

Proposal for Amendments

Telecommunications (Emergency Call Service Determination) Direction 2024

Accrued by Joe Perich

8th October 2024

PLEASE NOTE THIS IS MADE IN ADDITION TO MY EARLIER SUBMISSION

This is in reference to whether or not a carriage service provider can identify mobile phones **unable** to access the emergency call service.

And, hilariously, also in reference to carriage service providers providing low cost/no cost mobile phones which **are able** to access the emergency call service. (I note that the **Telstra Flip 4** is one of those devices)

Customer's own words: Taken from - [This forum post](#)

"Can anybody here help me work out if the Telstra Flip 4 4GX will still work after the 3G shutdown.

This phone was purchased earlier this year and I recently unlocked it and inserted an Amaysim sim (Optus network) so the old folks can use it because their current phone is 3G.

I keep getting email from Amaysim telling me to replace the phone (ZTE Z2336T) and that it will not work when 3G is shut down. I spoke to them on chat and they confirmed it will not work. I entered my IMEI at <https://amta.org.au/3g-closure-old/check-my-device/> and it says my phone may not be fully supported when 3G closes.

I then contacted Telstra on Chat, and ended up chatting to 2 people over almost 2 hours whilst they kept 'checking' if it will work. They finally came back and said it wouldn't and that I need to upgrade.

I asked them why they are still selling it on their website, and if that was the case, I'd like a refund of the phone and of the unlocking fee. <https://www.telstra.com.au/mobile-phones/prepaid-mobiles/flip4>

After checking again, they are now saying that it WILL work on 4G. I don't know who to believe now and I don't want my elderly parents to be without a phone."

"Update: Optus have now blocked the phone and it cannot be used on their network, even though Telstra say it 'should' work with 4G."
