

Optus launches investigation into Triple Zero call failures

Yesterday, Optus conducted a network upgrade and within this process a technical failure impacted Triple Zero calls.

This resulted in the failure of a number of Triple Zero calls in South Australia, the Northern Territory and Western Australia.

Optus apologises unreservedly for this failure which resulted in a number of customers being unable to get through to emergency services in their time of need.

Normal calls were still connecting during this period.

This technical failure has now been rectified.

During the process of conducting welfare checks, we have been advised that three of the Triple Zero calls involved households where a person tragically passed away.

These welfare checks are ongoing.

Optus CEO Stephen Rue said Optus has launched an immediate investigation into the incident.

“I want to offer a sincere apology to all customers who could not connect to emergency services when they needed them most,” Mr Rue said.

“And I offer my most sincere and heartfelt condolences to the families and friends of the people who passed away.

“I am so sorry for your loss.

“What has happened is completely unacceptable. We have let you down.

“You have my assurance that we are conducting a thorough investigation and once concluded we will share the facts of the incident publicly.”

Optus will co-operate fully and transparently with all relevant government agencies and regulatory bodies while we investigate this matter further.

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