

To: ACMA Customer Service Centre; CSC CSC; CSC CSC; Mail Delivery System; svc_crm c2c_prod; System Contact

Subject: Re: [SEC=OFFICIAL] RE: Consultations [Ref: CSC2025-3103] CRM:001369020549

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Good afternoon,

Thank you for your e-mail.

Firstly, I would like to provide feedback regarding: *Improving the emergency call service during outages*.

I strongly believe that the Triple Zero service should not exclusively be handled by Telstra and should be handled either by all major telecommunications companies or be handled by the government itself. A clear example on why Triple Zero shouldn't be handled by one operator is because system glitches can occur (such as the one we saw happen to Telstra on 1 March 2024). Another example of this is because I have personally waited on the line to Triple Zero for over 6 minutes on occasions just to be connected to an emergency officer.

Secondly, I would like to provide feedback regarding: *Improving customer communications for outages*.

I strongly believe that all telecommunications providers in Australia should be made to contact their customers by e-mail, text and media broadcast (including social media) as soon as they become aware that there is an outage occurring. I personally believe that outages can occur, and that large fines and penalties will not resolve any issues for happening again in the future, but fines and penalties for not clearly communicating with customers should be made mandatory. Telecommunications companies should be communicating to people as best they can within the hour of an outage occurring.

Lastly, I would like to provide some feedback regarding: *Proposal to make VAST available in Mildura/Sunraysia TV1 licence area*.

I strongly believe that people in Australia should have the basic right to have access to all mainstream television broadcasts such as ABC, SBS, 7, 9 and 10 (including regional/rural affiliates who operate networks on 7, 9 and 10's behalf). If no one has/or is able to access free-

to-air television with an antenna, they should automatically be able to access the VAST service at no/little cost to them. Having access to these services is vital for people who also have little to no internet connection. It is very important to have the VAST service available to anyone in the event of an emergency (such as a bushfire, flooding etc.).

Thank you for forwarding this to the relevant team and I look forward to seeing some form of outcome in the near future.

Kind regards,

Jordyn Wolrige