

[REDACTED]

From: Adam Suckling
Sent: Tuesday, 28 July 2026 4:25 PM
To: [REDACTED]
Subject: FW: TPS [SEC=OFFICIAL]
Attachments: Telstra talking points - updated.docx

OFFICIAL

OFFICIAL

From: Cathy Rainsford <Cathy.Rainsford@acma.gov.au>
Sent: Thursday, 9 July 2026 7:43 PM
To: Adam Suckling [REDACTED]@acma.gov.au>
Cc: Elizabeth Quinn [REDACTED]@acma.gov.au>; [REDACTED]@acma.gov.au>; [REDACTED]
[REDACTED]@acma.gov.au>; Cathy Rainsford [REDACTED]@acma.gov.au>
Subject: RE: TPS [SEC=OFFICIAL]

OFFICIAL

Hi Adam,

Updated TPs attached. I've left track changes on so you can see the material changes (I accepted grammatical ones so as not to complicate anything).

I will bring hard copies (track changes and clean) for our meeting tomorrow morning. Let me know if you want me to drop hard copies to you tonight.

I've been thinking about a "line" and wonder if something along like the following would work:-

"Telcos should by now be in no doubt about how seriously the ACMA takes any failures to provide access to Triple Zero for Australians. In addition to implementing a significant regulatory uplift, we have also fined Telstra \$3m and Optus \$12m for Triple Zero failures in recent years. Any telco found to be in breach of their obligations can expect a serious and substantial response from the ACMA."

Anyway, sharing that thought now so we can ponder overnight.

Give me a call on the mobile if you want to discuss anything this evening.

Kind regards
Cath

OFFICIAL

From: Cathy Rainsford
Sent: Thursday, 9 July 2026 5:52 PM
To: Adam Suckling [REDACTED] <[REDACTED]@acma.gov.au>
Cc: Elizabeth Quinn [REDACTED] <[REDACTED]@acma.gov.au>; [REDACTED] <[REDACTED]@acma.gov.au>
Subject: TPS
Importance: High

I'll keep reviewing but this is where I'm at.

Cathy Rainsford
General Manager Consumer Division

Australian Communications and Media Authority

T [REDACTED] M [REDACTED]
E [REDACTED] <[REDACTED]@acma.gov.au>
www.acma.gov.au

Executive Assistant: [REDACTED]
T [REDACTED]
E [REDACTED] <[REDACTED]@acma.gov.au>

The ACMA acknowledges First Nations peoples as the Traditional Owners and Custodians of Australia. We respect and celebrate First Nations peoples as the original storytellers and content creators of the lands on which we work and honour the enduring strength and commitment of Aboriginal and Torres Strait Islander peoples to the land, waters and their communities. We pay our respects to Elders past and present.

