

**From:** [REDACTED]  
**To:** [Adam Suckling](#)  
**Cc:** [REDACTED]  
**Subject:** RE: Media Statement - West Dapto  
**Date:** Monday, 29 September 2025 6:33:37 AM

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Dear Adam

Please refer to this updated statement as at 1.30am. I will be out of contact for a period of time this morning, but will ensure you receive further updates this morning from [REDACTED] (cc'd) in my absence.

Thank you

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#### **UPDATE : Optus mobile coverage - West Dapto**

Optus continues to investigate the cause of an issue involving a mobile phone tower site in the Dapto area in NSW. The issue has been restored.

We have investigated the impact of the issue on calls made between 3am and 12.20pm yesterday, including calls made to the Triple Zero network, and have confirmed with police, all callers who attempted to contact emergency services are OK.

We sincerely apologise to any customers who were impacted.

#### **Background**

Nine Triple Zero call failures identified:

- One caller did require an ambulance and used another phone to contact emergency services.
- One caller was trying to call emergency services but could not get through – they have confirmed they are OK
- NSW police verified with one caller that they did not need Emergency Services assistance
- Four calls were referred to NSW Police to undertake welfare checks including two from the same address and all have been confirmed as OK
- Two callers we contacted said they had accidentally called Triple Zero.

\*Three further callers identified previously were also making test calls to Triple Zero.

Population coverage impacted is 4500.

There are approximately 9000 Optus sites across Australia.

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**From:** [REDACTED]  
**Sent:** Sunday, 28 September 2025 11:29 PM  
**To:** Adam Suckling <adam.suckling@acma.gov.au>  
**Subject:** Media Statement - West Dapto

Dear Adam

Please find below Optus media statement, this will be released imminently. It was of the upmost importance to ensure we were providing accurate information on the calls we have made. I understand [REDACTED] from ACMA was advised of this issue this afternoon ~4pm

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**Optus mobile coverage - West Dapto**

Optus is investigating an issue today involving a mobile phone tower site in the Dapto area in NSW.

While all services have been restored, we are investigating the impact of the issue on calls made between 3am and 12.20pm today, including calls made to the Triple Zero network, and where necessary we are working with the police as part of the Triple Zero welfare check process.

We apologise to any customers who have been impacted and will provide a further update as appropriate.

**Background**

12 Triple Zero call failures identified to date:

- One caller did require an ambulance and used another phone to contact emergency services.
- NSW police verified with one caller and they did not need Emergency Services.
- Three further calls have been referred to NSW Police to undertake welfare checks including two from the same address.
- Two callers we contacted said they had accidentally called Triple Zero.
- One caller was trying to call emergency services but could not get through – they have confirmed they are OK
- One caller was making a test call and did not need emergency services assistance
- Three callers we are currently in the process of conducting welfare checks

Population coverage impacted is 4500.

There are approximately 9000 sites across Australia.

Thanks

