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Submitted on 14 June 2026

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous



Private Submission



Published name



Short comment

The focus of this submission is the effectiveness and appropriateness of rules requiring that customer equipment to be capable of contacting Triple Zero.

MNVO's (such as Amaysim and AGL) do not control the allow-lists of 'compatible' IMEI's. Rather, only the large carriers - Optus, Vodafone, Telstra - each have their own independent allow-list. This creates considerable friction for consumers. First, consumers with a service from a MVNO have no direct contractual relationship with the carrier (eg Optus, Vodafone, Telstra) and have no pathway request for their handset to be unblocked. Second, the allow-lists are independently maintained and a handset that works with one carrier does not necessarily work with another carrier.

I have reached out to the Telecommunications Industry Ombudsman about the challenges I faced when I tried to get my handset unblocked. The TIO, as a matter of policy, refuse to hear complaints about blocked devices.

There is currently no transparent and effective process for an end-user to test a phone's compatibility, to verify that it can correctly make a Triple Zero call.

There is currently no transparent and effective process for an end-user to provide evidence of a phone's compatibility to a carrier.

There is currently no transparent and effective process for an end-user to request that their handset be unblocked across all networks.

It is my submission that the rules requiring that customer equipment to be capable of contacting Triple Zero are not effective or appropriate.

End-users can easily install free open source firmware on their Android-type phones that will give them with functionality to enable and disable connectivity required to place Triple Zero calls.

End-users with phones purchased overseas can be locked out of Australian mobile networks in error. This is my personal experience. One of my mobile handsets does NOT connect to my phone network (because it is blocked from doing so). Nonetheless, I can successfully place Triple Zero calls using this handset.

The current legislative regime disempowers consumers from enforcing their right to access a mobile network with a fully compatible device.

The current legislative regime does not give consumers who use handsets for data-only applications ability to opt-out from the Triple Zero call compatibility requirement.

Step 2: Contact details

First name

[REDACTED]

Last name

[REDACTED]

State

[REDACTED]

Email address

[REDACTED]

Email notification

[REDACTED]

Consultation name

Triple Zero Legislative and Regulatory Review

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