thanks, Rachel.

ENDS

s 22(1)(a)(ii)

Snr Media Adviser • Minister for Communications and Sport – Anika Wells

s 22(1)(a)(ii)

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UPDATE - 10:00AM 9 July - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Thu 09/07/2026 10:26 AM

To Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; OutageNotifications <OutageNotifications@infrastructure.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commpolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>

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Colleagues

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services, including some calls to Triple Zero.

Key information:

- System performance currently remains stable and consistent with previous updates.
- Telstra has identified a potential alternative remediation option to the ongoing secondary issue. Technical teams are now assessing and designing this remediation path, with no confirmed implementation timing at this stage.
- Welfare check volumes remain low, with approximately 30 additional welfare checks currently being reviewed by the Incident Management Team and advised to police as appropriate.

We will provide a further update once additional information is available from Telstra, which is anticipated at 1:00pm.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s 22(1)(a)(ii) for any other details.

Regards,

s 22(1)(a)(ii)

Triple Zero Custodian

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TZC status update 12pm - welfare checks

From CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>

Date Thu 09/07/2026 12:11 PM

To Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii)@mo.communications.gov.au>

Cc VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii)@mo.communications.gov.au>; HOOD, Jennie <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii)@infrastructure.gov.au>

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State	No. of Welfare checks referred from Telstra	No. Welfare checks still outstanding	No. Of welfare checks with adverse outcome
ACT	2		
NSW	39	1	Nil
NT	4	Nil	Nil
QLD	21		
TAS	5		
VIC	50		
SA	0		
WA	3		
Total	124		

NB - welfare check totals are as at 9am this morning but we are confirming state splits with Telstra and will continue to update.

As at **11:15am AEST** this morning (Thursday 9 July) a total of **639 welfare checks** had been undertaken. Of these:

- **230 callers** advised that no assistance was required.
- **7 callers** advised they required assistance, and their details were referred by the ESAP to the relevant Emergency Service Organisations (ESO).
- **402 cases** were escalated to the ECP for welfare check voice calls.
- Of the **402** sent to the ECP, **170 callers** were passed to Police for a welfare check or assistance.

Clare Chapple

First Assistant Secretary

Triple Zero Custodian Division

s 22(1)(a)(ii)

UPDATE - 1:00PM 9 July - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From s22(1)(a)(ii) <s22(1)(a)(ii)@infrastructure.gov.au>
Date Thu 09/07/2026 01:15 PM
To Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; VANDENBROEK, Sarah <s22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s22(1)(a)(ii)aph.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)mo.communications.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)mo.communications.gov.au>; OutageNotifications <OutageNotifications@infrastructure.gov.au>; Pregellio, Nina <s22(1)(a)(ii)pmc.gov.au>; Pregellio, Nina <s22(1)(a)(ii)pmc.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)pmc.gov.au>; Cathy Rainsford <s22(1)(a)(ii)acma.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)acma.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)acma.gov.au>; katarina.carroll@nema.gov.au <s22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Colleagues

Telstra has provided a further update on the nationally significant network incident affecting some mobile voice, data and SMS services, including some calls to Triple Zero.

Key information:

- Telstra has implemented a network change that has successfully resolved the issue. Following the implementation, no further call failures have been observed.
- 000 services have returned to normal operations, with network performance and call handling operating at business-as-usual levels. Camp On metrics have returned to normal levels, providing confidence that emergency call services are functioning as expected.
- No welfare checks have been triggered since 10:22 am.
- Telstra continues to monitor the network to confirm ongoing stability and service performance.

Please contact me via triplezerocustodian@infrastructure.gov.au or on (02) s22(1)(a)(ii) for any other details.

Regards,

s22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

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GPO Box 594 Canberra, ACT 2601



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MINISTER MCBAIN - TRANSCRIPT - SKY NEWS INTERVIEW - THURSDAY, 9 JULY 2026
[SEC=OFFICIAL]

From LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>
on behalf of
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Date Thu 09/07/2026 01:42 PM

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THE HON KRISTY MCBAIN MP
MINISTER FOR REGIONAL DEVELOPMENT, LOCAL GOVERNMENT AND
TERRITORIES
MINISTER FOR EMERGENCY MANAGEMENT
ACTING MINISTER FOR TRANSPORT AND INFRASTRUCTURE

TRANSCRIPT

E&OE TRANSCRIPT
TV INTERVIEW
SKY NEWS
THURSDAY, 9 JULY 2026

SUBJECT/S: Telstra outage

PRESENTER TRUDY MCINTOSH: And to our major breaking story, and that is the ongoing fallout from Telstra's major outage. We will be hearing from the company's CFO at one o' clock to provide the latest information, but I'm joined now by the Emergency Management and Acting Transport Minister Kristy McBain. Kristy, thanks so much for your time today. I know there's been back-to-back meetings, briefings, to try and get to the top of where we're at here. Can you give us what's the latest you've heard from Telstra on the status, in particular, of triple zero calls?

MINISTER FOR EMERGENCY MANAGEMENT AND ACTING MINISTER FOR TRANSPORT, KRISTY MCBAIN: Well, it's great to be with you this afternoon. Telstra, obviously, are providing an update at 1pm, but my understanding is that all triple zero calls are now being connected. But that update will be coming at 1pm, I'm sure, with a range of other information.

MCINTOSH: Minister, have Telstra been forthcoming enough, in your view, with government as to where things are at? I know Communications Minister Wells this morning said she was frustrated at the delay yesterday in terms of when her office was first told that Telstra was even having an issue.

MCBAIN: Minister Wells has obviously made some comments this morning. We would have liked to have known as soon as an outage occurred. I understand that government and the public were made aware around the same time, which is when media inquiries began to roll in. I think it's frustrating, though. I mean, it's school holidays in every jurisdiction and we want people out and about with families, spending money in local businesses, taking part in local events. And that was hard for business owners yesterday. So, I think Telstra will need to continue to provide updates and particularly to those businesses who may have lost customers yesterday.

MCINTOSH: Have you been able to ascertain from Telstra yet, have they finished those crucial welfare checks that they were doing? Are we confident that no one has died as a result of the outage?

MCBAIN: The update that we have is that there has been no adverse outcomes, but it is really important, I think, for people to continue to only use triple zero in the case of an emergency. Our emergency services workers do a tremendous job. We shouldn't be making that job harder by testing or prank calling triple zero at a time where we know that there are some system issues. Those welfare checks have been completed and, as I said, my understanding is that there are no adverse outcomes.

MCINTOSH: I know you've also been trying to get to the bottom of the ongoing train disruptions we've seen in Victoria, in particular, with The VLines. What's the latest there? Have we got confirmation of when that's being resolved and do we know crucially why it failed?

MCBAIN: There are a range of the V/Line regional services in Victoria that have been impacted. We're trying to get those lines back up and rolling as quickly as possible, but Transport Victoria have said that there will be buses in some of those areas that will continue. But they are putting information on their website as quickly as possible. The Hunter Line and the Southern Highlands Line in NSW are back up and running. There will be some buses still supplementing services to make sure that we can get through the backlog of people there. In regards to freight rail, the ARTC have advised that they will start rolling stock as soon as trains and people become available. But it is another reason why this government has invested \$2.8 billion in ARTC to make sure that we can upgrade infrastructure, make those tracks better, and ultimately give ARTC the ability to look at what other upgrades might be needed, including communications.

MCINTOSH: Did it alarm you yesterday to see that this outage can trigger such a flow on effect for crucial transport?

MCBAIN: Look, I think Telstra is going to have some questions to answer, not only from their customers, but from a range of people who have been impacted by this outage, which we understand was simply a time synchronisation issue. But it is really important that we now look at making our transport more resilient. That's one of the reasons we've invested \$2.8 billion into ARTC, so that they can have a look at not only the rolling upgrades on rails, but making sure that they've got the adequate communications technology that they need for that network. Unfortunately, the former government wasn't investing enough money into such a critical freight network like ARTC. And we've seen today, we've seen yesterday the impact of that.

MCINTOSH: Well, and yet even with your investment, this still went down. Is this effectively can never be 100% roll gold locked in, that there will inevitably be some issues like this in the future. It can't ever be completely secured?

MCBAIN: Well, the \$2.8 billion I referred to is the first major investment in ARTC in a number of years. We know that we've got to keep our transport and logistics operators moving. It's one of the reasons it has been such a big investment and it will also allow ARTC, as I said, to now have a look at some communications infrastructure that they've got in place and make sure that it's fit for the future.

MCINTOSH: Do you have confidence in the Telstra management's handling of this and should the CEO come back from holidays?

MCBAIN: Well, ultimately, that's a matter for Telstra. We understand people take leave and that's their right in workplace laws. I think that the CFO has now been up on two separate occasions yesterday. He'll be out again at 1pm, you know, making some further statements. And I think it's important that Telstra continues to be transparent with the community about what they're doing and how they rectify this and as I said, more importantly, explain to those customers what's happened here.

MCINTOSH: Will you be pushing Telstra to have to face fines here or at least some sort of compensation for businesses and others who've been severely impacted?

MCBAIN: ACMA is currently doing an investigation and we'll leave that for them. We've seen in the past where we've had outages that the fines have been applied and it is up to that independent regulator to now do their work. So, we'll save judgement for the investigation that they've got underway. But I'm as frustrated as anyone else. At a time where we do have a range of technologies that are meant to make life easier for people, we've seen a time synchronisation issue have a serious impact on businesses and local communities. So, there's got to be some answers here.

MCINTOSH: Triple Zero is such a crucial service in this country. We saw the major issues with Optus, separate issues there. Yes. But now here we are sitting more than six months on from that and big issues with Telstra. Has the government failed to learn the lessons from Optus and ensure that our major telcos don't have these sort of unacceptable issues?

MCBAIN: Number one, these telcos are privately owned companies and they need to answer to the Australian people about why their system has gone out. Number two, there's been some serious changes already made in legislation. We've legislated the Triple Zero custodian, we've increased penalties on telcos, we've mandated real time reporting of any incidents and we'll continue to see what else we can do to strengthen this. I know that my colleague, Minister Wells, has got legislation before the Parliament to mandate a code of conduct. And if the coalition is serious, instead of issuing dissenting reports on that, perhaps they want to join forces and actually make sure that that code of conduct becomes mandated.

MCINTOSH: Does the Communications Minister, Anika Wells, need to front up today? I know she's copped a lot of flak in the last few months in the wake of Optus. She came back from holiday yesterday. She's going to be targeted. You can already see it from the Opposition Leader, Angus Taylor. Does she need to continue to keep the heat on Telstra by fronting up today?

MCBAIN: Oh, look. Angus Taylor, as the Leader of the Opposition, rolled out today and said that Labor sent two spin doctors out to address this issue. That was two Ministers of the government responsible in this patch. In the meantime, he commended one of his shadow Ministers for prank calling Triple Zero. And I think that says everything you need to know about the modern Liberal Party. They're not prepared to actually back a government who's trying to enforce stronger standards on our telcos. And he's backing someone who's making prank calls to Triple Zero. I mean, let's get serious here. This is a major issue. You've had both the Communications Minister and the Emergency Management Minister fronting up to media, answering questions. But ultimately, we have a private company here who has had a

serious issue. It is that company that needs to answer to the Australian people about why this has happened. And I'm glad that the acting CEO is going to be up again at 1pm to provide further updates because this has had a major knock-on effect, not only to customers and businesses, but to people who are going about their everyday lives.

MCINTOSH: You referred to Sarah Henderson there. She claims she didn't breach the law with those two test phone calls to Triple Zero. She says that's because the law speaks about you shouldn't call for a hoax or a vexatious call. She says she was doing her job as the Shadow Communications Minister. Is that your understanding of the law?

MCBAIN: If you were doing a job as a Shadow Communications Minister, perhaps you'd ring the Communications Minister for a briefing. Perhaps you'd get in touch with the Department of Communications for a briefing. Perhaps you would make contact with a Triple Zero custodian. I think the last thing you would do is prank call Triple Zero to see if it was working or not. As we've already said as part of this interview, there are a range of people who have been out there doing welfare checks, including emergency services personnel, door knocking on people who had their calls dropped as part of this process. The last thing we want to see is emergency services personnel having to do welfare cheques and door knocks on a Senator from Victoria who was making prank calls to Triple Zero to see if it worked.

MCINTOSH: Kristy McBain, Emergency Management and acting Transport Minister. We appreciate your time to give us this update today. Thank you.

ENDS

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MINISTER WELLS - STATEMENT - TELSTRA OUTAGE - THURSDAY 9 JULY 2026 [SEC=OFFICIAL]

From LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>
on behalf of

s 22(1)(a)(ii) <s 22(1)(a)(ii) mo.communications.gov.au>

Date Thu 09/07/2026 02:14 PM

To LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>

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

STATEMENT – TELSTRA OUTAGE

I welcome the news that Telstra has rolled out an interim solution that addresses outstanding connectivity issues, particularly for access to triple zero.

Telstra has confirmed that they are no longer commissioning additional welfare checks arising from network errors, due to the triple zero services now returning to normal.

Every dropped triple zero call is of grave concern to the Albanese Government and we expect Telstra to do everything possible to assist affected Australians.

Earlier today I was briefed by the Triple Zero Custodian on the progress of welfare checks referred to state emergency services, due to non-response.

The Triple Zero Custodian advised me that state and territory emergency authorities have not yet reported any adverse outcome caused by Telstra's outage, with 44 welfare checks affirmatively cleared, out of 170 referred.

We are grateful for the assistance of emergency service organisations across Australia for their work in assisting with welfare checks and will continue to provide updates as they come to hand.

ENDS

s 22(1)(a)(ii)

Snr Media Adviser • Minister for Communications and Sport – Anika Wells

s 22(1)(a)(ii)

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FW: Media request re: Telstra's [SEC=OFFICIAL]

From: s 22(1)(a)(ii) <s 22(1)(a)(ii) mo.communications.gov.au>
Date: Thu 09/07/2026 02:33 PM
To: s 22(1)(a)(ii) <s 22(1)(a)(ii) mo.communications.gov.au>

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FYI

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From: s47F [REDACTED] <s47F [REDACTED]@abc.net.au>
Sent: Thursday, 9 July 2026 1:56 PM
To: s 22(1)(a)(ii) <s 22(1)(a)(ii) mo.communications.gov.au>
Subject: Media request re: Telstra's

You don't often get email from s47F [REDACTED] <s47F [REDACTED]@abc.net.au>. [Learn why this is important.](#)
Hey Jo,

What a week to be without half the team, hey?

Sorry to add to the workload but I'm writing about the Telstra stuff, specifically about the technical issue — GPS/GNSS/and the issue of "timing" — and how government (specifically Home Affairs' Critical Infrastructure Security Centre) has warned telcos that this is potential point of failure.

I just wanted to see if the Minister had said anything specifically about whether she was satisfied that Telstra had been prepared for this specific kind of issue?

(I know Telstra had to file a risk management report with Home Affairs as part of their SoCI obligations late last year. That doc is obviously not public but presumably would inform whether government felt like Telstra was on top of this).

I'm filing something about the HA warnings for tomorrow morning for the ABC. I don't need anything but wanted to offer the opportunity to include anything that the Minister had said/or wanted to say on this.

s47F [REDACTED]

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1400 update - welfare checks [SEC=OFFICIAL]

From HOOD, Jennie <s22(1)(a)(ii)@infrastructure.gov.au>
 Date Thu 09/07/2026 03:28 PM
 To CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>
 Cc VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>; Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

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Dear all,

Please see below an update on welfare check numbers, changes from the 12pm update have been made in red text. Information in the table below has been provided by state and territory police unless indicated otherwise.

State	No. of Welfare checks referred from Telstra	No. Welfare checks still outstanding	No. Of welfare checks with adverse outcome
ACT	2	Nil	Nil
NSW	39	1	Nil
NT	4	Nil	Nil
QLD	21	Nil	Nil
TAS	5	Awaiting advice from Tasmania	
VIC	54 [^]	Nil [^]	Nil [^]
SA	0	Nil	Nil
WA	2*	Nil	Nil
Total	127		

NB - welfare check totals are as at **2:30pm AEST this afternoon** but we are still confirming state splits with Telstra and will continue to update.

* earlier advice said 3, most recent update from WA reported 2 welfare checks were referred

[^] information taken from media where Triple Zero Victoria provided an update

As at **2pm AEST today** (Thursday 9 July) a total of **639 welfare checks** had been undertaken. Of these:

- **230 callers** advised that no assistance was required.
- **7 callers** advised they required assistance, and their details were referred by the ESAP to the relevant Emergency Service Organisations (ESO).
- **402 cases** were escalated to the ECP for welfare check voice calls.
- Of the **402** sent to the ECP, **170 callers** were passed to Police for a welfare check or assistance.

Kind regards,

Jennie

Dr Jennie Hood

Assistant Secretary • Custodian Implementation • Triple Zero Custodian

s 22(1)(a)(ii) [@infrastructure.gov.au](mailto:infrastructure.gov.au)

s 22(1)(a)(ii)

s 22(1)(a)(ii)

179 Byng Street, Orange, NSW 2800



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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 Islander people.



OFFICIAL

UPDATE - 5:00PM 9 July - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From: § 22(1)(a)(ii) <§ 22(1)(a)(ii)@infrastructure.gov.au>
Date: Thu 09/07/2026 05:06 PM
To: Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; VANDENBROEK, Sarah <§ 22(1)(a)(ii)@infrastructure.gov.au>; Kerdell, Barnaby (A. Wells, MP) <§ 22(1)(a)(ii)@aph.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@mo.communications.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@mo.communications.gov.au>; OutageNotifications <OutageNotifications@infrastructure.gov.au>; Pregellio, Nina <§ 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <§ 22(1)(a)(ii)@pmc.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <§ 22(1)(a)(ii)@acma.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@acma.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <katarina.carroll@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <§ 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <§ 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <§ 22(1)(a)(ii)@infrastructure.gov.au>

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Dear colleagues,

We wish to advise that, at this time, we have **not yet received formal advice from Telstra that the outage has been formally resolved.**

While recent updates indicate that network performance has stabilised and services appear to have returned to normal operations, we will continue to monitor the situation closely and maintain engagement with Telstra and relevant stakeholders.

We will provide further updates should there be any significant developments. Once formal advice is received from Telstra confirming that the incident has been resolved, we will notify you accordingly.

Thank you for your continued cooperation and support.

Kindest regards

§ 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 § 22(1)(a)

GPO Box 594 Canberra, ACT 2601

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

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DEPUTY PRIME MINISTER RICHARD MARLES - TRANSCRIPT - TELEVISION INTERVIEW - ABC AFTERNOON BRIEFING - THURSDAY, 9 JULY 2026 [SEC=OFFICIAL]

From **s22(1)(a)(ii)** @defence.gov.au>
on behalf of
DPM Media (via LaborMedia list) <LaborMedia@media.australianlabor.org.au>
Date Thu 09/07/2026 05:24 PM

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RICHARD MARLES MP
DEPUTY PRIME MINISTER
MINISTER FOR DEFENCE

E&OE TRANSCRIPT
TELEVISION INTERVIEW
ABC AFTERNOON BRIEFING
THURSDAY, 9 JULY 2026

SUBJECTS: *Australia-India Defence Cooperation; Australia-India Annual Summit; Chinese Missile Test-Firing; Middle East Conflict; Telstra Outage.*

PATRICIA KARVELAS, HOST: For more on this, I spoke to the Deputy Prime Minister and Defence Minister Richard Marles who was fresh from the leaders' summit with the Indian Prime Minister Narendra Modi. Richard Marles, welcome to Afternoon Briefing.

RICHARD MARLES, DEPUTY PRIME MINISTER: Good afternoon Patricia.

KARVELAS: You've announced a new joint cooperation agreement to strengthen defence cooperation with India, to focus particularly on maritime security. What does that actually look like in practice? What will change?

MARLES: Well firstly, the defence relationship with India is hugely significant and is growing very rapidly. You know, in a very challenging and volatile world our relationship with India has never been more important. We've never had a greater shared strategic alignment. So that it is a significant part of the leaders' meetings today is very important. In terms of the specific answer to your question, a large part of what we do in the context of defence is indeed maritime cooperation. We share an ocean and specifically the northeast Indian Ocean. So this is about making sure that we have greater interoperability between our platforms, for example our P-8 aircraft, which is a maritime surveillance platform – we operate it out of our Air Force, India also operates the platform out of their navy. We're trying to make sure that all of that is more interoperable but also that we can share the data, the information, what we're observing, if you like, from our various platforms so that we are building out our joint domain awareness. And that gives us– well, it amplifies both of our countries ability to have a sense of what is happening in our waters and therefore being able to respond. But it's not– I mean maritime is the big part of it, but it isn't just maritime. I mean really over the last 12 years our defence exercises with India have tripled and that has principally been in the maritime domain. But for

example, India participated in Exercise Talisman Sabre last year. We anticipate they'll do so again next year – we do it every two years – and do so at a much greater level. We're doing more between our air forces. So this is a very deep relationship now.

KARVELAS: Is this, like your deals in the Pacific that you've been signing, part of creating a buffer against China in the Indo-Pacific?

MARLES: Well, I think the way to think about it is that in a much more challenging world this is about doubling down with friends, for sure. I mean India is just on a different scale to anything that we're doing in the Pacific and the Pacific is of course very important, I mean it's very close. But we do share an ocean with India and, you know, I think India's growth in defence capability has been very significant over the last decade and more and it will be even more significant going forward. And as two countries which do share values, I mean we are both democracies, we both have freedom of speech, we are both about the maintenance of the rules-based order and that is very much the rules of the road at sea and in that shared ocean. This is about making sure that we are taking every advantage that we can of what is a profoundly important relationship for us. And I think if you– sorry–

KARVELAS: No, no. Well, I'm interested in the extent to which the signing of this is also a rebuke to China over its behaviour earlier this week. How significant is that and did you talk about that in these talks?

MARLES: Well, you know what China has been doing more generally in terms of its very significant military build-up, but a military build-up which is happening without strategic reassurance is part of a conversation between our two countries, in other words between Australia and India. And obviously what we saw in terms of that Chinese test over the course of the last few days is certainly an example of that. And that's how we should see it. And it was a very concerning test. I mean, I guess I would want to make clear, I was in India a month ago with my counterpart Minister Rajnath Singh and we were working on the components of the defence pillar of this meeting back then. So what's been signed today has actually been a work in progress for some time. So, it's not– these things aren't specifically aligned but, you know, there is definitely a shared sense of concern about China testing a long-range missile capability which they have said could carry a nuclear warhead, which was launched from a submarine, which has its own implications in terms of extended range, extended Chinese reach – and all of that is of enormous concern.

KARVELAS: Of course it is. Do you think Beijing crossed the line and what are the ramifications? What does Australia do to send the message other than words?

MARLES: Well, words matter but we're doing more than that. I mean, if you look at what we are doing in terms of our own increase in defence capability, you know, we're engaging in the biggest peacetime increase in defence capability in our country's history. But we are also building defence relationships with our neighbours and countries within the region. And I guess in that sense you're right to point out what we've been doing, the Vuvale Union with Fiji is an example of that, but today is an example as well. I mean, building that defence relationship with India is part of what we are seeking to do to increase our overall defence relationships with countries in our immediate neighbourhood and in our, what we describe as our military regions of interest, and that is specifically Northeast Indian Ocean, Southeast Asia and the Pacific. And when we talk about Northeast Indian Ocean, at the heart of that is India. So the Indian defence relationship is a critical part of how we are responding to our strategic landscape and we have consistently said that this is the most complex and in many ways the most threatening strategic landscape that we have faced. And part of that is the fact that China is engaging in the biggest conventional military build-up that the world has seen since the end of the Second World War and they are doing that without strategic reassurance.

KARVELAS: And was there evidence in the last week, Minister, that that had gone up a notch? I mean, how concerned are you by this behaviour?

MARLES: Well, we're concerned and we consistently express that concern. I mean, you know, for example at the Shangri-La Dialogue, which I've been attending since 2022, this has been a repeated message that we give in what is a very important forum and a forum which, not this year, but in the past has included China in it. I see the test that's occurred earlier this week as part of that continuum. So to be clear, this is an extension of the test that they did in 2024 where they also then did a long-range missile test into the Pacific but it's just another example of China growing its military capability but importantly growing the reach of that capability–

KARVELAS: Do you think that behaviour, what we saw, actually makes it more likely that more Pacific nations will cooperate with us? Do you think that will be the reaction from seeing that?

MARLES: Well, I don't think— I certainly think there'll be a very dim reaction in the Pacific to this test by China, for sure. I would want to though, answer that question by saying for a long time, you know, I've been arguing, but we have been arguing that it is Australia's place to seek to be the partner of choice, and that includes the security of partner of choice for the countries of the Pacific. And we need to engage in that endeavour on our own terms. You know, whatever else is going on in the world, that should be the case. This is our immediate neighbourhood. You know, for good or ill, Australia is rightly judged by the way in which it engages with the Pacific and it's really important that we play our role. And I think in past years that's not always been the case. I think one of the real areas of pride that we have in the Albanese Government over the last four years is that we really have made a step change in our relationship with the Pacific and whatever else is going on in the world, that's been a very important thing for us to do.

KARVELAS: Minister, did you discuss the resumption of hostilities between the US and Iran with Narendra Modi? And did you ask India to use its influence to help manage hostilities between the US and Iran?

MARLES: Look, I probably won't go into all that was said specifically and leave those statements to the two Prime Ministers themselves. What I would say from the Australian government's point of view is simply that, you know, we want to see a de-escalation, of course, in what's been playing out in the Middle East. We've been saying that for some time. We welcome, of course, the ceasefire that has been in place now for some time and we don't want to see that broken. We want to see the ceasefire continue. Part of that, of course, is, you know, Iran needs to be allowing traffic through the Strait of Hormuz. That is really important—

KARVELAS: But the ceasefire is over. Don't you agree with President Trump? He says it's over. I mean it's quite clearly escalated again.

MARLES: Well, I mean, clearly the events have played out overnight. That's there for all to see. We want to see a de-escalation. We definitely want to see an opening of the Strait of Hormuz. It's very important that Iran meets its obligations here in terms of allowing freedom of navigation. It is utterly unacceptable that the Strait of Hormuz be closed. But we do want to see a de-escalation here—

KARVELAS: But now that Hormuz is closed again, you're already tapering out, of course, the fuel excise over the next month. Will you revisit that given the impact it's having obviously on fuel?

MARLES: Well, I think we need to just let events play out more than what we've seen in the last 24 hours. I think one of the lessons of the last few months, but it's always the case, is that you can't immediately react to everything that you see in the moment. It's really important to just to understand how events are going to play out. But obviously we are monitoring all of this very closely to see where ultimately this all goes. You know, we are hopeful that in fact we continue to see a relative pace in the Middle East. But, you know, the events of last night have obviously played out as they have, and we will continue to watch this very closely.

KARVELAS: And you're watching it closely, but it's all but over. I mean, we have to be honest with people. This is unfolding in a way that is going to no doubt wreak potential havoc, again. What are the contingencies that the Government's planning? If the Strait of Hormuz is closed again, given all of the talk we've had about the impact on fuel, on supplies, doesn't it escalate all that risk once again?

MARLES: Well, the Strait of Hormuz being closed is a bad scenario, not just for Australia, but for the world. That's to state the obvious. It's also to state the obvious that what has been developed over the last few months is a whole range of contingencies and scenarios based on what levels of fuel supply there is in the world. But I would also point out that what we managed to do over the months from the end of February really through until now is in fact to maintain fuel supply to Australia and indeed be in a position where there's more fuel in the country today than there was immediately prior to that first bombing that occurred back in February of this year. So we are very much seized with what needs to be done, and we know what needs to be done. In terms of what does last night mean? Let's just see how it plays out over the course of the next few days and weeks. But we are all over the various scenarios and contingencies that might occur and are ready to act. And I think Australians can look at what we've done over the last few months to have a sense of confidence about that.

KARVELAS: Minister, just finally, obviously, the Telstra outage is having huge ramifications across the nation. We had passengers stranded, trains not operating, commuter chaos, businesses affected, individuals affected, people trying to call Triple Zero affected. If, as the Government has said, this was not a cyber attack, what does that mean if we did face a large-scale cyber attack?

MARLES: Well, I think what I'd want to say about that is that in our agencies, such as the Australian Signals Directorate, we really have amongst the best agencies literally in the world in terms of being able to provide expertise but also fundamentally, cyber defence for our nation. And ASD, for example, on the question of cyber defence works really closely with the private sector, but those companies specifically, such as the telecommunications companies which are—

KARVELAS: Doesn't it show how vulnerable we are given, we've been told, Five Eyes have warned about this being an emerging issue, are we not more vulnerable than we've ever been after we've seen this unfold? And allegedly this is not even that kind of attack.

MARLES: Well, I mean, Telstra have made clear that that's not what's happened here. And so in that sense, we are actually looking at something which is different to a cyber attack and it's important to make that clear. I think it's really, you know, I think those of us who are elected to public office need to assume some responsibility that comes with this office and I think what we've seen from the Opposition and the Opposition Leader particularly around this is, in my view, really irresponsible in terms of the way in which they've engaged in commentary. But this is not a cyber attack. That's what Telstra have made clear in terms of how they are working through what has occurred here. But at a more general level, Australians should have a sense of confidence that in the Australian Signals Directorate and the other agencies that we have in this country, they are amongst the very best in the world. Literally, other countries look to them for advice about how to deal with this. And we are working very closely with major companies which oversee our critical infrastructure around a contingency of a cyber attack, and so they should have confidence about that. But to be clear, we're not sanguine about any of this. We are working day and night to make sure that we have the very best cyber defences in the world.

KARVELAS: Thank you so much for joining us, Minister.

MARLES: Thanks, Patricia.

ENDS

s 22(1)(a)(ii)

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1700 update - welfare checks [SEC=OFFICIAL]

From HOOD, Jennie <s 22(1)(a)(ii)@infrastructure.gov.au>

Date Thu 09/07/2026 05:55 PM

To Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)aph.gov.au>; s 22(1)(a)(ii)
<s 22(1)(a)(ii)mo.communications.gov.au>

Cc VANDENBROEK, Sarah <s 22(1)(a)(ii)infrastructure.gov.au>; s 22(1)(a)(ii)
<s 22(1)(a)(ii)mo.communications.gov.au>; s 22(1)(a)(ii)
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<TripleZeroCustodian@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)infrastructure.gov.au>

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Dear all,

Please see below an update on welfare check numbers, changes from the 2pm update have been made in red text.

Information provided by state and territory police on welfare checks

State	No. of Welfare checks referred from Telstra	No. Welfare checks still outstanding	No. Of welfare checks with adverse outcome
ACT	2	Nil	Nil
NSW	42	1	Nil
NT	4	Nil	Nil
QLD	21	Nil	Nil
TAS	8	3^	Nil
VIC*	54	Nil	Nil
SA*	0	Nil	Nil
WA	4	Nil	Nil
Total	135	4^	

NB - the Custodian is aware of some cases where welfare checks have been referred between jurisdictions, and therefore there may be some discrepancies in the data.

* Evening update not yet received from state

^ Awaiting confirmation of status of additional 3 welfare checks from Tasmania and these have be included as outstanding until advised.

Update provided by Telstra

There have been no new welfare checks conducted since 11:15 am AEST.

As at 4:00 pm AEST, Telstra has conducted 604 Welfare Checks:

- 230 callers advised that no assistance was required.
- 7 callers advised they required assistance, and their details were referred by the ESAP to the relevant Emergency Service Organisations (ESO).
- 367 calls were escalated to the ECP for welfare check voice calls.

- Of the **367** sent to the ECP, **26 callers** were referred to ESOs for assistance and **144 callers** were passed to Police for a welfare check (170 in total).

State	Number of calls referred for Welfare checks
ACT	2
NSW	42
NT	4
QLD	21
SA	1
TAS	8
VIC	62
WA	4
Total	144

Kind regards,

Jennie

Dr Jennie Hood

Assistant Secretary • Custodian Implementation • Triple Zero Custodian

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ASSISTANT MINISTER MCBRIDE - TRANSCRIPT - SKY NEWS POLITICS NOW - THURSDAY, 9 JULY 2026 [SEC=OFFICIAL]

From **s22(1)(a)(ii)** (via LaborMedia list) <LaborMedia@media.australianlabor.org.au>
Date Thu 09/07/2026 06:32 PM

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The Hon Emma McBride MP

Assistant Minister for Mental Health and Suicide Prevention
Assistant Minister for Rural and Regional Health

TRANSCRIPT

TV INTERVIEW
SKY NEWS - POLITICS NOW
THURSDAY, 09 JULY 2026

SUBJECT: REGIONAL MENTAL HEALTH SUPPORT; VETERANS ALLIED HEALTH SUPPORT; TELSTRA OUTAGE

TRUDY MCINTOSH, HOST: Mental health groups have long warned that funding and services are failing to keep up with growing demand, particularly in regional Australia. I'm joined now by the Assistant Minister for Mental Health, Emma McBride. You've announced today around \$28 million to help deliver a network of headspace outreach services. Is that still a drop in the ocean of the need that is out there?

ASSISTANT MINISTER EMMA MCBRIDE: Trudy, we know that in Australia there is a large and growing need for mental health services, and that is compounded in the regions by remoteness and isolation. This announcement is building on the \$1.1 billion investment that we made at the last election, the largest investment ever made by Commonwealth in mental health, and more than \$700 million directed towards youth mental health given the large and growing need amongst young Australians.

MCINTOSH: Today we saw these pretty staggering new figures out from the Institute of Health and Welfare. It showed a big rise for younger Australians experiencing mental health issues. One of the things that jumped out to me in this, Emma, was that it found younger women are accessing support at twice the rate of younger males. Do we need to do more to get younger men to actually reach out for these supports that are being put out there?

MCBRIDE: We do. And we've seen since headspace was first introduced 20 years ago, about one in five young Australians experienced a mental health challenge in any 12-month period - that has now doubled. It's encouraging to see more young women seeking support. But what I think these outreach services will do by bringing support closer to home and reducing the barriers of distance and time and cost will mean that more young men, particularly in the regions and more remote parts of Australia, will be able to access support sooner and get that wraparound care they need for counsellors, psychologists and social workers.

MCINTOSH: One of those barriers that does get raised here is the cost. It can be so hard for people to find bulk billed support. If you've managed to get into a psychologist, if you can get that appointment, there is often a huge out-of-pocket gap that people face. And that's one of the hurdles that people who already kind of would feel reluctant to go then face this financial cost as well. Is the system currently failing people who can't afford to pay for this sort of care?

MCBRIDE: What we've wanted to do is make sure that we remove any barrier to accessing care. I'm a mental health clinician myself. I worked in a regional hospital and saw people's distress escalate to crisis simply because they couldn't access support. We're now introducing free support backed by Medicare across the lifespan - kids hubs for nought to 12's, boosting headspace for 12 to 25's, and our new Medicare Mental Health Centres for adults, so that at whatever stage of life and whatever your needs are, there's care available for you for free and closer to home. And in August we'll have the campaign launch for our new free digital service to reach all Australians, wherever they live, free and on their phone.

MCINTOSH: But is the reality, though, for some, when people go to their GP they get a referral for a mental health plan, they then go to a psychologist and then they find that it actually isn't free, that there's this gap cost on top of that people have to pay. There is still work that needs to be done to make that system accessible for people who can't afford to pay that extra. What is it - \$100 sometimes on top of it?

MCBRIDE: And that's what we're working to do by working to grow the pipeline of psychologists and psychiatrists by introducing free services. Our new Medicare Mental Health Centres have a virtual network of psychiatrists linked to them, so that if someone does need a psychologist they'll also be able to then see them free backed by Medicare. As a mental health clinician myself and someone who's worked in a regional hospital, I'm determined to see any barrier to care removed so that people - all Australians, particularly young Australians - get that care sooner.

MCINTOSH: We've been looking at this issue across the week, Emma, on this program about veterans' mental health and, in specifics, the concern about suicide rates. I put to your colleague, the Veterans Affairs Minister, concerns about Labor's \$5,000 cap on allied health services - it's due to come in for veterans next year. Phil Thompson, a Liberal MP but a veteran himself, says the feedback he gets directly is he's concerned from veterans that cap will cause awful outcomes. Should there be a rethink on whether this is the best approach?

MCBRIDE: I understand that there is a consultation period, and I'd encourage any of your listeners who are interested, as I let a veteran know yesterday, to register to be part of the consultation period so that we make sure that we listen to veterans and hear their firsthand experiences. From what I understand from the Veterans Affairs Minister, that less than one in 10 veterans currently reach the cap. And if someone does exceed the cap, support will be made available to them - tailored to meet their needs. It'll also mean, in talking to a veteran yesterday, that they don't have to go back to a GP every 12 sessions to get another referral. And importantly for allied health professionals, they'll now be paid more to see veterans, which will open up access to more exercise physiologists and physiotherapists for example - important access and a big boost to veterans.

MCINTOSH: We'll watch that consultation process very closely. A final one, Emma. The Telstra outage, it's just shocking to see how this is still happening – access to Triple Zero for over 600 people couldn't happen as a result of the outage. I also wonder of the other side of things, people's phone calls to mental health lines likely to have been impacted if they were with Telstra at the time and didn't have service. Do we need more redundancy there as well?

MCBRIDE: What we've seen is a really robust response from our Government to this widespread and very disruptive outage. The establishment, the legislation of the Triple Zero Custodian is a really important measure to make sure that any person that was seeking support and wasn't able to connect has a welfare check followed up. A big increase in the penalties as well, more than \$30 million, and ACMA right now investigating what happened. Because Telstra needs to be made accountable. We want to make sure that any Australian, whether they're calling Kids Helpline or Lifeline or Triple Zero are connected and get support immediately.

MCINTOSH: Yeah, a good message. Emma McBride, great to see you. Thanks for coming on. Appreciate it.

MCBRIDE: Good to be with you.

END

MEDIA CONTACT: s 22(1)(a)(ii)

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MINISTER WELLS - STATEMENT - UPDATE ON TELSTRA OUTAGE - THURSDAY 9 JULY 2026
[SEC=OFFICIAL]

From LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>
on behalf of
s 22(1)(a)(ii) <s 22(1)(a)(ii) mo.communications.gov.au>
Date Thu 09/07/2026 07:09 PM
To LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>

OFFICIAL



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

STATEMENT – UPDATE ON TELSTRA OUTAGE

The Triple Zero Custodian has updated me on the progress of welfare checks referred to state emergency services due to non-response.

As of this evening, the overwhelming majority of welfare checks have occurred, with no adverse outcomes reported.

The Government is waiting on reports from an outstanding 13 welfare checks from states and territories.

ENDS

s 22(1)(a)(ii)

Snr Media Adviser • Minister for Communications and Sport – Anika Wells

s 22(1)(a)(ii)

s 22(1)(a)(ii)

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0630 update - welfare checks [SEC=OFFICIAL]

From HOOD, Jennie <s 22(1)(a)(ii)@infrastructure.gov.au>

Date Fri 10/07/2026 06:53 AM

To Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)mo.communications.gov.au>

Cc VANDENBROEK, Sarah <s 22(1)(a)(ii)infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>; Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)infrastructure.gov.au>

OFFICIAL

Hi all,

A quick update on welfare check outcomes below that includes information received from states overnight, I have followed up with SA and Victoria police this morning. With the media reporting that SA Police has launched an investigation there maybe limited information they can provide if the 1 welfare check referred by Telstra is related to the investigation, I have asked them to share what they can.

Telstra has committed to providing more information on the 26 callers referred to ESOs for assistance this morning.

Updates highlighted in red text.

Kind regards,

Jennie

Information provided by state and territory police on welfare checks

State	No. of Welfare checks referred from Telstra	No. Welfare checks still outstanding	No. Of welfare checks with adverse outcome
ACT	2	Nil	Nil
NSW	42	Nil	Nil
NT	4	Nil	Nil
QLD	21	Nil	Nil
TAS	8	Nil	Nil
VIC*	54	Nil	Nil
SA*	0	Nil	Nil
WA	4	Nil	Nil
Total	135		

NB - the Custodian is aware of some cases where welfare checks have been referred between jurisdictions, and therefore there may be some discrepancies in the data.

*** Update not yet received from Victoria and SA. Based on Telstra's information Victoria was referred an additional 8 welfare checks (62 in total) and SA 1 welfare**

check.

Update provided by Telstra – no new update from Telstra at this time

As at 4:00 pm AEST, Telstra has conducted 604 Welfare Checks:

- **230 callers** advised that no assistance was required.
- **7 callers** advised they required assistance, and their details were referred by the ESAP to the relevant Emergency Service Organisations (ESO).
- **367 calls** were escalated to the ECP for welfare check voice calls.
- Of the **367** sent to the ECP, **26 callers** were referred to ESOs for assistance and **144 callers** were passed to Police for a welfare check (170 in total).

State	Number of calls referred for Welfare checks
ACT	2
NSW	42
NT	4
QLD	21
SA	1
TAS	8
VIC	62
WA	4
Total	144

Kind regards,

Jennie

Dr Jennie Hood

Assistant Secretary • Custodian Implementation • Triple Zero Custodian

s 22(1)(a)(ii) @infrastructure.gov.au

s 22(1)(a)(ii)

s 22(1)(a)(ii)

179 Byng Street, Orange, NSW 2800



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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 Islander people.



OFFICIAL

0800 update - welfare checks - all completed, no adverse outcomes reported [SEC=OFFICIAL]

From HOOD, Jennie <s 22(1)(a)(ii)@infrastructure.gov.au>

Date Fri 10/07/2026 08:20 AM

To Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)mo.communications.gov.au>

Cc VANDENBROEK, Sarah <s 22(1)(a)(ii)infrastructure.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@infrastructure.gov.au>; Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)infrastructure.gov.au>; Betts, Jim <s 22(1)(a)(ii)@infrastructure.gov.au>

OFFICIAL

Hi all,

I have received updates from SA Police and Victoria Police. All 144 welfare checks referred by Telstra to state and territory police have now been completed, with no adverse outcomes reported.

The updated figures are reflected in the table below. Please note there is a change to ACT's numbers as they referred one of their welfare checks to Victoria Police for follow-up (I understand the caller was in ACT but were calling for someone in Victoria).

We are waiting on an update from Telstra and will provide that information once received.

Kind regards,

Jennie

Information provided by state and territory police on welfare checks

State	No. of Welfare checks referred from Telstra	No. Welfare checks still outstanding	No. Of welfare checks with adverse outcome
ACT	1*	Nil	Nil
NSW	42	Nil	Nil
NT	4	Nil	Nil
QLD	21	Nil	Nil
TAS	8	Nil	Nil
VIC*	63*	Nil	Nil
SA*	1	Nil	Nil
WA	4	Nil	Nil
Total	144	Nil	Nil

NB - the Custodian is aware of some cases where welfare checks have been referred between jurisdictions, and therefore there may be some discrepancies in the data.

* ACT referred one welfare check to Victoria police for follow up.

Update provided by Telstra – no new update from Telstra at this time

As at 4:00 pm AEST, Telstra has conducted 604 Welfare Checks:

- **230 callers** advised that no assistance was required.
- **7 callers** advised they required assistance, and their details were referred by the ESAP to the relevant Emergency Service Organisations (ESO).
- **367 calls** were escalated to the ECP for welfare check voice calls.
- Of the **367** sent to the ECP, **26 callers** were referred to ESOs for assistance and **144 callers** were passed to Police for a welfare check (170 in total).

State	Number of calls referred for Welfare checks
ACT	2
NSW	42
NT	4
QLD	21
SA	1
TAS	8
VIC	62
WA	4
Total	144

Kind regards,

Jennie

Dr Jennie Hood

Assistant Secretary • Custodian Implementation • Triple Zero Custodian

s 22(1)(a)(ii) [@infrastructure.gov.au](mailto:infrastructure.gov.au)

s 22(1)(a)(ii)

s 22(1)(a)(ii)

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Telstra advice (update 9): Mobile Outage

From: [REDACTED] [REDACTED]@team.telstra.com>
Date: Fri 10/07/2026 09:29 AM
Cc: Telstra Government Relations [REDACTED]@team.telstra.com>; [REDACTED] [REDACTED]@team.telstra.com>; [REDACTED] [REDACTED]@team.telstra.com>

Good morning,

Our network outage remains resolved. We remain committed to supporting our customers.

We understand what caused the issue, and we will complete our investigation into the actions needed to prevent it from happening again.

Please be advised that Telstra CEO Vicki Brady will hold a press conference around 10:30am this morning.

Thanks,

[REDACTED]

[REDACTED]

M: [REDACTED]
E: [REDACTED]@team.telstra.com
W: www.telstra.com



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General

From: [REDACTED] [REDACTED]@team.telstra.com>
Sent: Thursday, July 9, 2026 1:39 PM
Cc: Telstra Government Relations [REDACTED]@team.telstra.com>; [REDACTED] [REDACTED]@team.telstra.com>; [REDACTED] [REDACTED]@team.telstra.com>;
Subject: Telstra advice (update 8): Mobile Outage

Good afternoon,

Please see a further update on welfare check numbers.

As at **11:15am AEST** this morning (Thursday 9 July) a total of **639 welfare checks** had been undertaken. Of these:

- **230 callers** advised that no assistance was required.
- **7 callers** advised they required assistance, and their details were referred by the ESAP to the relevant Emergency Service Organisations (ESO).
- **402 cases** were escalated to the ECP for welfare check voice calls.
- Of the **402** sent to the ECP, **170 callers** were passed to Police for a welfare check or assistance.

Further, while the broader outage was resolved yesterday, we've continued to work closely with a small number of enterprise customers on residual flow on impacts to their services.

This includes the Australian Rail Track Corporation, or ARTC.

We'll keep working with our customers until every remaining issue is resolved, and as they complete all restoration and verification activities.

[REDACTED]

s47F

M: s 47F
E: s 47F @team.telstra.com
W: www.telstra.com



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From: s47F s 47F @team.telstra.com>
Sent: Thursday, July 9, 2026 12:18 PM
To: s47F s 47F @team.telstra.com>
Cc: s47F s 47F @team.telstra.com>; s47F s 47F @team.telstra.com>
Subject: Telstra advice (update 7): Mobile Outage

Good afternoon

Please see an update on the outage this morning. Acting CEO Michael Ackland will do a press conference at 1pm.

- For the residual issue we reported on last night, we have now rolled out an interim solution late this morning that has eliminated the impact of this issue.
- Customers can now be reassured of being able to contact Triple Zero.
- Since we rolled out the fix, we haven't had to complete further welfare checks. We will continue to monitor this closely.
- As you know the systems are complex so on the backend there may be still issues we are working to resolve but from a customer experience they will not see any impact.

Kind regards

s47F

s47F



s 47F
s 47F @team.telstra.com
www.telstra.com

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General

From: s47F s 47F @team.telstra.com>
Sent: Thursday, 9 July 2026 7:07 AM
To: s47F s 47F @team.telstra.com>
Cc: s47F s 47F @team.telstra.com>; Lanai Scarr s 47F @team.telstra.com>
Subject: Telstra advice (update 6): Mobile Outage

Good morning,

Please see some updated information this morning.

Network and TZ impacts

- At approx. 4:40am, we identified an issue affecting a number of nodes that help keep time across our mobile network. This resulted in intermittent issues with some mobile calls and data services. Our team began investigating immediately and started work to restore services.

- By 9:45am, we'd been able to restore most voice and data calls.
- By 4:00pm, the remaining voice and data issues were largely restored. We knew it would take some time for all devices to reconnect correctly. We advised customers to restart their devices, and continued working closely with some enterprise customers to resolve things on their end.
- Later yesterday, we identified a secondary issue impacting some calls including those to Triple Zero.
- In these cases, when calls were made to Triple Zero, some customers would receive an error message. The phone would then attempt to reconnect to Triple Zero using an alternative mobile network if one was available.
- As part of our backup process, this would initiate a welfare check to occur.
- We advised customers who experienced this error to wait for the call to connect via an alternative network if one was available or to use a different phone to make the call.
- Overnight, our team have made good progress reducing the occurrence of this issue by approx. 90%.
- Our team are continuing work to eliminate this issue entirely.
- Our welfare checks process remains in place, and we continue to advise customers who experience the issue to wait for the call to be connected via an alternative network or recall using a different phone.
- We will continue to provide updates today.

Welfare checks

As at 05:30am AEST a total of 568 **welfare checks** had been undertaken. Of these:

- **230 callers** advised that no assistance was required.
- **7 callers** advised they required assistance, and their details were referred by the ESAP to the relevant Emergency Service Organisations (ESO).
- **331 cases** were escalated to the ECP for welfare check voice calls.

Note: We don't have an updated breakdown for the cases that were escalated to the ECP.

ARTC

- Telstra teams worked closely with ARTC overnight and good progress has been made on restoration activities.
- We are continuing to work directly with ARTC's CEO, Director of Operations and operational teams as they undertake testing and validation of services before trains can return to operation.
- From Telstra's perspective, affected services are progressively recovering.
- ARTC is now focused on verifying the operation of those services within its rail environment before resuming services.
- Safety remains ARTC's number one priority and they are taking a cautious approach to ensure communications systems are operating as expected before trains return to service.
- Restoration and testing activities remain ongoing this morning as drivers arrive this morning testing will be key for services to resume.

Kind Regards

S47F

S47F



S 47F

S 47F

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General

General

General

From: S47F ; 47F <team.telstra.com>

Sent: Wednesday, July 8, 2026 5:12 PM

To: s47F s 47F @team.telstra.com>

Subject: Telstra advice (update 4): Mobile Outage

Good afternoon

The following is an update on the Telstra outage today:

- As at 4pm today the issue with our network has now been resolved. We know however it takes time for devices to reconnect to the network so some customers may be still seeing impacts.
- Call success rate is approximately 99.2 per cent.
- This issue was not the result of a cyber incident, and we are still investigating the cause.
- There has however been an increase in fraudulent calls today and we ask that customers remain vigilant.
- Throughout today's outage we monitored Triple Zero closely. Camp on and our back-up systems worked throughout this time.
- As of 3:54pm in total there have been 366 welfare checks, and confirm out of 366 checks, 152 did not require assistance.
- 214 calls have been escalated to the Emergency Services Answer Point (ESAP).

Telstra will hold a press conference scheduled for 5:15pm (AEST) today.

Kind regards

s47F

s47F



s 47F

s 47F @team.telstra.com

www.telstra.com

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General

From: s47F s 47F @team.telstra.com>

Sent: Wednesday, 8 July 2026 11:28 AM

To: s47F s 47F @team.telstra.com>

Subject: Telstra advice (update 3): Mobile Outage

Good morning

Telstra has published the following blog in relation to today's outage: <https://www.telstra.com.au/exchange/some-mobile-calls-and-data-services-are-affected-today--here-s-w>

We'll continue to provide updates in due course.

Kind regards

s47F

s47F



s 47F

s 47F @team.telstra.com

www.telstra.com

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General

From: s47F s 47F @team.telstra.com>

Sent: Wednesday, 8 July 2026 9:32 AM

To: s47F s 47F @team.telstra.com>

Subject: Telstra advice (update 2): Mobile Outage

Good morning

The following is an update on the Telstra outage:

- Please be advised that a Telstra spokesperson will do an update at 945am (AEST).
- We are experiencing a server issue which we are investigating and is causing network impacts. This impacted the whole network, but restoration is now at just under 90 per cent.
- Triple Zero calling follows different settings in our network and is therefore not impacted in the same way.
- We have seen a very small number of reports that we are investigating.
- As part of our standard process, we conduct welfare checks when a call fails and we have been doing this. We ask that customers do not try to call Triple Zero to test only and use this service only if they need it

Kind regards

s47F

s47F



s 47F

s 47F

@team.telstra.com

www.telstra.com

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General

From: s47F s 47F @team.telstra.com>

Sent: Wednesday, 8 July 2026 7:45 AM

To: s47F s 47F @team.telstra.com>

Subject: Telstra advice: Mobile Outage

Importance: High

Good morning

We are experiencing a mobile outage currently. The below is our current holding statement that we are putting out publicly. We are standing up all internal processes as normal to address this and will keep you updated as things progress.

Holding statement:

We're looking into an issue affecting some mobile calls and data connections. If you're having trouble connecting at first, try again as it may work on a retry. We're on it and will share an update as soon as it's fixed. Thanks for bearing with us.

We'll provide more information when known

Kind regards

s47F

s47F



s 47F

s 47F

@team.telstra.com

www.telstra.com

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FINAL UPDATE - 10 July - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>

Date Fri 10/07/2026 11:59 AM

To Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@mo.communications.gov.au>; OutageNotifications <OutageNotifications@infrastructure.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au> s22(1)(a)(ii) <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au s22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <s22(1)(a)(ii)@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>

 1 attachment (24 KB)

RESTORED: Major Outage event.eml;

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Colleagues

At 10:40am, Telstra provided formal advice that the national network outage has now been resolved (see **attachment**).

Telstra has implemented a solution that has addressed the impact of this issue, and subsequent monitoring has confirmed that the solution has been successful. Telstra has also advised that its backup systems and standard welfare check processes remain in place.

In addition, Telstra has advised that no new welfare checks have been required since the solution was implemented. The Triple Zero Custodian (the Custodian) received confirmation this morning that all welfare checks identified and escalated by Telstra during the outage have now been completed by state and territory police services.

Next steps

The Australian Communications and Media Authority (ACMA) opened an investigation into the 8 July 2026 Telstra outage on the day of the incident. The investigation will examine Telstra's compliance with its legislative obligations under the:

- Telecommunications (Emergency Call Service) Determination 2019; and
- Telecommunications (Consumer Communications in Outages) Standard 2024.

As part of its investigation, ACMA will assess whether Telstra took all reasonable steps to ensure callers could contact Triple Zero (000) during the outage and will review how Telstra communicated with stakeholders, including the public, about the incident.

ACMA has advised that it will undertake a full and thorough investigation. As with all investigations, its approach will be guided by the specific facts and circumstances of the matter.

The Custodian will undertake a post-incident review of the outage and develop recommendations arising from the event. A post-incident report is expected to be completed before the end of 2026.

On behalf of the team, I would like to thank you for your engagement, collaboration and ongoing support throughout this incident.

Kind regards,

s 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)

GPO Box 594 Canberra, ACT 2601

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

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

We pay our respects to Elders past and present and to all Aboriginal and Torres Strait Islander people.

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Re: FINAL UPDATE - 10 July - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

From CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>

Date Fri 10/07/2026 12:03 PM

To Betts, Jim <s22(1)(a)(ii)@infrastructure.gov.au>; Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; <s 22(1)(a)(ii)@mo.communications.gov.au>; <s 22(1)(a)(ii)@mo.communications.gov.au>; OutageNotifications <OutageNotifications@infrastructure.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; <s 22(1)(a)(ii)@zoe.grant@pmc.gov.au>; Cathy Rainsford <s22(1)(a)(ii)@acma.gov.au>; <s 22(1)(a)(ii)@acma.gov.au>; <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; <s 22(1)(a)(ii)@infrastructure.gov.au>

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Thanks Jim 😊 <s 22(1)(a)(ii)>

From: Betts, Jim <s 22(1)(a)(ii)@infrastructure.gov.au>

Sent: Friday, July 10, 2026 12:00

To: Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; VANDENBROEK, Sarah <s 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <s 22(1)(a)(ii)@aph.gov.au>; <s 22(1)(a)(ii)@mo.communications.gov.au>; <s 22(1)(a)(ii)@mo.communications.gov.au>; OutageNotifications <OutageNotifications@infrastructure.gov.au>; Pregellio, Nina <s 22(1)(a)(ii)@pmc.gov.au>; <s 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <s 22(1)(a)(ii)@acma.gov.au>; <s 22(1)(a)(ii)@acma.gov.au>; <s 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <s22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <commspolicy@pmc.gov.au>; MACKAY, David <s 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <s 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <s 22(1)(a)(ii)@infrastructure.gov.au>; <s 22(1)(a)(ii)@infrastructure.gov.au>; <s 22(1)(a)(ii)@infrastructure.gov.au>; <s 22(1)(a)(ii)@treasury.gov.au>; HOOD, Jennie <s22(1)(a)(ii)@infrastructure.gov.au>; <s 22(1)(a)(ii)@mo.communications.gov.au>; Media <media@infrastructure.gov.au>; <s 22(1)(a)(ii)@infrastructure.gov.au>

Subject: Re: FINAL UPDATE - 10 July - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

OFFICIAL

Great work from the whole team. Many thanks.

JB

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From: Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>
Sent: Friday, 10 July 2026 11:59:13
To: Triple Zero Custodian <TripleZeroCustodian@infrastructure.gov.au>; VANDENBROEK, Sarah <§ 22(1)(a)(ii)@infrastructure.gov.au>; Kerdel, Barnaby (A. Wells, MP) <§ 22(1)(a)(ii)@aph.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@mo.communications.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@mo.communications.gov.au>; OutageNotifications <OutageNotifications@infrastructure.gov.au>; Pregellio, Nina <§ 22(1)(a)(ii)@pmc.gov.au>; Pregellio, Nina <§ 22(1)(a)(ii)@pmc.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@pmc.gov.au>; Cathy Rainsford <§ 22(1)(a)(ii)@acma.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@acma.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@acma.gov.au>; katarina.carroll@nema.gov.au <§ 22(1)(a)(ii)@nema.gov.au>; nsr@nema.gov.au <nsr@nema.gov.au>; Triple Zero Custodian - ACMA Liaison <tzc.liaison@acma.gov.au>; Emergency Call Services <emergencycallservices@acma.gov.au>; Communications Policy <§ 22(1)(a)(ii)@pmc.gov.au>; MACKAY, David <§ 22(1)(a)(ii)@infrastructure.gov.au>; CHAPPLE, Clare <§ 22(1)(a)(ii)@infrastructure.gov.au>; Johnson, Andrew <§ 22(1)(a)(ii)@infrastructure.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@infrastructure.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@infrastructure.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@treasury.gov.au>; Betts, Jim <§ 22(1)(a)(ii)@infrastructure.gov.au>; HOOD, Jennie <§ 22(1)(a)(ii)@infrastructure.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@mo.communications.gov.au>; Media <media@infrastructure.gov.au>; § 22(1)(a)(ii) <§ 22(1)(a)(ii)@infrastructure.gov.au>
Subject: FINAL UPDATE - 10 July - For Information - Telstra Mobile Outage [SEC=OFFICIAL]

OFFICIAL

Colleagues

At 10:40am, Telstra provided formal advice that the national network outage has now been resolved (see **attachment**).

Telstra has implemented a solution that has addressed the impact of this issue, and subsequent monitoring has confirmed that the solution has been successful. Telstra has also advised that its backup systems and standard welfare check processes remain in place.

In addition, Telstra has advised that no new welfare checks have been required since the solution was implemented. The Triple Zero Custodian (the Custodian) received confirmation this morning that all welfare checks identified and escalated by Telstra during the outage have now been completed by state and territory police services.

Next steps

The Australian Communications and Media Authority (ACMA) opened an investigation into the 8 July 2026 Telstra outage on the day of the incident. The investigation will examine Telstra's compliance with its legislative obligations under the:

- Telecommunications (Emergency Call Service) Determination 2019; and
- Telecommunications (Consumer Communications in Outages) Standard 2024.

As part of its investigation, ACMA will assess whether Telstra took all reasonable steps to ensure callers could contact Triple Zero (000) during the outage and will review how Telstra communicated

with stakeholders, including the public, about the incident.

ACMA has advised that it will undertake a full and thorough investigation. As with all investigations, its approach will be guided by the specific facts and circumstances of the matter.

The Custodian will undertake a post-incident review of the outage and develop recommendations arising from the event. A post-incident report is expected to be completed before the end of 2026.

On behalf of the team, I would like to thank you for your engagement, collaboration and ongoing support throughout this incident.

Kind regards,

s 22(1)(a)(ii)

Triple Zero Custodian

triplezerocustodian@infrastructure.gov.au

P +61 2 s 22(1)(a)

GPO Box 594 Canberra, ACT 2601

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

Connecting Australians • Enriching Communities • Empowering Regions



We acknowledge the traditional custodians of this land on which we meet, work and live.

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

We pay our respects to Elders past and present and to all Aboriginal and Torres Strait Islander people.

OFFICIAL

OFFICIAL

OFFICIAL

****MEDIA ALERT** MINISTER WELLS - PRESS CONFERENCE - PARLIAMENT HOUSE - 1:00PM
TODAY *** [SEC=OFFICIAL]**

From LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>
on behalf of

s 22(1)(a)(ii) <s 22(1)(a)(ii) mo.communications.gov.au>

Date Fri 10/07/2026 12:33 PM

To LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>

OFFICIAL



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

MEDIA ALERT

The Minister for Communications and Sport, Anika Wells will hold a press conference on the Telstra outage, along with Deputy Chair of ACMA, Adam Suckling.

1:00pm

Friday, 10 July 2026

Blue Room, Parliament House, Canberra

Contact: s 22(1)(a)(ii)

s 22(1)(a)(ii)

Snr Media Adviser • Minister for Communications and Sport – Anika Wells

s 22(1)(a)(ii)

OFFICIAL

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.....
SENATOR SARAH HANSON-YOUNG

Australian Greens' Senator for South Australia

Hon Annika Wells MP
Minister for Communications
Parliament House
CANBERRA ACT 2600

10 July 2026

Re: Telstra Outage

Dear Minister Wells,

I write in regards to the urgent action that is needed following the recent nationwide Telstra outage. I ask you to work with the Greens to implement legally enforceable reliability standards on all mobile providers and increased sanctions, including the possibility of criminal penalties for executives whose companies fail to provide this essential service.

As you are aware, the Telstra outage is just one of many significant failures to Australia's telecommunications network over the past few years. These outages resulted in Triple Zero calls failing, were linked to multiple deaths, and have had major impacts on public transport systems, businesses and mobile customers.

Despite these catastrophic consequences, telecommunications companies are not liable for their failure to provide a critical public service. Unlike other essential sectors such as electricity, there are no minimum standards for mobile reliability, and no requirements to compensate consumers after a network failure.

Self-regulation of the industry is not working, and there is a clear need for urgent, meaningful reform to prevent further harm. Without proper reform to underlying regulatory frameworks, forcing companies to put customers first rather than profits, outages will continue, and public safety will be severely impacted.

With the *Telecommunications Legislation Amendment (Universal Outdoor Mobile Obligation) Bill 2025* currently before the Parliament, there is a clear opportunity to amend this bill to include reliability standards.

My office has commenced drafting amendments, and I welcome the opportunity to work collaboratively with you on this important matter.

Kind regards,

Sarah Hanson-Young
Senator for South Australia

MINISTER WELLS - TRANSCRIPT - PRESS CONFERENCE - CANBERRA - FRIDAY 10 JULY
[SEC=OFFICIAL]

From LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>
on behalf of
§ 22(1)(a)(ii) <§ 22(1)(a)(ii) mo.communications.gov.au>
Date Fri 10/07/2026 04:56 PM
To LaborMedia@media.australianlabor.org.au <LaborMedia@media.australianlabor.org.au>

OFFICIAL

OFFICIAL



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

Transcript

E&OE TRANSCRIPT
PRESS CONFERENCE
CANBERRA

FRIDAY, 10 JULY 2026

Subjects: Update on the Telstra outage; Royal Commission into Antisemitism and Social Cohesion, gambling reform

MINISTER FOR COMMUNICATIONS ANIKA WELLS: Good afternoon, everyone. Telstra has now provided formal notice to the Triple Zero Custodian that their outage has been resolved. And on the progress of welfare checks, I can advise that the Triple Zero Custodian has advised me that all remaining welfare checks that Telstra needed to refer to state emergency services - that is where Telstra customers have not responded to Telstra and need to be investigated by first responders in their state - all of those referrals have now been completed, and I can advise that there were

no adverse outcomes associated with those referrals. I'm sure that is a huge relief to Australians.

I want to take a moment to thank the state and territory emergency services for their work, particularly those who provided support to the seven individuals who did need assistance out of those welfare checks. Their quick and diligent work on this occasion may well have saved lives.

Like all Australians, I did not want or expect to be dealing with another mass outage so soon after the Optus incident. The last few days have been really difficult for many Australians. And now that Telstra has resolved its outage, it is time for Telstra to face the music. Telstra has a lot of questions to answer. We need to get to the bottom of what happened. We need to understand how to prevent it from happening again to make sure that something like this does not happen ever again. And I expect that Telstra will cooperate fully and transparently with all investigations, and the CEO and CFO have both given me that assurance.

Telstra has held special trust from Australians. It has been respected as the premium service. It is an iconic company. It has a rich history. But that trust really stands in peril today. It is going to take Telstra a lot of time and a lot of work to rebuild that trust with Australians. And I want Australians to know that the Government will hold Telstra to account, as we hold all of the telecommunications industry to account. Telstra will need to prove to Australians that it is a reliable service that puts Australians first.

The Albanese Government has significantly increased regulation and scrutiny of this industry in our time in government, and we will work collaboratively as partners but we will not take a backward step when it comes to holding telcos to account.

I'll now hand over to Adam Suckling, the Deputy Chair of ACMA.

ADAM SUCKLING, ACMA DEPUTY CHAIR: Thank you very much, Minister. My name is Adam Suckling. I am the Deputy Chair of the Australian Communications and Media Authority. The Chair of the Australian Communications and Media Authority is not here today because she is appearing before the Royal Commission into Antisemitism and Social Cohesion, and in fact, I think she is giving evidence right now.

We take Telstra's outage of Wednesday with the utmost seriousness. Telstra provides an essential service, and millions and millions of customers and millions of Australians rely on that service. And on Wednesday, they let the country down. Therefore, on the day of the outage, we announced and we informed Telstra, that we would commence an investigation. And we're investigating into whether Telstra has complied with its legal and regulatory

obligations under the law, including a range of new measures that the Government introduced to beef up the triple zero system. Under those new powers, Telstra can face civil penalties of up to \$30 million. So, we will be working very hard to hold them to account.

Thank you, Minister.

WELLS: Happy to take your questions.

JOURNALIST: Minister, you've said that it's time for Telstra to face the music, no backward step from the Government, their trust with the public stands in peril. Should the CEO consider her position?

WELLS: I think the CEO got asked that question earlier today and said this is a matter for the investigation. We are on day three of the outage. I was advised, between the Telstra press conference and standing before you now, that this issue has been formally resolved. ACMA is on day three of its investigation. I think she said that the board will contemplate that as part of its internal processes. We would expect Telstra to comply fully and transparently with the investigation that ACMA will undertake. The Triple Zero Custodian will also be conducting a post-incident review, and I will wait for those facts and recommendations to come in before I consider my position.

JOURNALIST: Putting yourself in Telstra customers' shoes, is it fair that they have to call up the telco, potentially spend an hour on the phone, something that some Australians already dread, to make a complaint to maybe get some compensation? Why should small businesses be put out even more?

WELLS: I would expect that Telstra provides an expedited triage process for its customers to deal with compensation here. That's only fair.

JOURNALIST: Minister, on numerous occasions, but specifically two years ago, the government-run Cyber and Infrastructure Security Centre actually alerted critical infrastructure operators that there was quite a reliance in their systems on GPS and timing systems. Could more have been done to force those infrastructure holders like telcos to make sure that there were redundancies in their system - maybe this is a question for ACMA as well - about actually addressing what has clearly been an area of potential weakness identified for many years by government authorities.

WELLS: Well, I would say, as you would well know, Telstra is captured by security critical infrastructure legislation, which means it has to observe higher standards and more rigorous processes when it comes to discharging their duties - that is a right and good thing. Adam, did you want to elaborate?

SUCKLING: I'll just make one point, Minister. One of the things that we're looking at under our investigation is that Telstra need to ensure that they do everything they possibly can to make sure that people can get through to triple zero. That includes maintaining their network. So one of the questions we will inevitably look at and ask them about is how they configured their network, which will inevitably involve us asking questions around the equipment that they've got in the network.

JOURNALIST: Minister, have you sought briefings from South Australian Police, the Government in South Australia, or Telstra about a death that has been potentially linked to this outage?

WELLS: So, you understand the SA Police investigation is ongoing and Telstra cooperated with them overnight. And you heard in their Telstra press conference that they provided a technical update at what their investigations had heard at their end at this stage. We are all working collaboratively together. We await the SA Police investigation to run its course. But there is currently no evidence that there is any causative link between the Telstra outage and this very sad outcome.

JOURNALIST: Has that been conveyed to you in briefings you've had directly with those bodies?

WELLS: Yes.

JOURNALIST: Minister, former Senator Derryn Hinch has passed away today. One of the nation's most respected broadcasters. As Communications Minister, can you reflect on his career? Would you hope the Government maybe holds a state funeral for Derryn Hinch?

WELLS: Well, I offer my condolences to all of those who loved Derryn Hinch. As the Communications Minister, obviously to me, he's known best as a journalist, a renowned journalist - he was an author; lately, a federal senator. I think he will be remembered as an icon of the media, I think that's fair to say, and by all those fondly whom he fought and advocated for. I'll leave those questions to the Prime Minister.

JOURNALIST: Minister, on Clare's question, federal government agencies and academics warned Telstra about this glitch. Do you think that this outage could have been avoided?

WELLS: I will wait for the facts and recommendations to come in from the ACMA investigation - Adam, I don't know if you want to speak to that further - and the Triple Zero Custodian post-outage review in order to make any determinations about further policy. But I would make the point we have done a lot as a Government since what happened in September happened -

we legislated the Triple Zero Custodian, we increased the fines to \$30 million. We now have another piece of legislation before the Parliament right now which would give the minister new powers to mandate mobile minimum standards across the country.

Now, I'm disappointed to say that we sought to work with the Coalition on that before introducing it to Parliament - they were not collaborative, they did not offer any suggestions, they did not offer any improvements to that bill. They've been speaking against it in the House. They have not given me any indication that they intend to support it. But that bill before the House right now would give the Minister new powers to mandate minimum standards domestically and terrestrially, not just on satellites. And I would urge the Opposition to collaborate with us and to get that bill passed.

SUCKLING: I'll just make two points in relation to that - some of the new powers that the Minister has referred to. Telstra has an obligation to provide, 45 days after a major outage like this, a report which explains very, very clearly why it happened and what the steps that they've taken to make sure it won't happen again. They have to provide that report to the ACMA and also to the Custodian. And the second thing I'd add is, in our investigation we will, of course, ask all of these questions and then the ultimate conclusions of our investigation will be made public.

JOURNALIST: Minister, what did you make of the CEO's apology?

WELLS: It was the right thing to do.

JOURNALIST: Minister, I know you were asked about this on Wednesday, but Michael Ackland just now said there were- had recent issues with camp-on system. There's supposed to be this industry campaign to make people aware if they're on an older device that might not be capable of doing this camp onto another network to call Triple Zero.

WELLS: Yes.

JOURNALIST: Where is that campaign at? Could we see it shortly? Do you think that this now needs to be fast-tracked and rolled out to make sure that isn't a gap in the system?

WELLS: We have already been working with the Telecommunications Alliance on that particular campaign, and with the three telcos, obviously. There is nothing in what we know so far about this outage that would suggest that, had that campaign already been on foot, it would've made any difference to the outcomes here. But of course, we will continue that work.

JOURNALIST: We've heard some pretty scathing remarks about big tech companies at the Royal Commission today, about how they've engaged but also what they do to tackle antisemitism. Have you been satisfied, as Communication Minister, with how these platforms have engaged with the Royal Commission? And then also there was a suggestion or questions today about whether X should be banned in Australia. Do you think that the platform X has lost its social licence here?

WELLS: I can't speak to the experiences of the Royal Commission because I stand over here as the Communications Minister. I can say, as the Communications Minister, the efforts from social media platforms have been highly patchy when it comes to upholding and obeying Australian laws. That's why we're so keen to legislate the digital duty of care in the second half of this Parliament.

JOURNALIST: And just a follow-up on that one, sorry. One of the concerns raised is that a lot of these platforms don't have moderators based in Australia, they don't have a corporate presence. Would you urge these platforms to establish that in Australia?

WELLS: I would urge social media platforms, if they want to make profits from Australian companies, if they want to transact their business on Australian shores then they should uphold Australian laws.

JOURNALIST: Minister, given all the changes that were implemented after Optus, are telcos still too slow in informing the Federal Government about the outage in the first place? And given that the Telstra CEO this morning, she was dodging questions about whether executives should still get bonuses, is that a fair thing for executives to still be in line for bonuses when small businesses and other customers need to be compensated?

WELLS: I think we can all agree that telcos need to lift their game. And I want to reassure Australians that we will hold Testra's feet to the fire so they feel your pain. What has gone on here is not good enough and Telstra has committed to cooperating fully with the Government, with ACMA, in our investigations. Now, obviously the result of the ACMA investigation ultimately becomes a question of penalties, so we need the facts and the recommendations to play out before we get to that.

SUCKLING: Can I just add one thing.

JOURNALIST: Yeah, you may.

SUCKLING: Thank you. Just to your question. That question about did they meet their obligations to tell people in a timely manner what was going on, that is one of the things that we will look at in our investigation.

JOURNALIST: Can I just pick up on that? Telstra have said that they started to identify this issue at around 4:20am Sydney time. That it was something that kind of grew in scale and that it only, quote, hit a certain threshold, at about 7:00am, which was when your office, Minister, was contacted; it's when Vicky was told; it's when Michael Ackland was told. That's more than two and a half hours. Is that something that you think is satisfactory, particularly given, for example, media were being given a statement about this issue some half hour before your office was informed?

WELLS: That's what they're required to do under the law. They have obligations under the law and we have bolstered those obligations since September - that's one of the things that has been improved in this outage compared to September. Adam, did you want to speak to the timing?

SUCKLING: Look, I just wanted to reiterate that it's something that we will look at. And that's a very, very good question - what was the most appropriate point that they should have told their customers, the public and key stakeholders what was going on.

JOURNALIST: I wanted to ask you about the gambling legislation. As part of that, as part of the opt-out feature you said that you want people to be able to get clear, accessible and functional mechanisms to opt out. What does that look like from your perspective when someone goes on an app? Are you expecting that they would get notified straight away to be able to opt-out? Or how deep into the settings do you expect people would have to go, such as on the SBS On Demand app, to need to opt out of wagering advertising.

WELLS: Well, that's exactly what I've said previously and what I'll say again today. That, to me, looks like the technology that SBS On Demand uses on their app. If you've done it yourself, I've done it, it's easy to navigate. SBS has generously offered to share that technology with other apps and services that will require it. I think that's very good of one of our national public broadcasters to offer that. It shows that it is possible and that's what we expect companies to deliver by 1 January.

JOURNALIST: So, it will be replicated like the SBS rather than have like a pop-up notification as soon as you go on to an app or, as soon as this is enacted?

WELLS: Well, we now have to wait for a Senate inquiry into the legislation, so I will wait for those recommendations to come back and see what we learn from that.

JOURNALIST: The Government has laid out what it's done since the Optus crisis.

WELLS: Yes.

JOURNALIST: Why hasn't the government considered lowering the price of spectrum as EU countries have done, given warnings that high spectrum prices could crimp network investment and also potentially treat future outages?

WELLS: We did speculate whether we would get a question about the cost of spectrum today. Telcos are obviously upset at the price they are paying at spectrum. Telcos are paying less for spectrum as a result of this process than they did the last time around. Adam might like to discuss the extensive work that ACMA did into the price of spectrum, but spectrum is a national commodity that Australians hold, and companies that seek to make a profit out of using that national commodity should pay a fair price for it.

JOURNALIST: But countries like France, Portugal and Spain have spoken to both of you. They've made spectrum rights free in exchange for telcos promising to bolster their network's resilience. Why wouldn't Australia consider that model?

SUCKLING: What we have done is, under the Act we need to make sure that we manage spectrum efficiently. We went through a very, very, very detailed process in which we sought information from four world respected economic consultant groups and we had the methodology that we adopted peer reviewed, and we came up with what is a very, very fair price. As the Minister said, the price is a billion dollars less than what they currently pay. Spectrum makes up a very, very small proportion of their overall costs.

And we have a lot of advice from experts around the world that suggests that decisions to invest in networks are driven by expectations about future revenue, and their future revenue expectations are fairly good in the medium term.

JOURNALIST: Do you reject, basically, telcos' assertions?

SUCKLING: I do. We completely reject their assertions.

JOURNALIST: What do you know - this is may have already been covered in previous technical jargon answer - but to be clear, are you calling for a technical audit of Telstra's servers?

SUCKLING: What I said was we're doing an investigation, and in the process of doing that investigation, it will inevitably involve us looking at some of these technical questions. And they have ...

JOURNALIST: [Interrupts] Is that something you would like to see then? Sorry, on their service, a technical audit of their service?

SUCKLING: Well, I mean, we will investigate their network. We'll investigate why the outage occurred, and we'll inevitably look at questions around did they properly configure their network to make sure that it could work to deliver calls to emergency services.

JOURNALIST: Minister, just on the timing again, I don't think we've quite heard your response as Minister. Is two and a half hours appropriate?

WELLS: I was asked that question on day one on Wednesday, so I did say that I was disappointed not to be notified earlier, but that I would reserve my comments beyond that to awaiting the facts of the investigation. Because at the moment, we don't know what happened between 4:30 and 7 o'clock. We should know what happened between 4:30 and 7 o'clock, and that will help us determine what should have been done better.

JOURNALIST: Minister, as you mentioned before, you said that Telstra was technically meeting its legal requirements to only notify you when it reached a certain threshold. Do you think that threshold needs to be lower? Is that something you're going to consider?

WELLS: I will consider the facts, outcomes and recommendations of the Triple Zero Custodian's review in particular, because I have found the work of the Triple Zero Custodian immensely useful during this outage. And in speaking with Vicki Brady and Michael Ackland, Telstra has found that to be the case also. This is something that has helped Australians. The fact that welfare checks were turned around so quickly- let's recall in September that it took Optus 13 hours to commence welfare checks after Triple Zero went down. In this instance, as far as we know today, those welfare checks commenced within minutes. Seven people did require further assistance. That may well have saved lives, and we thank again everybody that worked on that to make sure that that system worked better this time around.

JOURNALIST: Looking at the bigger picture, these outages seem to be happening more frequently even as we're more and more reliant on telecommunications. The telcos have never been under more scrutiny. We've had inquiry after inquiry. So why do these keep happening? Is there an indication that the sector is getting more complex, or are the companies undercutting funding and undercutting their services?

WELLS: Well, we're currently in the middle of implementing the final recommendation of the Bean Review, which is the review of the review, which is a sort of root and branch review into Triple Zero trying to set it up for decades to come, make it fit for purpose for decades to come. So that work

is ongoing, but I make the point that there has been substantial improvements since September. And telcos, I hope, understand that there is a lot more work to be done. I did a speech in February to the industry setting out the roadmap, because at the moment, this is the problem. There is a large gap between the way that this industry has been regulated for a long time, 30 years, and what a modern customer expects of their telco. And it is beholden on all of us to address that gap. We've been working on it. We're closing it. It's not closed, and we all need to do a lot more work to make sure that it closes.

JOURNALIST: Minister, on the SBS On Demand app, you've said that you're going to use that model in your response before, but people like Tim Costello say that less than 1 per cent of users have actually opted out. So, you know, according to that, it's ineffective. Why would you then pursue that model?

WELLS: I haven't said I'm going to use it as the model. I said in this press conference today that it is an example of technology that already works. The fact that the percentage of usage I think speaks more to the fact that people don't know about it, rather than whether or not it's effective. And I think that the more we discuss it, the more people know about it. Everybody I've talked to about it has done it. My colleagues have sat and done it next to me in a division. It's that easy to do ...

JOURNALIST: [Interrupts] [Indistinct] ... crux of my question before about how obvious it would be made to users whether or not they- like, you know, is it a pop-up notification, or do they have to dive into the settings? What's your expectation?

WELLS: Our job as lawmakers is to set the law that companies must abide by. My point today is that there are examples that companies can use already that are out there. And the fact that we are going through this process, we will go through a legislative inquiry now and move through both Houses of Parliament to deliver an outcome in gambling reforms, is a good thing. But my concern is that the longer we drag that out, the longer we put at peril the 1 January implementation. And I think everybody wants to see gambling reforms implemented as quickly as possible. And I expect all companies who will be subject to this legislation to be ready for 1 January 2027. And if they aren't ready for 1 January 2027, they will not be able to advertise gambling on their platform.

JOURNALIST: I'm so sorry, this has just come out of the South Australian Police press conference. I just wanted to get your reaction to it. It's been reported that the police investigated and can confirm that a report of a failed phone call was incorrect, that two calls had been made without any difficulty from Telstra numbers. So obviously you're just hearing this now, I assume

for the first time, but does that give you some relief, I guess, that potentially this incident, although someone has died, is not necessarily linked to the outage as far as police have reported just now?

WELLS: It's a huge relief. I have advice from the Triple Zero Custodian that there were no adverse outcomes from the referrals made to state emergency services. This particular very sad case has been a different- it's been an outlier to that. It was reported by a South Australian senator on her social media page. I am grateful that SA Police were so proactive. I am staggered that it took the SA Police going to door-knock the SA senator to exert her to provide the information that she had so that we could get to the bottom of this. I am relieved that the outcome here is that there is no causative link between the outage and what is a tragic loss for the family. And let's all send our condolences to the family who are mourning the loss of a loved one today.

JOURNALIST: Would you call on some of your political colleagues for future outages or events to consider what information they put into the public arena? We saw Barnaby Joyce suggesting that maybe China was involved. We saw this post go out from a senator before police properly investigated. That just adds fear, doesn't it?

WELLS: It is really disappointing how much the Opposition has played politics with the Communications portfolio in the past week. They sent the social media legislation asked for by Julie Inman Grant to an eight-week inquiry off a 500-word piece of legislation. Like you said, the Opposition Leader Angus Taylor went out and made completely unsubstantiated remarks about the source and malicious source of this Telstra outage. There is no evidence for that. We're on day three. There remains no evidence from that from any of the authorities whose job it is to know about that.

We had the Shadow Opposition Communications Minister make Triple Zero calls herself – she should account for why she thought that was a helpful contribution to a national outage. She would have had to have welfare checks undertaken on her, those welfare checks would have been processed. That is resourcing on a system under strain that she that she has occupied, and it's up to her to account for why that was a helpful contribution. The Opposition Leader then defended her actions by saying she was technically not in breach of the law. If you are the Opposition Leader and you are having to defend your frontbenchers as not technically in breach of the law, you have made a wrong step somewhere along the journey. And now an Opposition senator has made a post on social media that has sent SA Police, a huge number of first responders and authorities, on an investigation which now, according to Clare, you know, I've not yet seen this, but I trust the ABC, has demonstrated there is no causative link between the outage and this tragic death whatsoever. So I think the

Opposition have a lot to account for in their conduct out of this week. I'm disappointed, but I have gotten on with the job. We have been working diligently day and night. We are very pleased that this outage has been resolved, but it is now time for Telstra to face the music and I will hold them to account.

ENDS.

s 22(1)(a)(ii)

Snr Media Adviser • Minister for Communications and Sport – Anika Wells

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MINISTER ALY - TRANSCRIPT - ABC AFTERNOON BRIEFING - FRIDAY 10 JULY, 2026
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The Hon Dr Anne Aly MP
Minister for Small Business
Minister for International Development
Minister for Multicultural Affairs

TRANSCRIPT

**E&OE TRANSCRIPT
TELEVISION INTERVIEW
ABC AFTERNOON BRIEFING
FRIDAY, 10 JULY 2026**

SUBJECTS: TELSTRA OUTAGE AND IMPACTS ON SMALL BUSINESS, INDIAN PRIME MINISTER MODI'S VISIT TO AUSTRALIA, TRUSTS.

STEPHANIE BORYS (HOST): For a view from the Government, I'm joined by Minister for Small Business and Multicultural Affairs Anne Aly. Thank you for coming on the show this afternoon. I want to start on the Telstra outage. What have you heard from small businesses in terms of the impact that this outage has had?

ANNE ALY: Thank you, Stephanie. Look, we've been hearing from small businesses about the fact that they couldn't trade on the day, they couldn't communicate with their consumers, they couldn't use EFTPOS machines or payment systems.

On Wednesday, I had a meeting with Small Business Ministers from around the country and iterated to them that the message, that we should be sending to small businesses, is that they should keep records of how these outages have affected them so that they can put in a claim to Telstra.

I did hear the Telstra CEO this morning apologise, and rightly so, to the Australian people. However, I would call on Telstra to have more clarity and more certainty for small businesses around the compensation scheme. I think small businesses deserve that. Telstra has a long way to go to win

back the confidence of the Australian people and of Australian small businesses, and Australian small businesses that suffered losses because of the Telstra outages deserve more clarity around the compensation that they are entitled to.

HOST: That clarity, it was confusing this morning when we heard from Telstra CFO; he was talking about customers needing to call to make a complaint, then a decision would be made about whether they'd get compensation or not. Have you sought clarification? Has the Government tried to get to the bottom of exactly what Telstra is or isn't offering?

ALY: It is certainly something that I will be pushing for with Telstra. As I said, small businesses in Australia deserve that clarity, particularly when they rely on these services to do business. We know that small businesses are already doing it tough.

Cash flow is a big issue, and this has directly impacted their cash flow, and they deserve to be compensated, and they deserve a compensation scheme that works for them as well.

HOST: And when we're talking about compensation, sort of how much money would you expect Telstra to give businesses? I appreciate that every business is different, but what are we talking into the tens of thousands of dollars you think Telstra should be handing across?

ALY: Oh look, Stephanie, I'm not going to speculate on that. As you said, for each business it will be different. And it depends, of course, on how they were impacted, which is why I have said to Small Business Ministers, why we said this at the meeting on Wednesday, but also why I'm saying to small businesses, to ensure that they have records of how those losses impacted them.

HOST: Have you been able to speak to anyone at Telstra yourself as the Minister for Small Business, or is that a meeting you're seeking to set up?

ALY: Right now, the process as it has been moving along has been, the first port of call was to ensure that the services are up and running again. I will certainly be seeking to speak to Telstra and ensure that they take their responsibility in this respect to small businesses seriously.

HOST: And have you got any indication, having spoken to your counterparts in the different States, any idea of, you know, how many businesses were actually impacted, because Telstra hasn't really put out a figure itself?

ALY: No, we don't have any of that data yet. If you can turn your mind to just how many businesses rely on the telecommunications system, whether it's to contact their consumers and their customers or whether it is for payments, for automatic payments, et cetera. You can imagine the kind of impact that a significant outage, as this was, a nationwide outage, would have had on small businesses.

HOST: Is there anything small businesses should be doing differently? I mean, I think the Telstra outage showed how reliant many people are on Telstra, or is this purely a problem for Telstra?

ALY: I think it is a problem for Telstra. I think they need to take responsibility here. The fact is, it's a fact of everyday life. Small businesses, as well as individuals, as well as families and households, rely on their telecommunications providers, and we expect that telecommunications providers take those responsibilities seriously and uphold the standards.

HOST: If I can take you to some other topics that we've been looking across this week. One Nation leader Pauline Hanson, she's in the UK at the moment; she's recorded a podcast with the British far-right figure Tommy Robinson. Now, at a time where we see politicians conduct all sorts of media to expand their voter base, what do you think though about this particular choice in podcast?

ALY: Well, this is Pauline Hanson being Pauline Hanson and doing Pauline Hanson. It's very typical to her brand that she engages with people on the far right, people who are blatantly racist and who have demonstrated racist behaviours and who are divisive figures. That's Pauline Hanson.

We're focused on the Australian people. We're focused on being here in Australia, for the Australian people and focused on families and individuals and small businesses and helping them with the cost-of-living.

HOST: Do you think a podcast like that though could win her more votes?

ALY: Look, I think there is a section of people who would, you know, who know that that's what she's about and who perhaps follow her for that. But I also think that there are, by and large, generally a lot of really, you know, most Australians are really, really decent people and would be aghast at the fact that she is engaging in this far right kind of really anti-immigrant and also quite blatantly racist behaviour.

HOST: Now on another topic, you've flagged the Government will assist small businesses who want to restructure out of a trust following the announcements in the May budget. Can you explain to us where that's at, at the moment?

ALY: Just to be very clear, the changes are to discretionary trusts, and that's where a business may be distributing their income across family members or across different people within that trust. It doesn't apply to discretionary testamentary trusts where assets are protected for genuine inheritance reasons.

Where we're at at the moment, we're currently consulting on the changes that we've proposed to discretionary trusts, which is a minimum 30 per cent tax on discretionary trusts, on income from discretionary trusts. Right now, there are a number of options for small businesses. So, they can restructure to a company structure and take advantage of the small business 25 per cent tax for small businesses from a company structure, or they can restructure to a fixed trust.

These effects, or the effects of the trusts, the changes to the trusts don't come into effect until next year, so there's a bit of time there. We're also consulting on the trusts as well, so I would encourage people to have a look at the consultation paper on that as well.

The support you're referring to is part of our \$3.8 billion in supports for small business, part of which is to help them to restructure out of a discretionary trust or any other form, and businesses can have a look at the ASBFEO, the Small Business Ombudsman, to have a look at how they can get some assistance there.

HOST: With the consultation period, have you got an end date on that when you want it to sort of all wrap up?

ALY: Yes. Yes, I can't recall specifically the end date, but I imagine - it's about three weeks from today.

BORYS: And we're going around the grounds today just with a lot of different topics, I'm sorry. One more, if you don't mind. The Greens Senator David Shoebridge, he has today been critical of the Modi Government's human right record, saying, "Yes, Australia should have a friendly and respectful relationship with a country", but in his words, "Australia shouldn't be pumping the tyres of regime that has an appalling record when it comes to human rights of some people and also press freedom". Does the Australian Government need to call that out?

ALY: Look, I will frankly say it's irresponsible to put it in those terms. We have a very strong relationship with India and much of that is built on the people-to-people relationship. We have in Australia a number of Indian Australians, a large number of Indian Australians, and they're kind of the foundation or the basis for our relationship with India that enables things like trade and diplomatic relations with India.

Australia has always, always taken the approach, or this Government certainly has always taken the approach that, we can build friendships, and we can have trade and diplomatic relations with countries, and we can also have those conversations with them, when we need to have those conversations with them.

I do think it is quite irresponsible of David Shoebridge to put it in those terms. I think he needs to recognise and understand that there are a large number of Indian Australians here for whom the visit by Modi was such an important and significant impact and important and significant event for them.

HOST: And quite remarkable scenes we saw out of Melbourne with the stadiums being filled.

ALY: Certainly.

HOST: Looking at politics in general now, of course you're a member of the Labor Party, but you've got friends across the divide, and you talk to all different types of politicians. Today we're reflecting on the life of Derryn Hinch, who's passed away. Now he was elected to Parliament in 2016, which I'm pretty sure is the same year you were elected as well.

ALY: Yeah.

HOST: Yeah. What are your memories of him?

ALY: Derryn and I were both class of 2016, great class I have to say, good year. Right now I just want to send my condolences to his family. Derryn and I shared a lot of conversations with each other on some long plane flights, I have to say.

I think he's left a lasting impression and a lasting legacy in the media landscape and on the political landscape. And again, I send my condolences to his friends and family.

HOST: Quite a remarkable man. Thank you so much for coming on this afternoon, Minister.

ALY: Thank you, Stephanie.

ENDS

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Telstra Statement

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Good evening

Please be advised, the following statement will soon be issued:

Statement from a Telstra spokesperson, 10 July 2026

Vicki has spoken with the family of a person in South Australia who sadly passed away during our network outage on Wednesday. She has expressed her deepest condolences for their loss and apologised to family members who were not able to contact each other when their loved one became unwell.

We said in a press conference that there were no active outages affecting the local area at that time, and our records show good mobile signal strength at that location. While that's true, it did not acknowledge the intermittent issue affecting some voice and data services.

That issue prevented family members from being informed that their loved one was being taken to hospital and meant they did not have the opportunity to go to the hospital before their loved one passed.

We extend our sincere apologies to the family for the role we have played in making a distressing day even worse for them. We will respect their privacy during this difficult time by not commenting further on the matter.

Kind regards

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General