

ATTACHMENT A

Summary of findings –contraventions of the *Telecommunications (Emergency Call Service) Determination 2019*

Provision	Conduct	Date of contravention	Number of contraventions			
			Optus Mobile	Optus Networks	Optus Internet	Optus Fixed Infrastructure
Subsection 11(1)	Failing to maintain the proper and effective functioning of its controlled networks and controlled facilities.	8 November 2023	1	1	0	1
Section 15	Failing to give end-users who made an emergency call to 000 or 112 on a service supplied by the relevant Optus entity access to the emergency call service.	8 November 2023	2,091	41	12	0
Section 17	Failing to give an end-user who used the emergency service number 106 on a teletypewriter access to the emergency call service.	8 November 2023	0	1	0	0
Section 19	Failing to ensure that emergency calls made using a service supplied by the relevant Optus entity were carried to the relevant termination point for the call.	8 November 2023	2,091	42	12	0
Paragraph 27(2)(b)	Failing to notify third party CSPs in relation to whom the relevant Optus entity has an obligation to provide access under section 10 of a significant network outage in accordance with that provision (the CSPs are listed at Attachment C)	8 November 2023	16	20	0	0
Subsection 28(1)	Failing, as soon as practicable after becoming aware of a significant network outage, to undertake a welfare check in accordance with section 6 of the Determination on end-users who made an unsuccessful emergency call during that outage using a service supplied by the relevant Optus entity.	As at the date of this report	361	8	0	0
Total			4,560	113	24	1