

From: [REDACTED]
To: [REDACTED]
Cc: [Elizabeth Quinn](#)
Subject: RE: Dapto outage details [SEC=OFFICIAL]
Date: Monday, 29 September 2025 12:29:22 PM
Attachments: [image001.png](#)
[image002.gif](#)
[image003.gif](#)
[image004.png](#)

OFFICIAL

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Hi [REDACTED]

Acknowledging your email. I'm still catching up with all the details – I was asleep last night when the media statement was sent.

I'll respond in more detail to your questions below shortly.

Kind regards

[REDACTED]
[REDACTED]
1 Lyonpark Road, Macquarie Park NSW 2113 Australia
[REDACTED] [@optus.com.au](#)
[REDACTED]

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Optus acknowledges the Traditional Owners and Custodians of the lands on which we live, work, and serve. We celebrate the oldest living culture and its unbroken history of storytelling and communication. We pay our respect to Elders – past, present, and future – and we strive together to embrace an optimistic outlook for our future in harmony, across all of Australia and for all of its people.

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OFFICIAL

From: [REDACTED]@acma.gov.au>
Sent: Monday, 29 September 2025 10:11 AM
To: [REDACTED]@optus.com.au>
Cc: Elizabeth Quinn <elizabeth.quinn@acma.gov.au>
Subject: Dapto outage details [SEC=OFFICIAL]

[REDACTED]

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Hi [REDACTED], I am following up to seek further information in regards to the outage in Dapto NSW yesterday (28 September 2025). It looks like media outlets may have been provided information about the outage but no further information has been provided to the ACMA since our call around 4pm yesterday. Can you please provide further information about the cause of the Dapto outage as soon as possible. In particular, we are interested to understand how this outage is different to other Significant Local Outages that Optus is notifying the ACMA of at this time. Specifically, has this outage involved an outage in the core network that prevented the 000 emergency calls being successfully carried, rather than the outage being limited to just an outage involving the radio access network (RAN)? It would seem that might be the case if Optus was able to capture information for welfare checks which means the calls have entered the Optus network. If the outage involves the core network, is Optus certain or undertaking further investigations at this time that the outage did not impact calls beyond the Dapto area?

[REDACTED]
[REDACTED]
[REDACTED]

Regards

[REDACTED]
[REDACTED]

Australian Communications and Media Authority

E [REDACTED]@acma.gov.au

P [REDACTED]

M [REDACTED]

[acma.gov.au](https://www.acma.gov.au)

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