

Proposal for Amendments

Telecommunications (Emergency Call Service Determination) Direction 2024

Accrued by Joe Perich [REDACTED] 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."
