



Statement on Optus mobile phone tower site outage

Optus' latest outage over the weekend involving a mobile phone tower in a New South Wales suburb is totally unrelated to last week's triple zero incident. It is a different type of outage which was limited to one cell site out of 3,140 in NSW.

Optus took the matter very seriously and took action to restore the site. It has confirmed that one person who required emergency services was impacted, but this person was able to call emergency services from another phone successfully.

Given the heightened sensitivity in Australia around triple zero calls, Optus communicated this incident to demonstrate full transparency of a type of outage that carriers around the world routinely encounter. This incident did not arise from any upgrade or maintenance action being conducted.