

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] [SEC=OFFICIAL]
Date: Monday, 6 January 2025 9:49:53 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

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Hi [REDACTED]
The communications in Nov from [REDACTED] was a request from them to unblock several devices which we had previously blocked. The [REDACTED] was originally on this list, but [REDACTED] requested it be removed as it was placed on the list in error. No reason was provided.

With regards the other device, [REDACTED] has not sought this model to be allowed on the network. If you could send me the TAC for this device I can get our team to look into its status on the network.

Regards

[REDACTED]

From: [REDACTED]
Sent: Monday, January 6, 2025 9:26 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] [SEC=OFFICIAL]

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Good morning, [REDACTED]
the break was lovely but perhaps a little too hectic for my liking – hope you had a nice break too
Thank you for your response. Just to clarify:

- [REDACTED], the manufacturer of [REDACTED] device, requested that this device not be approved to work on the Optus network. Were [REDACTED] reasons that outlined below? (that is: *“we can’t guarantee VOLTE emergency calls will work for this, as we might have a problem with the specific Telstra device camping to VoLTE with Optus and Vodafone USIM’s”*?)
- No concerns have been raised with Optus about the [REDACTED]

Thank you.

Regards

[REDACTED]

[REDACTED]

[REDACTED]

Work days: Mon. Tue. Wed. Thu.

Australian Communications and Media Authority

[REDACTED]

[REDACTED]

acma.gov.au



The ACMA acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past, present and future.

From: [REDACTED]@optus.com.au>
Sent: Monday, January 6, 2025 8:42 AM
To: [REDACTED]@acma.gov.au>; [REDACTED]
[REDACTED]@optus.com.au>
Cc: [REDACTED]@acma.gov.au>; [REDACTED]
[REDACTED]@acma.gov.au>
Subject: RE: [REDACTED] [SEC=OFFICIAL]

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Hi [REDACTED]
Thank you for your email, and I hope you had a good break over Christmas and New Years.
With regards your enquiry on [REDACTED] devices, we can confirm that the manufacturer reached out in November to confirm the status of a number of their devices. [REDACTED] provided test results for five devices and these were subsequently allowed on the Optus network.
We can also confirm that [REDACTED] specifically requested that [REDACTED] device **NOT** be approved to work on the Optus network. On the basis of this specific advice from [REDACTED], this device remains blocked.

As it is the responsibility of manufacturers to ensure the devices are compliant with the relevant Australian standards, Optus primarily relies on the attestation of the manufacturer as to the status of their devices – especially where the device is not stocked or sold by Optus. Where a manufacturer seeks to get a device approved on the Optus network we require evidence of the relevant S042:2020 certification and the relevant test results from an accredited Australia test lab.

Hope this helps.

Regards

[REDACTED]

From: [REDACTED]@acma.gov.au>
Sent: Thursday, January 2, 2025 11:31 AM
To: [REDACTED]@optus.com.au>; [REDACTED]
[REDACTED]@optus.com.au>
Cc: [REDACTED]@acma.gov.au>; [REDACTED]
[REDACTED]@acma.gov.au>
Subject: RE: [REDACTED] [SEC=OFFICIAL]

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Thanks, [REDACTED]
I hope you had a good Christmas and New Year celebration.

[REDACTED]

From: [REDACTED]@optus.com.au>
Sent: Thursday, January 2, 2025 11:29 AM

To: [REDACTED]@acma.gov.au>; [REDACTED]
[REDACTED]@optus.com.au>
Cc: [REDACTED]@acma.gov.au>; [REDACTED]
[REDACTED]@acma.gov.au>
Subject: RE: [REDACTED] [SEC=OFFICIAL]

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Hi [REDACTED]
Confirming that [REDACTED] will respond to your query when he's back in the office.
Kind regards
[REDACTED]

From: [REDACTED]@acma.gov.au>
Sent: Tuesday, December 24, 2024 9:14 AM
To: [REDACTED]@optus.com.au>
Cc: [REDACTED]@acma.gov.au>; [REDACTED]
[REDACTED]@acma.gov.au>
Subject: RE: [REDACTED] [SEC=OFFICIAL]

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Thank you, [REDACTED]
Regards
[REDACTED]

From: [REDACTED]@optus.com.au>
Sent: Monday, December 23, 2024 8:27 PM
To: [REDACTED]@acma.gov.au>
Cc: [REDACTED]@acma.gov.au>; [REDACTED]
[REDACTED]@acma.gov.au>
Subject: Re: [REDACTED] [SEC=OFFICIAL]

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Hi [REDACTED]
I'll ask our Devices team for advice. Due to our corporate shutdown, we may not be able to get a response till after 6th January.
Kind regards
[REDACTED]

From: [REDACTED]@acma.gov.au>
Sent: Monday, December 23, 2024 11:28:49 AM
To: [REDACTED]@optus.com.au>
Cc: [REDACTED]@acma.gov.au>; [REDACTED]
[REDACTED]@acma.gov.au>
Subject: [REDACTED] [SEC=OFFICIAL]

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Hi [REDACTED]

The Department has recently raised concerns with the ACMA about the [REDACTED]

[REDACTED] We understand:

- these phones have been sold by Telstra as replacement phones for customers that needed to replace phones under the 3G shutdown
- Optus has blocked customers using [REDACTED] phones based on advice from [REDACTED] stating “we can’t guarantee VOLTE emergency calls will work for this, as we might have a problem with the specific Telstra device camping to VoLTE with Optus and Vodafone USIM’s”

We followed up with Telstra regarding the devices and it has confirmed that both of these devices are able to successfully camp-on to the Optus network.

Telstra also followed up with the supplier testing of the two devices and advised:

- [REDACTED] phone was tested to S042.1 2020 by an accredited test body. The 2020 version mandates testing across all carriers and supported technologies. [REDACTED] told Telstra that “this phone should not be banned by any operator”.
- The [REDACTED] phone was tested to S042.1 2018 by an accredited test body. The 2018 version did not mandate testing across all carriers and supported technologies. The device was launched by Telstra on 20 July 2021. The 2018 version of S042.1 was acceptable at that time for RCM compliance purposes. Telstra however reiterates that it has tested this device to confirm that it is compliant for emergency calling on the Telstra network and emergency camp-on to other networks.

Are you able to clarify Optus’ position with these devices and on what it is basing its decision regarding their compliance? Any assistance you can provide for our understanding would be appreciated.

Wishing you a safe and happy holiday.

Regards

[REDACTED]
[REDACTED]
[REDACTED]

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Australian Communications and Media Authority

[REDACTED]
[REDACTED]

acma.gov.au



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