

[REDACTED]

From: [REDACTED]
Sent: Thursday, 9 July 2026 2:23 PM
To: [REDACTED]
Subject: RE: Q&As [SEC=UNOFFICIAL]

Few more for consideration.

- What is the difference in Telstra's obligations as a telco provider, and as the Triple Zero call person?
- What's the ACMA's response to criticism it is not doing enough to protect public safety and is not tough enough on telcos when their networks fail?
- How many outages has Telstra reported to the ACMA over the last 12 months?
- Was the camp-on system working during the outage? If so, why did some triple zero calls fail?

From: [REDACTED]@acma.gov.au>
Sent: Thursday, 9 July 2026 2:07 PM
To: [REDACTED]@acma.gov.au>
Subject: Q&As [SEC=UNOFFICIAL]

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- When did Telstra advise us
- What is the timeline/expected finalisation of this investigation
- What are the potential penalties for this investigation
- What is the status of the September 2025 Optus investigation
- What is the status of the recent Vodafone investigation
- Should there be a system of enforceable reliability standards
- Response to allegations ESL costs will have an impact on investment in network reliability

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