

21 May 2025

██████████
██████████
Government and Regulatory Affairs
Singtel Optus Pty Limited
Email: ██████████@optus.com.au

Dear ██████████

Requirements to identify and block mobile phones unable to call Triple Zero

I refer to the amendments to the *Telecommunications (Emergency Call Service) Determination 2019* (the ECS Determination) made in October 2024 that require carriage service providers to identify mobile phones that are unable to call Triple Zero, and to cease supply of carriage services to those phones. The practices that industry have developed are generally referred to as 'blocking' mobile phones.

As these elements of the ECS Determination have been in operation for six months, I consider it timely to assess the effectiveness of industry arrangements to meet these requirements, and ensure that device blocking arrangements are being undertaken using appropriate methodologies.

I am seeking detailed information on the process that Optus undertakes to determine if a mobile phone should be blocked. Could you please respond to this request by providing the following information:

- describe in detail Optus' process for determining which mobile phones are blocked
- advise which specific devices have been blocked, and, for each device, advise of Optus' reason for blocking it
- the total number of mobile phones that have been blocked since commencement of the new rules
- the total number of mobile phones identified on your network each month since commencement of the new rules
- the total number of customers that have utilised assistance under your payment assistance policy and obtained a free or low-cost phone since commencement of the new rules.

I would also welcome any feedback you would like to provide the ACMA about your experience operating under the new rules, and whether there are improvements in regulations, processes, or information sharing between stakeholders that may assist to meet the policy objectives.

I would appreciate your response before Wednesday 4 June 2025. The contact officer for this matter is [REDACTED] who can be contacted on [REDACTED] or [REDACTED] [\[REDACTED\]@acma.gov.au](mailto:[REDACTED]@acma.gov.au) should you wish to discuss this issue or obtain further information.

Yours sincerely

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]