



THE SENATE

ENVIRONMENT AND COMMUNICATIONS REFERENCES COMMITTEE

Optus Network Outage

**PUBLIC HEARING
Friday 9 February 2024**

Main Committee Room, Australian Parliament House, Canberra ACT 2600

As of Thursday, 8 February 2024, the below hearing was cancelled due to unforeseen circumstances.

Time	Witness
9.00 am	Telstra (<i>Submission 16</i>) Mr Channa Seneviratne, Executive, Technology Development & Innovation Mrs Jane Elkington, National Manager Triple Zero Mr James Toole, Head of Government Relations Mr Gerard Tracey, Principal Engineer – Network Connectivity Service, Global Networks & Technology TPG Telecom (<i>Submission 6</i>) Mr Giovanni Chiarelli, Group Chief Technology Officer Mr Trent Czinner, Group Executive Legal & External Affairs
10.00 am	Australian Communications Consumer Actions Network (<i>Submission 17</i>) Mr Andrew Williams, Chief Executive Officer Mr Gareth Downing, Deputy Chief Executive Officer
11.00 am	Telecommunications Industry Ombudsman (via videoconference) (<i>Submission 8</i>) Ms Cynthia Gerbert, Ombudsman
11.30 am	Break
12.30 pm	Department of Home Affairs (<i>Submission 7</i>) Mr Hamish Hansford, Deputy Secretary, Cyber and Infrastructure Security Ms Sophie Pearce, Assistant Secretary, Risk and Assessment, Cyber and Infrastructure Security Centre Mr Joe Buffone, Deputy Coordinator General, National Emergency Management Agency Department of Social Services Mr Pat Heatherington, Chief Operating Officer

Committee Chair: Senator Sarah Hanson-Young

Committee Secretary: Stephen Palethorpe

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1.30 pm	<p>Department of Infrastructure, Transport, Regional Development, Communications and the Arts (<i>Submission 18</i>) Mr Richard Windeyer, Deputy Secretary, Communications and Media Mr Sam Grunhard, First Assistant Secretary, Communications Services and Consumer Division Ms Kathleen Silleri, Assistant Secretary, Consumer Safeguards Branch, Communications Services and Consumer Division Ms Kate McMullun, Assistant Secretary</p> <p>Australian Competition and Consumer Commission (<i>Submission 3</i>) Ms Sarah Proudfoot, Executive General Manager, Infrastructure Division Mr Rami Greiss, Executive General Manager, Consumer and Fair Trading</p> <p>Australian Communications and Media Authority (<i>Submission 5</i>) Mr Jeremy Fenton, A/g General Manager, Consumer Division Ms Nerida O'Loughlin PSM, Chair and Agency Head Mr Richard Bullock, Executive Manager Mr Paul Nicholas, Manager</p>
3.00 pm	<i>Adjournment</i>