

23 January 2023

The Chair
Senate Environment and Communications References Committee
Parliament House
Canberra ACT 2600

Via email: ec.sen@aph.gov.au

Dear Chair

Optus Outage update

At the hearing on 17 November 2023, Optus indicated that 228 calls had failed to connect to the Emergency Call Person (ECP) and that welfare checks were undertaken on each of these calls. This was subsequently confirmed to be 229 welfare checks in Optus' 24 November 2023 written response to Questions on Notice by the Committee.

As a result of an internal audit review into our welfare check obligations which was initiated in late November, Optus can now report that up to an additional 2,468 unique service numbers made a call to the ECP during the Outage on 8 November that were not answered. We anticipate that not all of these calls would have required a welfare check and our analysis of this is ongoing.

The file that was used to determine what welfare checks would be performed arose from a search of the system using an incorrect parameter. This human error resulted in incomplete data being extracted from that system, which then became the base data source for the subsequent 229 welfare checks to be carried out. Optus has provided this information to the ACMA, which is investigating Optus' compliance with the Emergency Call Service Determination.

The safety and wellbeing of customers is an absolute priority for Optus, and we fully appreciate that we have not satisfied our customers and community expectations. For that, we are deeply sorry and reiterate that we will fully cooperate with the ACMA.

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

Yours sincerely,



Michael Venter
Interim CEO, Optus