

s22(1)(a)(ii)

From: s22(1)(a)(ii)@acma.gov.au>
Sent: Friday, 19 January 2024 3:31 PM
To: s22(1)(a)(ii) s22(1)(a)(ii)
Cc: Media ACMA; s22(1)(a)(ii)
Subject: FW: ABC request for statement by 4pm today [SEC=OFFICIAL]

Hi s22(1)(a)(ii)

As discussed earlier today, please see the below query from the ABC on the Optus outage, as well as our proposed response here:

Under the Telecommunications (Emergency Call Service) Determination and the associated code what obligations exist on a telco provider to inform the public when it is aware that emergency calls to Triple Zero are not working?

The Telecommunications (Emergency Call Service) Determination 2019 does not require a telco provider to inform the public when it is aware that emergency calls to Triple Zero are not working. Under the associated registered code, telcos are encouraged to make information available, as soon as practicable, to the community on the status of their networks in instances where their networks have been seriously disrupted and there is a direct impact on the emergency call service.

Do the obligations include a set time frame of how long a telco provider must take to inform the public?

See response to first question.

What penalties exist for a telco that fails to meet its legal obligation to provide Triple Zero calls during an outage? Eg is there a set penalty or is it determined by civil court proceedings if the ACMA decides to instigate them?

The ACMA has a range of enforcement options, including formal warnings, issuing a remedial direction to comply, accepting a court-enforceable undertaking, issuing an infringement notice and commencing Federal Court proceedings. The ACMA can issue infringement notices with penalties up to \$18,780 per contravention. The Federal Court can issue penalties of up to \$250,000 per contravention. There is no set penalty for not meeting obligations.

Has a telco provider been fined for failing to meet its Triple Zero call obligations in the past?

In 2014 the Federal Court issued a \$400,000 penalty to TPG for failing to give 5,979 end-users access to emergency call services and failing to connect 193 calls to the emergency call service.

It appears Optus took until about 1pm to tell the public Triple Zero calls from Optus mobiles weren't always working despite being told hours earlier by Telstra this was the case. Is the ACMA concerned about the amount of time Optus took to inform the public?

Optus was best placed to inform its customers of any issues it had identified with Triple Zero calls diverting to other networks to ensure connections. The review being undertaken by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts is considering the effectiveness of communications to the public.

When did the ACMA first learn that Triple Zero calls from Optus mobile phones were not always working?

The ACMA received notification (via email) at 7.02am on Wednesday 8 November from Optus that a significant network outage was adversely affecting the carriage of emergency calls over the Optus network.

After the ACMA tested Optus mobile calls to Triple Zero and found they weren't working around 10.20am. What did the ACMA do and did the ACMA inform Optus?

During the Optus outage on November 8 why did the ACMA not tell the public that it was aware Triple Zero calls from Optus mobile phones were not always working or insist Optus should do so?

The ACMA was in contact with Optus throughout the day. Optus was best placed to inform its customers of any issues it had identified with Triple Zero calls diverting to other networks to ensure connections. The review being undertaken by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts will consider issues about the effectiveness of communications to the public.

I will issue this to the journalist just ahead of the 4pm deadline. Let me know if there are any questions or issues.

s22(1)(a)
(ii)

From: Michael Atkin <Atkin.Michael@abc.net.au>
Sent: Friday, January 19, 2024 10:33 AM
To: s22(1)(a)(ii) <[REDACTED]@acma.gov.au>
Cc: Media ACMA <Media@acma.gov.au>
Subject: ABC request for statement by 4pm today

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Hi s22(1)(a)(ii) and ACMA media,

I am doing a follow up story about the Optus outage for the ABC.

Can you please respond to the following questions by 4pm today?

Under the Telecommunications (Emergency Call Service) Determination and the associated code what obligations exist on a telco provider to inform the public when it is aware that emergency calls to Triple Zero are not working? Do the obligations include a set time frame of how long a telco provider must take to inform the public? What penalties exist for a telco that fails to meet its legal obligation to provide Triple Zero calls during an outage? Eg is there a set penalty or is it determined by civil court proceedings if the ACMA decides to instigate them? Has a telco provider been fined for failing to meet its Triple Zero call obligations in the past? It appears Optus took until about 1pm to tell the public Triple Zero calls from Optus mobiles weren't always working despite being told hours earlier by Telstra this was the case. Is the ACMA concerned about the amount of time Optus took to inform the public? When did the ACMA first learn that Triple Zero calls from Optus mobile phones were not always working? After the ACMA tested Optus mobile calls to Triple Zero and found they weren't working around 10.20am. What did the ACMA do and did the ACMA inform Optus? During the Optus outage on November 8 why did the ACMA not tell the public that it was aware Triple Zero calls from Optus mobile phones were not always working or insist Optus should do so?

Kind regards,

Michael Atkin
 Consumer Affairs Reporter
 Specialist Reporting Team
 P: 07 3377 5118



M: 0447279901

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From: s22(1)(a)(ii) @acma.gov.au >
Sent: Friday, 19 January 2024 4:33 PM
To: s22(1)(a)(ii)
Cc: Media ACMA; s22(1)(a)(ii)
Subject: Optus notification [SEC=OFFICIAL]

Hi s22(1)(a)(ii)

I have been advised that the notification received from Optus at 7.02am on Wednesday 8 November was the following:

“Optus advises that it has become aware of a Significant Network Outage that adversely affects the carriage of emergency calls over the Optus network before handover to the Emergency Call Person”.

Regards

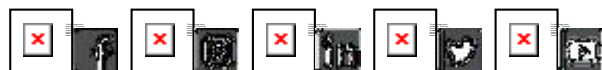
s22(1)(a)(ii)

s22(1)(a)(ii)

Senior Media Advisor
 Media and Communications

Australian Communications and Media Authority

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 E s22(1)(a)(ii) [acma.gov.au](mailto:media@acma.gov.au)
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acma.gov.au



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s22(1)(a)(ii)

From: Grunhard, Samuel
Sent: Saturday, 20 January 2024 5:25 PM
To: s22(1)(a)(ii)
Cc: Silleri, Kathleen
Subject: s45 [SEC=OFFICIAL]
Attachments: s45

OFFICIAL

s22(1)(a)(ii) we don't have a s45 diagram but we have the attached s45

Let us know if you need TPs.

Sam

s45

Sam Grunhard
a/g Deputy Secretary
Communications and Media Group
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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 Islanders.*

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s22(1)(a)(ii)

s22(1)(a)(ii)

From: s47F @optus.com.au>
Sent: Monday, 22 January 2024 2:19 PM
To: s22(1)(a)(ii) @MO.communications.gov.au>
Subject: FW: Ascot Vale Station Temp M3824 - Objections to Planned Permanent Replacement - Ascot Vale Station East M3723

I forgot to CC you as well – my apologies.

s47F
Government Affairs | Regulatory and Public Affairs
1 Lyonnepark Road, Macquarie Park, NSW 2113 Australia
s47F @optus.com.au | s47F



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Please think of the environment before printing this email.

From: s47F
Sent: Monday, January 22, 2024 2:18 PM
To: s22(1)(a)(ii) <@aph.gov.au>
Cc: s22(1)(a)(ii) <@MO.communications.gov.au>; MP_constituentenquiries <MP_constituentenquiries@optus.com.au>
Subject: RE: Ascot Vale Station Temp M3824 - Objections to Planned Permanent Replacement - Ascot Vale Station East M3723

Good afternoon s22(1)(a)(ii)

Just touching base again on this one so you have all the information, I have.

Currently Service Stream on behalf of Optus are consulting under the Deployment Code on the proposed new permanent solution (they have noted that even early in this process there is opposition being received).

We have also requested that Mark and his team update the community and provide notification of the extension of the temporary site. Our networks team have asked them to advise the community of an extension to the site until August 2024 (although if the current proposed site goes ahead it should be completed before this date). Once I've been notified that this is underway I will let you know.

Once I have a better idea of a timeline from the team I'll set up a meeting so that the networks team can take you through the process and we can make sure you have all the information you need!

Kind regards,

s47F
 Government Affairs | Regulatory and Public Affairs
 1 Lyonpark Road, Macquarie Park, NSW 2113 Australia
 s47F <@optus.com.au> | s47F



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From: s22(1)(a)(ii) <@aph.gov.au>
Sent: Friday, January 12, 2024 10:24:58 AM
To: s47F <@optus.com.au>
Cc: MP_constituentenquiries <MP_constituentenquiries@optus.com.au>; s22(1)(a)(ii) <@MO.communications.gov.au>
Subject: Inquiry into temporary telecommunications facility - 3 North Street, Ascot Vale VIC 3032

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

Dear s47F

I am reaching out on behalf of the Hon. Bill Shorten Member for Maribyrnong, regarding a local constituency matter.

Local residents were assured by a letter from Optus and in communications from Mark Byrnes, Senior Consultant at CommPlan, that the temporary telecommunications tower facility at 3 North Street, Ascot Vale VIC 3032, would be decommissioned and removed within 12 months.

The temporary facility has now been in operation for over 12 months, recent communication from Mark Byrnes to constituents indicates it will be several months more until the temporary facility is decommissioned. The facility backs onto residential properties, with the nearest property being a mere 7 metres from the tower, the tower overshadows the yards and local residential properties, and has drastically increased the noise pollution in the area. Our office has fielded many complaints about it, since first being made aware of the project in October 2022.

Are you able to provide a definitive timeline of the decommissioning and removal of the temporary facility, as well as justification as to why the initial timeline of 12 months has been ignored, without proper communication with local residents impacted by the facility?

Kind regards,

s22(1)(a)(ii)

Office of the Hon. Bill Shorten MP
Minister for the National Disability Insurance Scheme
Minister for Government Services
Federal Member for Maribyrnong

Electorate Office: (03) 9326 1300 | Parliament House Office: 02 6277 7200

www.billshorten.com.au

s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 1:39 PM
To: Rafizadeh, Shervin; s22(1)(a)(ii)
Subject: For review - Statement [SEC=OFFICIAL]
Attachments: 24XXXX - Statement - Optus' Triple Zero Disclosure.docx

OFFICIAL

See attached draft statement.

s22(1)

s22(1)(a)(ii) | **Senior Press Secretary**
Office of the Hon Michelle Rowland MP
Minister for Communications
Federal Member for Greenway

Commonwealth Parliamentary Offices
Level 21, 1 Bligh Street, Sydney

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E: s22(1)(a)(ii) mo.communications.gov.au

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s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 1:53 PM
To: Rafizadeh, Shervin; s22(1)(a)(ii)
Subject: 24XXXX - Statement - Optus' Triple Zero Disclosure.docx [SEC=OFFICIAL]
Attachments: 24XXXX - Statement - Optus' Triple Zero Disclosure.docx

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s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 2:18 PM
To: s22(1)(a)(ii) Rafizadeh, Shervin
Subject: RE: 24XXXX - Statement - Optus' Triple Zero Disclosure.docx [SEC=OFFICIAL]
Attachments: 24XXXX - Statement - Optus' Triple Zero Disclosure.docx

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Revision from me – am I OK to run by PMO?

s22(1)(a)(ii)

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From: s22(1)(a)(ii) <s22(1)(a)(ii)@mo.communications.gov.au>
Sent: Tuesday, 23 January 2024 1:53 PM

s22(1)(a)(ii) duplicate email

s22(1)(a)(ii)

From: Rafizadeh, Shervin
Sent: Tuesday, 23 January 2024 2:35 PM
To: s22(1)(a)(ii) s22(1)(a)(ii)
Subject: RE: 24XXXX - Statement - Optus' Triple Zero Disclosure.docx [SEC=OFFICIAL]
Attachments: 24XXXX - Statement - Optus' Triple Zero Disclosure.docx

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See attached

OFFICIAL

From: Rafizadeh, Shervin
Sent: Tuesday, 23 January 2024 2:18 PM
To: s22(1)(a)(ii) <s22(1)(a)(ii) MO.communications.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii) MO.communications.gov.au>
Subject: RE: 24XXXX - Statement - Optus' Triple Zero Disclosure.docx [SEC=OFFICIAL]

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I've got a few changes

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From: s22(1)(a)(ii) <s22(1)(a)(ii) MO.communications.gov.au>
Sent: Tuesday, 23 January 2024 2:18 PM

s22(1)(a)(ii) duplicate email chain

s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 2:38 PM
To: s22(1)(a)(ii); s22(1)(a)(ii) pm.gov.au
Cc: Rafizadeh, Shervin; s22(1)(a)(ii)
Subject: [For approval] - Statement [SEC=OFFICIAL]
Attachments: 24XXXX - Statement - Optus' Triple Zero Disclosure MO.docx

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Hi – see attached.

s22(1)(a)(ii)

s22(1)(a)(ii) | **Senior Press Secretary**
Office of the Hon Michelle Rowland MP
Minister for Communications
Federal Member for Greenway

Commonwealth Parliamentary Offices
Level 21, 1 Bligh Street, Sydney

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E: s22(1)(a)(ii) mo.communications.gov.au

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From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 2:41 PM
To: s22(1)(a)(ii) Rafizadeh, Shervin
Subject: 24XXXX - Statement - Optus' Triple Zero Disclosure (003).docx [SEC=OFFICIAL]
Attachments: 24XXXX - Statement - Optus' Triple Zero Disclosure (003).docx

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s22(1)(a)(ii)

From: Rafizadeh, Shervin
Sent: Tuesday, 23 January 2024 3:50 PM
To: s22(1)(a)(ii) s22(1)(a)(ii)
Subject: 24XXXX - Statement - Optus' Triple Zero Disclosure.docx [SEC=OFFICIAL]
Attachments: 24XXXX - Statement - Optus' Triple Zero Disclosure.docx

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Some additional updates

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s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 3:53 PM
To: Grunhard, Samuel; Hibbert, Meghan; Silleri, Kathleen
Cc: Rafizadeh, Shervin; s22(1)(a)(ii)
Subject: Statement [SEC=OFFICIAL]
Attachments: 24XXXX - Statement - Optus' Triple Zero Disclosure FINAL.docx

OFFICIAL

Hi all –

Grateful for your review.

Kind regards

s22(1)(a)(ii)

s22(1)(a)(ii) | **Senior Press Secretary**
Office of the Hon Michelle Rowland MP
Minister for Communications
Federal Member for Greenway

Commonwealth Parliamentary Offices

Level 21, 1 Bligh Street, Sydney

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s22(1)(a)(ii)

From: Grunhard, Samuel
Sent: Tuesday, 23 January 2024 3:59 PM
To: s22(1)(a)(ii) Hibbert, Meghan; Silleri, Kathleen
Cc: Rafizadeh, Shervin; s22(1)(a)(ii)
Subject: RE: Statement [SEC=OFFICIAL]
Attachments: 24XXXX - Statement - Optus' Triple Zero Disclosure FINAL_SG.docx

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Thanks s22(1)(a)(ii) – suggestions tracked.

Sam

Sam Grunhard

a/g Deputy Secretary
 Communications and Media Group
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 I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.*

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From: s22(1)(a)(ii) <s22(1)(a)(ii)@MO.communications.gov.au>
Sent: Tuesday, 23 January 2024 3:53 PM
To: Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>; Hibbert, Meghan <s22(1)(a)(ii)@INFRASTRUCTURE.gov.au>; Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>
Cc: Rafizadeh, Shervin <s22(1)(a)(ii)@MO.communications.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)@MO.communications.gov.au>
Subject: Statement [SEC=OFFICIAL]

OFFICIAL

Hi all –

Grateful for your review.

Kind regards

s22(1)(a)(ii)

s22(1)(a)(ii)

| **Senior Press Secretary**

Office of the Hon Michelle Rowland MP

Minister for Communications

Federal Member for Greenway

Commonwealth Parliamentary Offices

Level 21, 1 Bligh Street, Sydney

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E: s22(1)(a)(iii)

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s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 4:11 PM
To: Grunhard, Samuel; Hibbert, Meghan; Silleri, Kathleen
Cc: Rafizadeh, Shervin; s22(1)(a)(ii)
Subject: RE: Statement [SEC=OFFICIAL]
Attachments: 24XXXX - Statement - Optus' Triple Zero Disclosure FINAL_SG.docx

Follow Up Flag: Follow up
Flag Status: Completed

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Thanks Sam – I think you may have misunderstood the review to which we are referring – have clarified we’re referring to the Department’s post-incident review, rather than the ACMA’s independent investigation. Does this address your concerns?

Also – can we please get a fact check on the initial number disclosed by Optus to the Senate?

Cheers

s22(1)(a)(ii)

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From: Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>
Sent: Tuesday, 23 January 2024 3:59 PM
s22(1)(a)(ii) duplicate email chain

From: Grunhard, Samuel
Sent: Tuesday, 23 January 2024 4:28 PM
To: s22(1)(a)(ii) Rafizadeh, Shervin; s22(1)(a)(ii)
Cc: Media; Hibbert, Meghan; Silleri, Kathleen
Subject: RE: Statement [SEC=OFFICIAL]
Attachments: optus talking points.docx

OFFICIAL

Shervin, s22(1)(a)(ii), please see attached a new if-asked set of TPs, along with some previous TPs on this matter. Let us know if you need more/different of course.

Kind regards
Sam

Sam Grunhard

a/g Deputy Secretary
Communications and Media Group
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From: Grunhard, Samuel
Sent: Tuesday, 23 January 2024 4:15 PM
To: s22(1)(a)(ii) <s22(1)(a)(ii)@infrastructure.gov.au>; Hibbert, Meghan <Meghan.Hibbert@infrastructure.gov.au>; Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>
Cc: Rafizadeh, Shervin <Shervin.Rafizadeh@infrastructure.gov.au>; s22(1)(a)(ii) <s22(1)(a)(ii)@infrastructure.gov.au>
Subject: RE: Statement [SEC=OFFICIAL]

OFFICIAL

Thanks s22(1)(a)(ii) the edit looks good, and the 228 is correct (confirmed from hansard).

Sam

Sam Grunhard
a/g Deputy Secretary

Communications and Media Group
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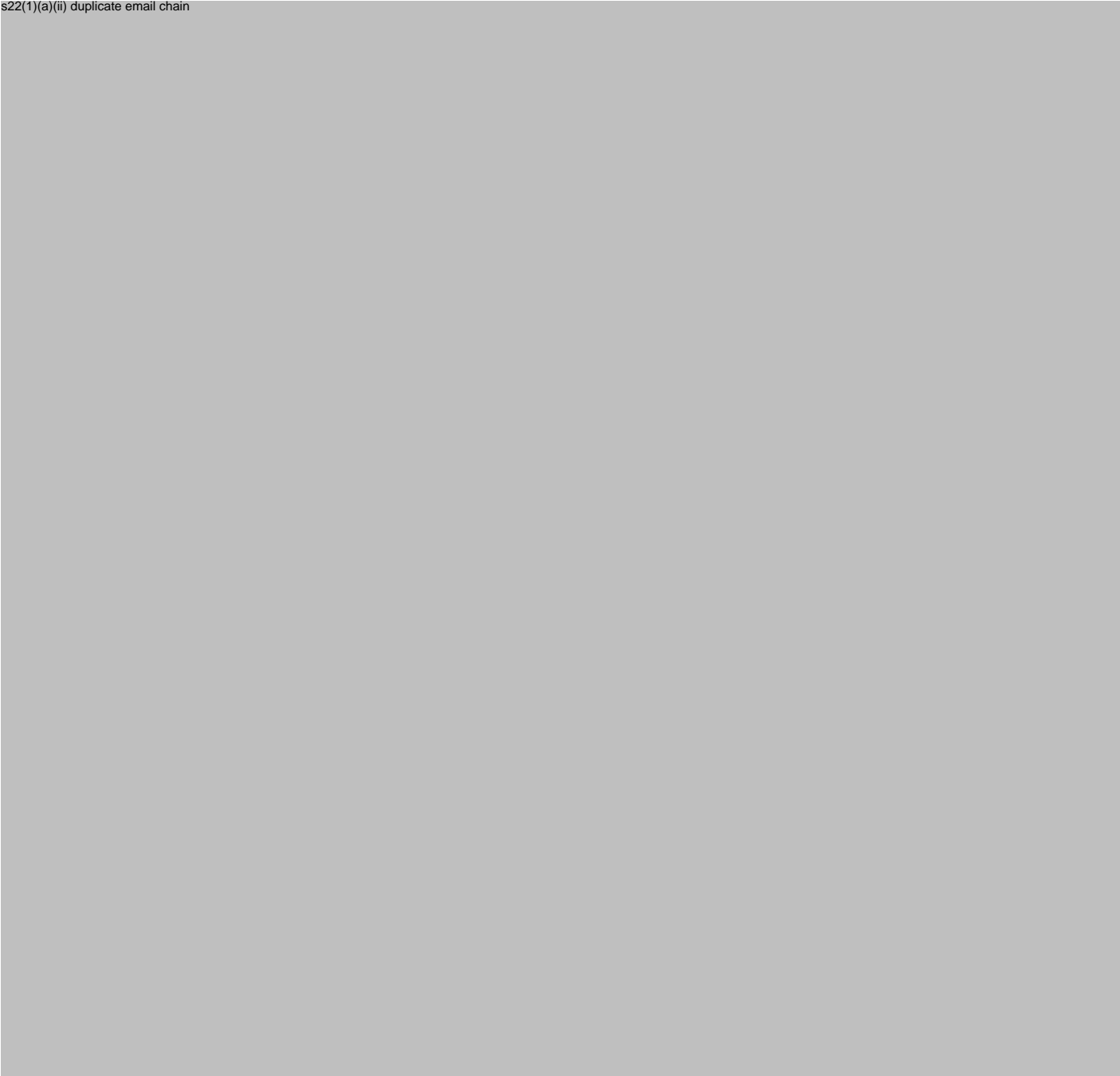


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From: s22(1)(a)(ii) <s22(1)(a)(ii) MO.communications.gov.au>

Sent: Tuesday, 23 January 2024 4:11 PM
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s22(1)(a)(ii)

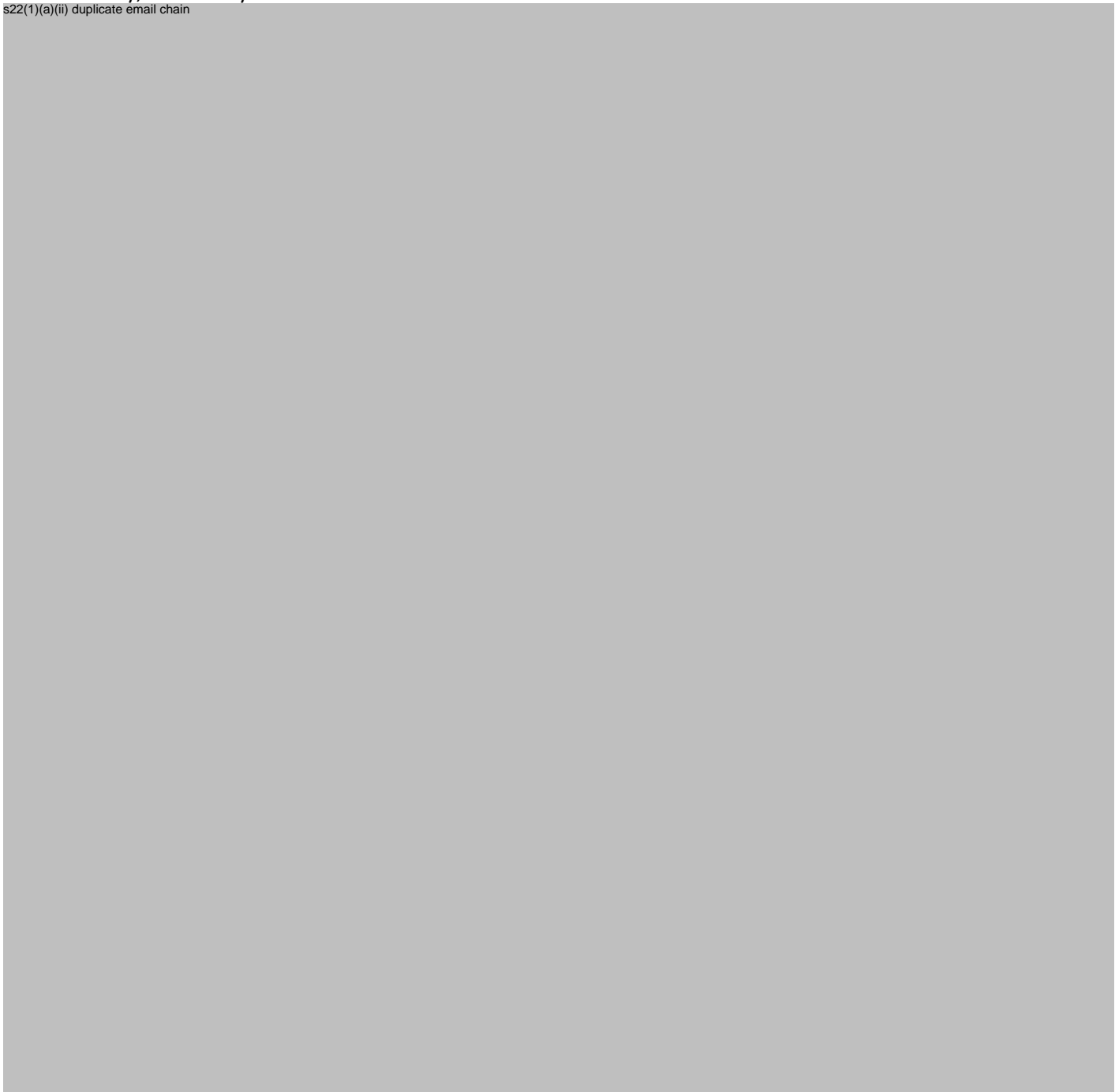
From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 4:29 PM
To: Grunhard, Samuel; s22(1)(a)(ii) Rafizadeh, Shervin
Cc: Media; Hibbert, Meghan; Silleri, Kathleen
Subject: RE: Statement [SEC=OFFICIAL]

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Thanks Sam, will be back to you shortly.

OFFICIAL

From: Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>
Sent: Tuesday, 23 January 2024 4:28 PM
s22(1)(a)(ii) duplicate email chain



s22(1)(a)(ii)

From: Rafizadeh, Shervin
Sent: Tuesday, 23 January 2024 4:44 PM
To: s22(1)(a)(ii) s22(1)(a)(ii)
Subject: FW: Optus release [SEC=OFFICIAL]
Attachments: Optus Outage Update (003).pdf

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From: Andrew Sheridan <Andrew.Sheridan@optus.com.au>
Sent: Tuesday, 23 January 2024 4:34 PM
To: Rafizadeh, Shervin <s22(1)(a)(ii) MO.communications.gov.au>
Subject: Optus release

Hi Shervin

This is going out shortly.

Andrew

Andrew Sheridan
Vice President, Regulatory & Public Affairs
0411 158 259
1 Lyonpark Road, Macquarie Park NSW 2113 Australia
andrew.sheridan@optus.com.au

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23 January 2024

Outage Emergency Services Update

As part of our commitment to learn from the Optus outage on 8 November 2023, we undertook a review of our processes for calls that were unable to connect to the Triple Zero service.

That review has now shown that there were an additional 2,468 customers that made Triple Zero calls from our network that did not reach the Emergency Service Centre and for which a welfare check was not undertaken.

Optus will update the Senate record and has also provided relevant information to the ACMA which is investigating Optus' compliance with its obligations under the Emergency Service Call Determination. Optus will continue to cooperate with ongoing investigations by the Government, the Senate Committee and the ACMA into the outage.

Optus will also appoint an independent third party to undertake a review of our processes supporting our welfare check obligations. We will commit to implement any recommendations of this independent review and share the findings with the ACMA and the Senate Committee.

Optus Interim CEO Michael Venter said:

"There is nothing more important to us than the safety and security of our customers, but regrettably on 8 November we did not meet the standards our customers and the community expects from us".

"I offer my deepest apologies to all those customers who were unable to access Triple Zero services during the outage and did not receive a follow-up check from us".

"We are writing to each customer individually to apologise for this and provide the opportunity to discuss their specific circumstances and whether there is anything we can do to assist them further".

"We know we let our customers down and our entire team is committed to addressing all learnings from the outage."

s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 4:56 PM
To: Grunhard, Samuel; Hibbert, Meghan; Silleri, Kathleen
Cc: s22(1)(a)(ii) Rafizadeh, Shervin
Subject: optus talking points.docx [SEC=OFFICIAL]
Attachments: optus talking points.docx

OFFICIAL

Hi, a couple of suggestions, a place holder for confirmed data around Triple Zero calls that day and some additional questions to consider.

Let me know if anything unclear.

Thanks

s22(1)
(a)(ii)

OFFICIAL

s22(1)(a)(ii)

From: Andrew Sheridan <Andrew.Sheridan@optus.com.au>
Sent: Tuesday, 23 January 2024 5:03 PM
To: s22(1)(a)(ii)
Subject: FW: Optus release
Attachments: Optus Outage Update (003).pdf

Hi Matt

This has just gone out.

Andrew

Andrew Sheridan
Vice President, Regulatory & Public Affairs
0411 158 259
1 Lyonpark Road, Macquarie Park NSW 2113 Australia
andrew.sheridan@optus.com.au

OPTUS
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This email may be confidential. If you received it accidentally, please do not send it to anyone else, delete it and let the sender know straight away.

s22(1)(a)(ii)

From: Grunhard, Samuel
Sent: Tuesday, 23 January 2024 5:09 PM
To: s22(1)(a)(ii) Hibbert, Meghan; Silleri, Kathleen
Cc: s22(1)(a)(ii) Rafizadeh, Shervin
Subject: RE: optus talking points.docx [SEC=OFFICIAL]

OFFICIAL

Understood, thank you, will do

Sam Grunhard

a/g Deputy Secretary
 Communications and Media Group
E: samuel.grunhard@communications.gov.au
P +61 2 s22(1)(a)(ii) • **M** +61 s22(1)(a)(ii)
 GPO Box 594 Canberra, ACT 2601
EA: s22(1)(a)(ii) • **E:** s22(1)(a)(ii) infrastructure.gov.au • **P** +61 2 s22(1)(a)(ii)

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*I would like to acknowledge the traditional custodians of this land on which we meet, work and live.
 I recognise and respect their continuing connection to the land, waters and communities.
 I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.*

OFFICIAL

From: s22(1)(a)(ii) <s22(1)(a)(ii)@MO.communications.gov.au>
Sent: Tuesday, 23 January 2024 5:07 PM
To: Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>; Hibbert, Meghan <s22(1)(a)(ii)@INFRASTRUCTURE.gov.au>; Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>
Cc: s22(1)(a)(ii) <s22(1)(a)(ii)@MO.communications.gov.au>; Rafizadeh, Shervin <s22(1)(a)(ii)@MO.communications.gov.au>
Subject: RE: optus talking points.docx [SEC=OFFICIAL]

OFFICIAL

We expect questions pretty much once the MR goes out so as soon as possible as it will helpfully contextualise.

OFFICIAL

From: Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>
Sent: Tuesday, 23 January 2024 4:59 PM
To: s22(1)(a)(ii) <s22(1)(a)(ii)@MO.communications.gov.au>; Hibbert, Meghan <s22(1)(a)(ii)@INFRASTRUCTURE.gov.au>; Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>
Cc: s22(1)(a)(ii) <s22(1)(a)(ii)@MO.communications.gov.au>; Rafizadeh, Shervin <s22(1)(a)(ii)@MO.communications.gov.au>
Subject: RE: optus talking points.docx [SEC=OFFICIAL]

OFFICIAL

Thanks s22(1)(a)(ii) when do you need this info confirmed by?

Sam

Sam Grunhard

a/g Deputy Secretary
Communications and Media Group
E: samuel.grunhard@communications.gov.au
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GPO Box 594 Canberra, ACT 2601
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OFFICIAL

From: s22(1)(a)(ii) <s22(1)(a)(ii) MO.communications.gov.au>
Sent: Tuesday, 23 January 2024 4:56 PM
s22(1)(a)(ii) duplicate email



s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 5:10 PM
To: Grunhard, Samuel; Hibbert, Meghan; Silleri, Kathleen
Cc: s22(1)(a)(ii) Rafizadeh, Shervin
Subject: RE: optus talking points.docx [SEC=OFFICIAL]

OFFICIAL

Thanks. And our statement has just been released.

s22(1)(a)(ii)

OFFICIAL

From: Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>
Sent: Tuesday, 23 January 2024 5:09 PM

s22(1)(a)(ii) duplicate email chain



s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 5:12 PM
To: Andrew.Sheridan@optus.com.au
Cc: Rafizadeh, Shervin
Subject: FW: MINISTER ROWLAND - MEDIA RELEASE - TRIPLE ZERO DISCLOSURE BY OPTUS - TUESDAY, 23 JANUARY 2024 [SEC=OFFICIAL]

OFFICIAL

Hi Andrew –

For your info.

Kind regards

s22(1)(a)(ii)

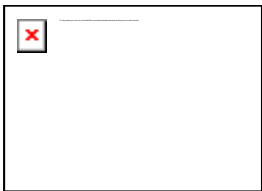
s22(1)(a)(ii) | **Senior Press Secretary**
Office of the Hon Michelle Rowland MP
Minister for Communications
Federal Member for Greenway

Commonwealth Parliamentary Offices
Level 21, 1 Bligh Street, Sydney
P: 6277 s22(1)(a)(ii) **M:** + 61 s22(1)(a)(ii)
E: s22(1)(a)(ii) mo.communications.gov.au

OFFICIAL

From: Office of Minister Rowland MP <media@MO.COMMUNICATIONS.gov.au>
Sent: Tuesday, 23 January 2024 5:10 PM
To: s22(1)(a)(ii) <s22(1)(a)(ii)@MO.communications.gov.au>
Subject: MINISTER ROWLAND - MEDIA RELEASE - TRIPLE ZERO DISCLOSURE BY OPTUS - TUESDAY, 23 JANUARY 2024

[View this email in your browser](#)



The Hon Michelle Rowland MP
Minister for Communications

STATEMENT

Triple Zero disclosure by Optus

Today, Optus advised the Government that information it previously provided to the Australian Communications and Media Authority (the ACMA), the Senate and the public about the number of unsuccessful Triple Zero calls from mobiles during its nationwide outage on 8 November 2023 was not accurate.

Optus previously disclosed that only 229 calls from mobiles to Triple Zero did not reach the Emergency Call Person (Telstra). Advice provided by the company now suggests this figure is at least 2,697 calls.

This is a deeply concerning development given the critical importance of the Triple Zero service.

Optus has advised it will commence a process to contact impacted customers and the Government has conveyed its expectation this occur expeditiously.

This new information will be considered by the ACMA as part of its independent investigation into Optus' compliance with the Telecommunications (Emergency Call Provider) Determination 2019.

The Government also announced a Post-Incident Review on 9 November 2023 to ensure industry and government capture lessons from the outage and implement improvements.

The Terms of Reference go specifically to issues around the operation and performance of Triple Zero. The Review is being led by Mr Richard Bean and will report to Government by 29 February.

Optus's activation of network wilting protocols, where signals from mobile towers are powered down in order for Triple Zero calls to be carried by other networks, will be a focus area for the post-incident review, particularly for 3G signals.

The full Terms of Reference are available here: www.infrastructure.gov.au/media-communications-arts/phone/review-optus-outage-8-november/terms-reference-review-optus-outage-8-november-2023

TUESDAY, 23 JANUARY 2024

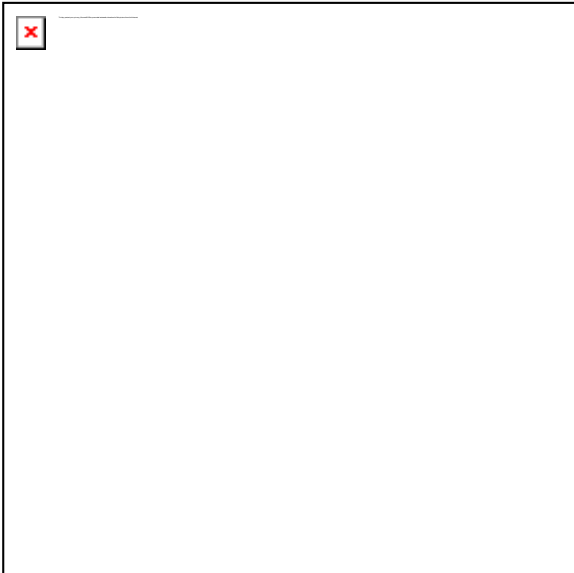
MEDIA CONTACT: s22(1)(a)(ii)

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



*Authorised by M Rowland MP, Australian Labor Party (ALP),
Level 1, Suite 101C,
130 Main Street, Blacktown.*

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s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 5:35 PM
To: s22(1)(a)(ii) Rafizadeh, Shervin; Grunhard, Samuel; Hibbert, Meghan; Silleri, Kathleen
Subject: Fwd: Optus release [SEC=OFFICIAL]
Attachments: Optus Outage Update (003).pdf

OFFICIAL

s22(1)(a)(ii)

Senior Advisor
Office of the Minister for Communications
The Hon Michelle Rowland MP
M +61 s22(1)(a)(ii)

OFFICIAL

From: "Andrew Sheridan" <Andrew.Sheridan@optus.com.au>
Date: Tuesday, 23 January 2024 at 5:32:50 pm
To: s22(1)(a)(ii) <s22(1)(a)(ii) MO.communications.gov.au>
Subject: FW: Optus release

Hi Matt

This has just gone out.

Andrew

Andrew Sheridan
Vice President, Regulatory & Public Affairs
0411 158 259
1 Lyonpark Road, Macquarie Park NSW 2113 Australia
andrew.sheridan@optus.com.au

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This email may be confidential. If you received it accidentally, please do not send it to anyone else, delete it and let the sender know straight away.

s22(1)(a)(ii)

From: Grunhard, Samuel
Sent: Tuesday, 23 January 2024 5:48 PM
To: Rafizadeh, Shervin; Silleri, Kathleen
Cc: s22(1)(a)(ii) s22(1)(a)(ii)
Subject: RE: information from Optus on 000 calls [SEC=OFFICIAL]

OFFICIAL

Thank you Shervin. Re your comment below on wilting, I can confirm that it has been a key focus of the Bean review (including our discussions with carriers) and I expect it to feature in his report.

Kind regards
 Sam

Sam Grunhard

a/g Deputy Secretary
 Communications and Media Group
E: samuel.grunhard@communications.gov.au
P +61 2 s22(1)(a)(ii) • **M** +61 s22(1)(a)(ii)
 GPO Box 594 Canberra, ACT 2601
EA: s22(1)(a)(ii) • **E:** s22(1)(a)(ii) infrastructure.gov.au • **P** +61 2 s22(1)(a)(ii)

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OFFICIAL

From: Rafizadeh, Shervin <Shervin.Rafizadeh@MO.communications.gov.au>
Sent: Tuesday, 23 January 2024 4:48 PM
To: Grunhard, Samuel <Samuel.Grunhard@COMMUNICATIONS.gov.au>; Silleri, Kathleen <Kathleen.Silleri@infrastructure.gov.au>
Cc: s22(1)(a)(ii) s22(1)(a)(ii) MO.communications.gov.au; s22(1)(a)(ii) s22(1)(a)(ii) MO.communications.gov.au
Subject: information from Optus on 000 calls [SEC=OFFICIAL]

OFFICIAL

Sam,

Good to chat earlier. A quick note below -

As flagged, the acting Optus CEO and Andrew Sheridan reached out today to advise Matt and I the figure Optus previously disclosed around unsuccessful calls from mobile to 000 was not accurate.

Kelly previously advised the Senate the figure was 228 calls, and today Optus advised that figure was incorrect and they now believe it is 2,697 calls.

Optus said the error was due to how they extracted information from the network about failed calls following the outage, and the parameters of that extraction were incorrect.

We pressed Optus for info about what they believed impacted these calls and whether this was linked to network wilting.

They advised it was quite likely an issue with wilting, and that their 3G signals were still visible which meant some handsets were routing 000 calls through the Optus core during outage. Am interested to see what Richard's review comes back with on the wilting protocols, and how Optus practice compares to that of Telstra and Vodafone.

I asked when Optus became aware 228 was not accurate, and they advised in the last few days with it firming up yesterday, and had notified ACMA late last night.

We called Optus back, conveyed the Minister's expectation they are up front, and the acting CEO agreed that the company issue a statement with the new information. The Minister will also issue a statement as well and I understand Dept has cleared the draft.

Optus advised there had not been post welfare checks conducted for the additional 2,400+ calls, as the numbers had not been identified at the time of the outage or in the days thereafter. ACMA have confirmed they are/will investigate this.

Optus advised they intend to commence outreach to impacted callers soon. I conveyed the Minister's expectation this occur expeditiously, have flagged with ACMA, and encouraged Optus to engage with the ACMA directly.

SR

Shervin Rafizadeh | s22(1)(a)(ii)

Chief of Staff

Office of the Minister for Communications, the Hon Michelle Rowland MP

OFFICIAL

s22(1)(a)(ii)

From: Hibbert, Meghan
Sent: Tuesday, 23 January 2024 6:34 PM
To: s22(1)(a)(ii) Rafizadeh, Shervin; s22(1)(a)(ii)
Cc: Media; s22(1)(a)(ii); Grunhard, Samuel; Silleri, Kathleen; s22(1)(a)(ii)
Subject: RE: Optus talking points.docx [SEC=OFFICIAL]
Attachments: Optus talking points_AgDep Sec cleared 23Jan24_CLEAN.docx; Optus talking points_AgDep Sec cleared 23Jan24.docx

Importance: High

OFFICIAL

Hi all,
I have attached a tracked version and clean version for your information. This has been cleared by Sam as A/Dep Sec.

Should you need to discuss or need any changes please contact myself or Sam.

Regards
Meghan

Meghan Hibbert
A/First Assistant Secretary • Communication Services and Consumer Division
Department of Infrastructure, Transport, Regional Development, Communications and the Arts
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OFFICIAL

From: s22(1)(a)(ii) <s22(1)(a)(ii)@mo.communications.gov.au>
Sent: Tuesday, 23 January 2024 5:10 PM
s22(1)(a)(ii) duplicate email chain

Released under the FOI Act 1982 by the Minister for Communications

OPTUS HAS DISCLOSED THAT ALMOST 3000 CALLS WERE NOT SUCCESSFUL IN REACHING TRIPLE ZERO. IS THERE ANY COMMENT FROM THE MINISTER?

s47C



This latest disclosure from Optus only goes to reinforce that more was unknown at the time than known. In these and any other circumstances in which community members need emergency assistance, calling Triple Zero

should always be the first course of action. In fact, we know that there were many successful calls made to Triple Zero on that day from Optus mobiles.

From my first statements on the outage, I called on Optus to provide transparent and timely information to the public and the Government about the outage.

It is clear now that Optus did not do that.

That is why the Government acted swiftly in announcing a post-incident review by the Department the day after the outage, to ensure the telecommunications industry learns the lessons from this outage.

The first Terms of Reference for that review requires the review to examine:

- The functioning of Triple Zero during the outage and whether changes are required to:
 - ensure continued access to Triple Zero during an outage;
 - the circumstances in which other networks support a network that is subject to a major outage; and

- the interaction between participants in the sector to ensure continued access to Triple Zero by users.

Further, the independent regulator – the Australian Communications and Media Authority – is investigating Optus' compliance with the existing regulatory framework including with the rules requiring that emergency calls are successfully carried from mobile carriers to the Emergency Call Person – Telstra. I would expect the new information around call volumes that Optus has disclosed will be included in that Investigation.

I look forward to receiving the Departmental review report on 29 February 2024, as well as the results of the ACMA investigation and the Senate Inquiry into the outage, and taking appropriate action to ensure the response to any future outage is better than on this occasion.

Let me reassure everyone that the Government's top priority is keeping Australians safe.

QUESTION: WHAT IS THE GOVERNMENT DOING TO ENSURE THAT AN OUTAGE OF THIS SCALE IS NOT REPEATED?

The outage caused significant economic and social disruption for millions of Australians right across the country.

Australians expect and deserve better from their communications service providers. So, it is essential that we understand what happened, why it happened and what improvements can be made in the future.

The Government acted swiftly in announcing a post-incident review by the Department the day after the outage.

QUESTION: WHAT COMPENSATION WILL OPTUS PAY TO CUSTOMERS?

There are existing frameworks for customers' remedies, including in relation to existing protections in the Australian Consumer Law, the Telecommunications Consumer Protection Code and the Customer Service Guarantee.

Optus extended an offer to eligible pre-paid and post-paid mobile customers, as well as eligible internet customers.

It is important to acknowledge that the impacts of service disruptions can vary across customers, and individuals will raise different questions and concerns in response based on their unique circumstances.

If a customer is unhappy with the offer they have received, they should raise this with their provider in the first instance (whether Optus or an Optus network reseller).

Small businesses who were uniquely impacted by the outage should initially contact their account manager, or the Optus Business Centre or Business Care on 133 343, which is open from Monday-Friday, 9am to 5pm.

If they are unable to satisfactorily resolve their dispute they should raise a complaint with Telecommunications Industry Ombudsman. Further information on doing this can be found at the Ombudsman's website.

What Australians want foremost is for their services to work and be reliable. And if things do go wrong, Australians reasonably expect businesses and service providers to do the right thing by their customers.

FURTHER QUESTIONS TO CONSIDER:

What will be the penalty/fine that Optus will face in relation to this new disclosure?

The Australian Communications and Media Authority is the telecommunications regulator and is currently investigating Optus' conduct with respect to existing Triple Zero rules.

It is not appropriate for me to speculate on that investigation.

Any questions regarding penalties/fines should be directed to the ACMA.

Shouldn't Optus urgently contact all impacted customers?

Yes, they should.

Optus has obligations under existing rules to undertake, or arrange to undertake, welfare checks on users who attempted to make an emergency call during the outage.

Regardless, they should do this for any users they can identify because it is the right thing to do.

How many calls did go through to Triple Zero that day?

The Government's review is investigating this issue, however, I cannot give you confirmed numbers at this time, so I won't.

Were there particular issues around handsets and the inability to reach Triple Zero?

The Government's review is investigating this issue.

QUESTION: WOULD EMERGENCY MOBILE ROAMING HAVE HELPED DURING THE OPTUS OUTAGE?

The ACCC's finding that roaming is technically feasible in emergencies such as natural disasters is a welcome development, but further work needs to be done to design and develop the capability and mitigate risks such as network congestion.

The Departmental review is considering international approaches to enabling roaming during emergencies, noting the unique nature of the Australian telecommunications ecosystem.

The Government has also tasked the Department of Infrastructure, Transport, Regional Development, Communications and the Arts and the National Emergency Management Agency with scoping out an emergency roaming capability and reporting back by March this year.

The Department is working closely with the mobile network operators to assess the potential of this capability.

s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent: Tuesday, 23 January 2024 6:46 PM
To: Hibbert, Meghan; Rafizadeh, Shervin; s22(1)(a)(ii)
Cc: Media; s22(1)(a)(ii); Grunhard, Samuel; Silleri, Kathleen; s22(1)(a)(ii)
Subject: Re: Optus talking points.docx [SEC=OFFICIAL]

OFFICIAL

Thanks Meghan.

s22(1)(a)(ii)

Senior Advisor
Office of the Minister for Communications
The Hon Michelle Rowland MP
M +61 s22(1)(a)(ii)

OFFICIAL

From: "Hibbert, Meghan" <s22(1)(a)(ii)@INFRASTRUCTURE.gov.au>
Date: Tuesday, 23 January 2024 at 6:34:28 pm
To: s22(1)(a)(ii) <s22(1)(a)(ii)@MO.communications.gov.au>, "Rafizadeh, Shervin" <s22(1)(a)(ii)@MO.communications.gov.au>, s22(1)(a)(ii) <s22(1)(a)(ii)@MO.communications.gov.au>
Cc: "Media" <media@infrastructure.gov.au>, s22(1)(a)(ii) <s22(1)(a)(ii)@infrastructure.gov.au>, "Grunhard, Samuel" <Samuel.Grunhard@COMMUNICATIONS.gov.au>, "Silleri, Kathleen" <Kathleen.Silleri@infrastructure.gov.au>, s22(1)(a)(ii) <s22(1)(a)(ii)@INFRASTRUCTURE.gov.au>
Subject: RE: Optus talking points.docx [SEC=OFFICIAL]

OFFICIAL

Hi all,
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Regards
Meghan

Meghan Hibbert

A/First Assistant Secretary • Communication Services and Consumer Division
Department of Infrastructure, Transport, Regional Development, Communications and the Arts
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From: s22(1)(a)(ii) <s22(1)(a)(ii)@MO.communications.gov.au>
Sent: Tuesday, 23 January 2024 5:10 PM
s22(1)(a)(ii) duplicate email chain

s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent: Wednesday, 24 January 2024 7:18 AM
To: s22(1)(a)(ii)
Cc: Media ACMA
Subject: RE: TODAY SHOW REQUEST [SEC=OFFICIAL]

OFFICIAL

Hi s22(1)(a)(ii) – thanks for this. We let them know the Minister wasn't available.

Cheers

s22(1)

OFFICIAL

From: s22(1)(a)(ii) @acma.gov.au>
Sent: Tuesday, 23 January 2024 11:28 PM
To: s22(1)(a)(ii) @MO.communications.gov.au>
Cc: Media ACMA <Media@acma.gov.au>
Subject: FW: TODAY SHOW REQUEST [SEC=OFFICIAL]

Hi s22(1)(a)(ii)

The Today Show looking for a spokesperson to talk on the Optus Triple Zero statement. We are going to pass if you are interested.

s22(1)(a)(ii)

From: s47F @nine.com.au>
Sent: Tuesday, January 23, 2024 7:08 PM
To: s22(1)(a)(ii) @acma.gov.au>
Cc: s47F @nine.com.au>
Subject: TODAY SHOW REQUEST

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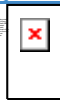

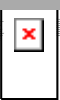
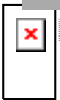
Hi s22(1)(a)(ii)

Thanks for your time on the phone.

As mentioned, we'd love to have a spokesperson from ACMA on the show tomorrow morning to discuss the announcement by Optus this afternoon about calls to emergency services.

Would you have anyone available to speak with us?

Thank you!

s47F
Producer

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A 1 Denison St, North Sydney, NSW, 2060
E s47F @nine.com.au


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SENSITIVE

Q&A (OPTUS)

Q: Knowledge about issues affecting Triple Zero?

A: The Optus outage was incredibly difficult for Australian consumers and small businesses impacted by the serious network outage.

The Government stressed the importance of clear and timely communication from Optus about the nature of the outage and its impacts.

And whenever possible, the Government provided timely updates about information we had available to us as the situation evolved and that is because we recognised early that it was causing serious impacts.

We did engage directly with the telco carriers, and with the emergency services operator who is Telstra, with the regulator, and with other relevant entities, including my department over the course of the day as new information emerged.

I am very concerned with what occurred that day in relation to calls to Triple Zero.

That is why, the day after the outage, we launched an independent review to ensure we learn the lessons from this event, with a particular focus on Triple Zero. The Review will report to Government in late February.

The independent regulator - the ACMA - is also examining Optus' compliance with Triple Zero rules and will make its determination in due course.

Further to this, yesterday, Optus advised the Government that information it previously provided to the Australian Communications and Media Authority (the ACMA), and in a public Senate hearing about the number of unsuccessful Triple Zero calls from mobiles was not accurate.

Optus previously disclosed that only 229 calls from mobiles were unsuccessful. Advice provided by the company now suggests this figure is at least 2,697 calls.

This is a deeply concerning given the critical importance of the Triple Zero service.

Optus has advised it will commence a process to contact impacted customers and the Government has conveyed its expectation this occur expeditiously.

This new information will be considered by the ACMA as part of its investigation of Optus's compliance with its obligations.

Optus's activation of network wilting protocols, where signals from mobile towers are powered down in order for Triple Zero calls to be carried by other networks, will be a focus area for the post-incident review, particularly for 3G signals.

[If pushed: 11AM press conference?

A: Information was rapidly changing throughout the day. The Government relied on advice from Optus as the best source of confirmed information about the impact of the outage on its network – consistent with what we were told by the Emergency Call Person (Telstra).

Optus only confirmed it was aware of issues with some mobiles connecting to Triple Zero after 11AM, and updated its public messaging around 1PM.



Andrew sheridan >

s22(1)(a)(ii)

We don't know if that was the root cause though.

Thu, 18 Jan at 09:54

Hi - I'm downstairs. Let me know what coffee I can get you.

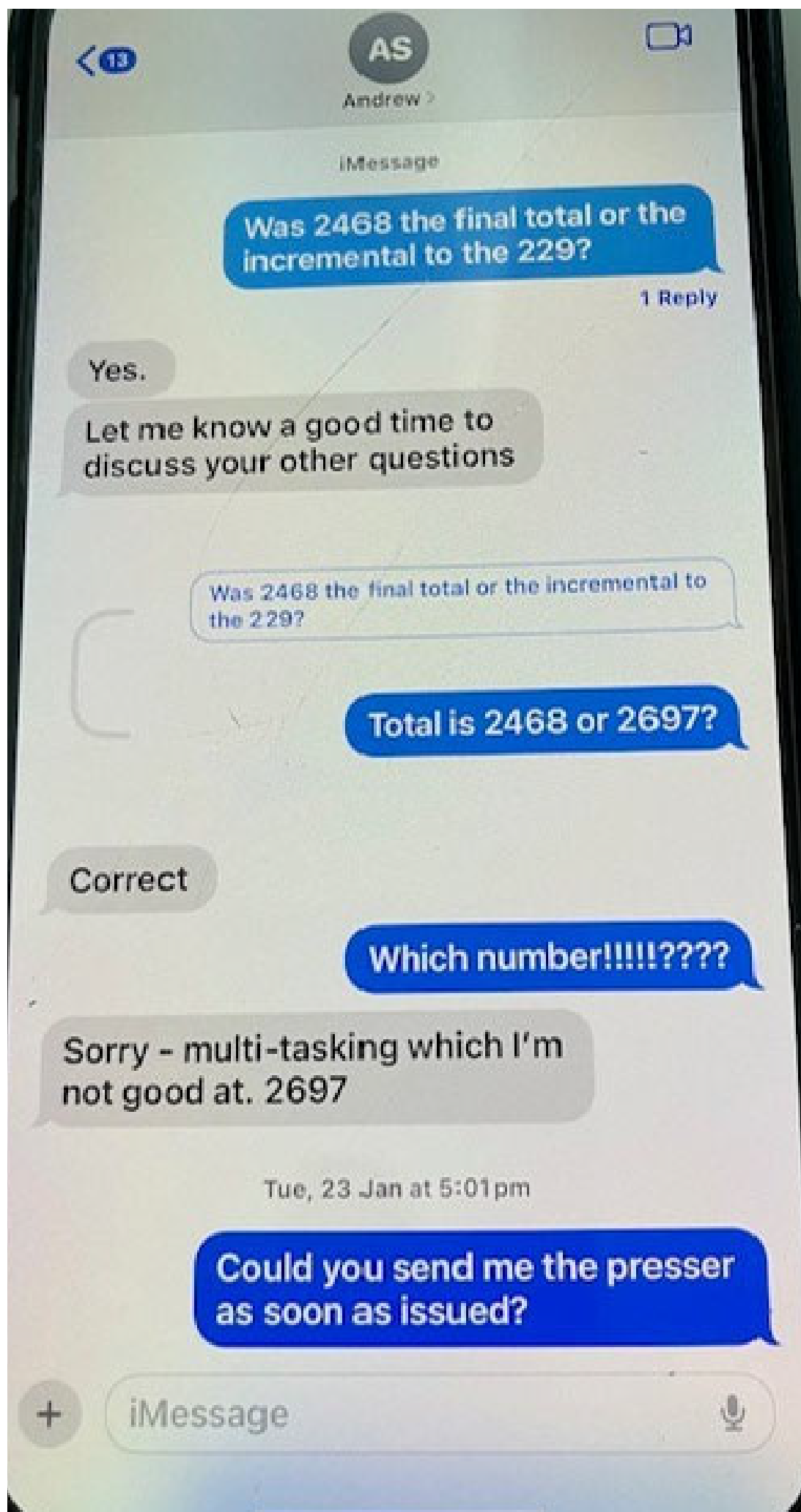
Sat, 20 Jan at 11:09

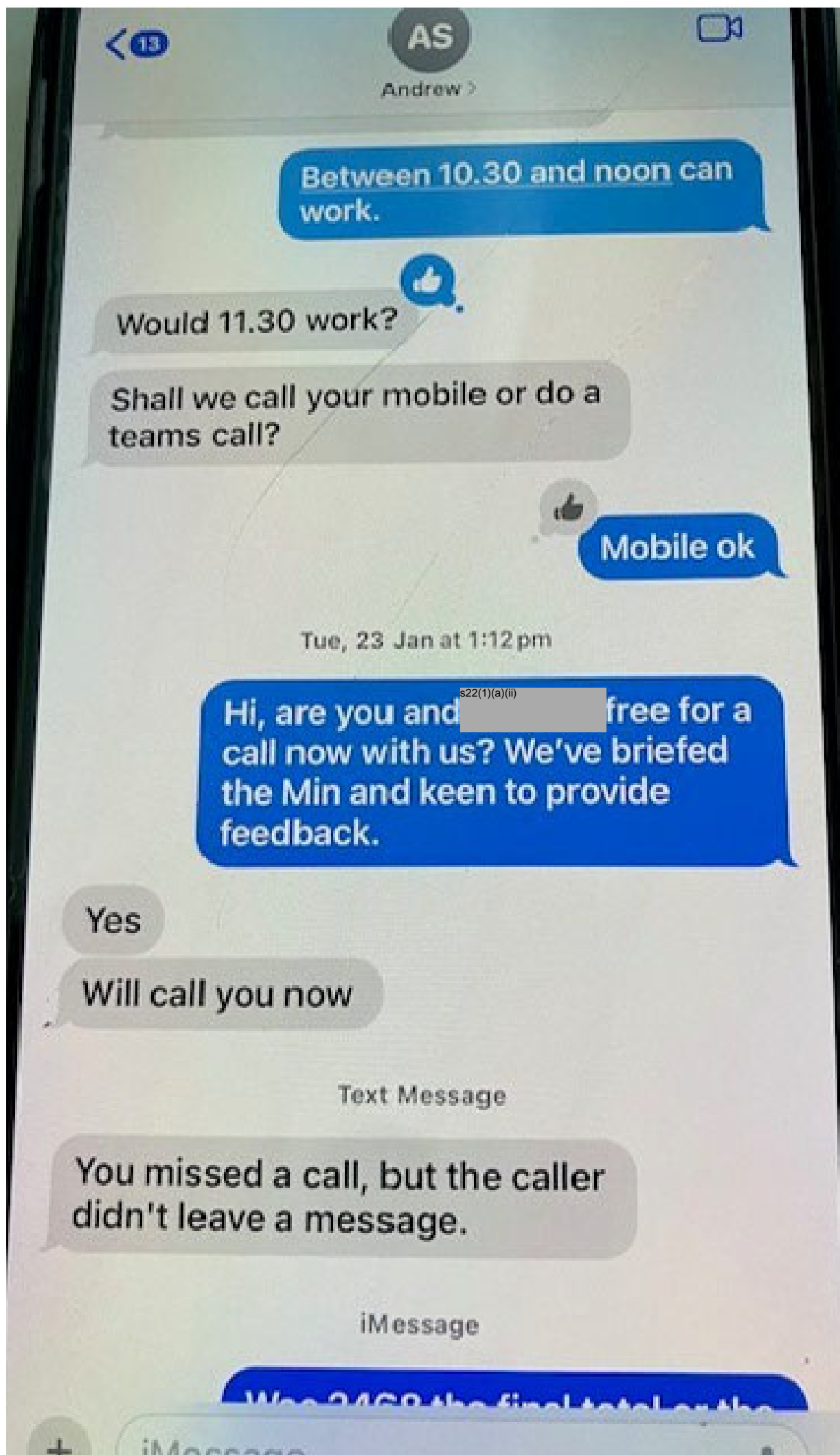
Hi - ABC article not great. Have you had any follow up? We haven't.

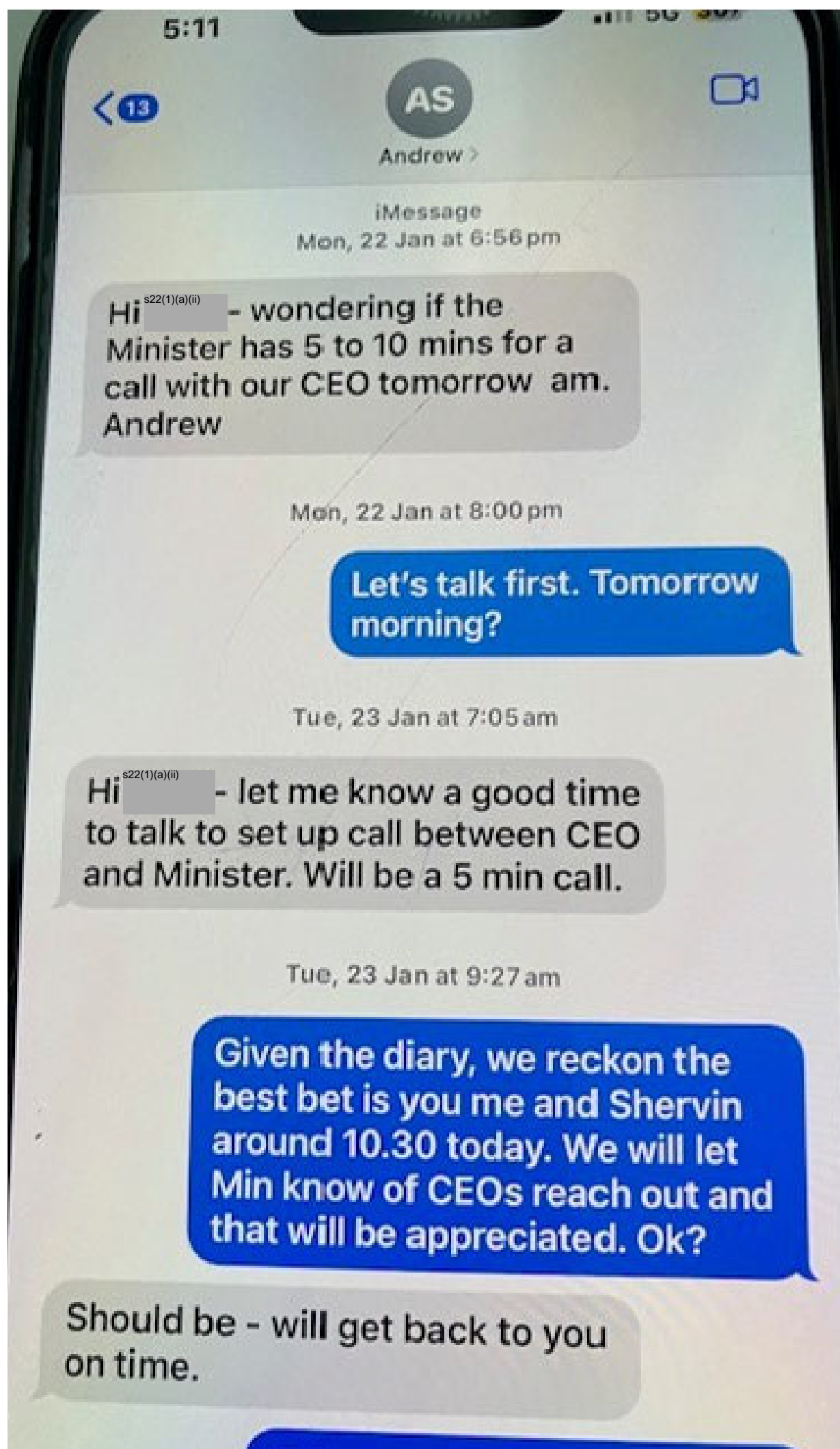


iMessage









8:54

5G 63

AS

Andrew >

Wed, 8 Nov at 6:40 am

Hi, can u give the MO some lines
in the outage when back up?

s22(1)(a)(ii)

Text Message

Thu, 16 Nov at 6:02 pm

You missed a call, but the caller
didn't leave a message.

Tue, 28 Nov at 2:38 pm

s22(1)(a)(ii)

Andrew sheridan >

Wed, 8 Nov at 15:22

Was the triggering peer
akami?

Delivered

We don't know if that was
the root cause though.

Text Message

Wed, 8 Nov at 23:02

There are constant updates.
I can't confirm yet the root
cause we are still
investigating.

I don't want to say one thing
and then that changes.

iMessage

Thu, 18 Jan at 09:54

< 107

A



Andrew sheridan >

through?

Wed, 8 Nov at 09:41

Min doing live press
conference at 11am.

Do you need any further
information

Just an eta on coming back
on line?

Are you experiencing any
issues with mobile camp-on?

We don't have an eta yet -
complete focus on restoring
the services.

Ok

ETA



iMessage




Andrew sheridan >


soon as we have information.

Can we line up a call for later in the day with 2 bosses?

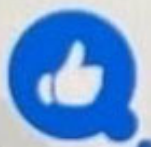
Yes - with her now

Can I say 'we are in contact and expecting a brief from ceo'

Yes 

Kelly will try Minister now. 

Need a number?

They've spoken 

Are landline 000 calls going through?

Andrew sheridan >

OK?

Wed, 8 Nov at 07:19

Hi, if you could provide lines to the MO when possible?
Thanks

s22(1)(a)(ii)

Sent as Text Message

Hi s22(1)(a)(ii) - just found a working wifi.

We are aware of a major outage issue and our teams are working to resolve asap. We believe it is IT related.

Ok. Thanks for this. She's keen to be kept in the loop.

Please ignore the comment on IT related - we are not sure. Will keep in touch as

Had been anecdotal that tas and Vic might have had issues re hand over to alternate MNO.

Was there recently a system change/update?

Sent as Text Message

We are double checking the Campon point.

We are updating out statement - it appears that some Android devices are not connecting to 000.

Got it.

Wed, 8 Nov at 15:22