

James Parker

Brisbane, QLD Australia

20 March 2026

Subject: ACMA Compliance Priorities 2026-2027 Submission

To the Australian Communications and Media Authority (ACMA),

Thank you for establishing an open consultation for the compliance priorities for 2026-27.

Please find included with this submission a copy of the submission I made to the last year's '2025-2026 ACMA Compliance Priorities Consultation', which outlined in detail systemic issues with carrier compliance of Emergency Calling rules.

This included that consumers were able to use phones that are 'officially supported' that cannot call Triple Zero due to software issues, these are the same issues which have since lead to multiple deaths, particularly with TPG/Vodafone.

Despite recent carrier actions these issues still persist and the carriers continue to inconsistently block phones, including devices that work perfectly for Emergency Calls on 4G.

As referenced below:

ABC News - Telstra & Optus are inconsistently blocking phones. The regulator doesn't know how many – 27 May 2025
<https://www.abc.net.au/news/2025-05-27/telstra-optus-inconsistent-blocking-phones/105319626>

Is this Phone Blocked? – 4G/5G Device Blocking Checker
<https://isthisphoneblocked.net.au>

This also includes many older Samsung models which are not impacted by the Vodafone Emergency Calling issue, as I have outlined in detail below.

The Missing Samsung Emergency Calling Settings for Vodafone AU
<https://medium.com/@jamesdwho/the-missing-samsung-emergency-calling-settings-for-vodafone-au-8074282a944a>

Telstra's report from 20 October is incorrect, it **does not** impact all Pre November 2021 Samsung's.

Android 7 & 8 Samsung Devices sold by Telstra, Optus or Retail are not impacted by the Vodafone issue, yet have been blocked, this includes devices like the Galaxy S6, S7 and similar (including Telstra and AU specific TACs).

Android 7/8 Samsung's with Vodafone CSC's are impacted, such as the 24 Sep 2025 Galaxy J2 Pro.

Samsung with the rollout of Android 9 for the Australian market has also broken devices that otherwise work perfectly fine with Android 8, such as the Galaxy J5 Pro.

There is an 'Emergency Profile Refresh' function in the Samsung Android 9 'IMS Service' code that only runs for on devices with AU Market firmware, this 'refresh' function has caused the problem.

International Samsung Firmware variants including with Android 9 are also not impacted if they are used on Telstra or Optus (and are missing the 'VAU Emergency' settings/update) as they are explicitly 'SlotBasedConfig', yet many have been blocked as well including many US Models like the Galaxy S9.

I provided further information about this issue to the Triple Zero Custodian Operations Branch in early 2026 and I've been advised this was also forwarded on to the ACMA.

I'm happy to provide further details regarding my findings, as I have done in recent weeks with the Custodian Operations Team, please refer to the above Medium link for more detailed information.

With this 2026 submission, I have also included a copy of the Submission I provided to the Triple Zero Outage Senate Inquiry in November 2025.

The issues raised within that submission are in need of being investigated and addressed, there continue to be significant public safety risks and ongoing structural & systemic harms to consumers.

Harms that shouldn't require a Class Action from Consumers to resolve.

There continues to be no transparency of what is blocked and why, this data needs to be made public.

I am more than happy to speak with anyone from the ACMA about these matters and I did previously on 1 October 2025 following on from my meeting with Minister Wells on 17 September 2025.

I would like to constructively assist in any way to both ensure fairness for consumers and public safety.

I can be available at any time and in any capacity.

Thank you for your time.

Regards

James Parker
Brisbane, QLD

Attachments List

PDF Documents provided alongside this Submission.

Merged Documents Table of Contents

- 1) Triple Zero Outage Senate Inquiry Submission #23 – 25 November 2025**
- 2) ACMA - Compliance Priorities 2025-2026 Submission - James Parker - 24 March 2025**
- 3) March 2025 Letter to the Communications Minister**
 - a) Letter to the Minister Rowland - RE 3G Shutdown & 4G Device Blocking - 27 March 2025
 - b) Response from the Department of Infrastructure RE Caretaker Mode & Letter - 28 April 2025