

s22

From: s22
Sent: Friday, 4 May 2018 11:46 AM
To: Silleri, Kathleen
Cc: s22; s22
Subject: Telstra outage resolved [SEC=UNCLASSIFIED]

Follow Up Flag: Follow up
Flag Status: Flagged

UNCLASSIFIED

Hi Kath, Telstra has advised the incident is resolved. Some further points below to note:

- The issue is resolved and all calls are reaching Triple Zero and emergency service organisations. The incident looks to be caused by network issues rather than the Telstra ECP function itself.
- s45 & s47 had s45 & s47 calls to Triple Zero where they are uncertain if they reached Triple Zero (some of these calls may include multiple attempts to reach Triple Zero). Telstra is checking its records for receipt of calls from these numbers and will provide information back to s45 & s47 for follow up with its customers. Telstra is following up with its own customers to ensure their calls did reach Triple Zero.
- s45 & s47 office intends to contact the Department, and I have advised s45 & s47 of Telstra they should contact Richard Windeyer or you.



s22

Director / Liaison and Emergency Services / Consumer Safeguards
 Department of Communications and the Arts

P s22

M s22

s22

Level 46, 360 Elizabeth St, Melbourne VIC 3000

communications.gov.au / @CommsAu

arts.gov.au / @artsculturegov

I would like to acknowledge the traditional custodians of this land on which we meet, work and live. I recognise and respect their continuing connection to the land, waters and communities. I pay my respect to Elders past and present and to all Aboriginal and Torres Strait Islanders.

s22

From: media
Sent: Friday, 4 May 2018 9:02 AM
To: s22
Cc: media
Subject: FW: Telstra Outage - E000 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s22

Just in case you haven't seen this.

Kind regards,



s22

Communications Advisor / Arts Communications / Communications branch
Department of Communications and the Arts

P s22

M s22

s22

2 Phillip Law Street, Canberra ACT 2601
GPO Box 2154 Canberra ACT 2601

communications.gov.au / @CommsAu
arts.gov.au / @artsculturegov

Note to media: Unless otherwise agreed, the information contained in this email is for background and is not for attribution.

From: s47F
Sent: Friday, 4 May 2018 8:55 AM
To: s47F
Subject: Telstra Outage - E000

Good morning

One of our key interstate cables in New South Wales was damaged overnight. Inspection shows significant fire damage consistent with a lightning strike. A fibre repair team was rushed to the site, east of Orange, and has commenced repairs.

Traffic was diverted to alternate cables and equipment. However, there has been an issue switching over this traffic that has impacted some of our business customers, including disrupting some calls to E000. We have been working with E000 to restore their services as soon as possible.

The majority of services are not impacted and full service is progressively being restored although there are still some intermittent interruptions to E000 calls in NSW, Victoria, SA and WA.

We take our responsibilities to connect people to E000 very seriously and we have all our people working to restore services. Emergency services are providing alternative contact numbers in most States. We would also encourage people who have issues making connections to continue calling as the impacts have been intermittent.

We are also working with our Enterprise customers to help them restore their services if needed.

I will provide more information in due course.

Kind Regards

s47F



s47F | s47F
s47F
s47F

This communication may contain confidential or copyright information of Telstra Corporation Limited (ABN 33 051 775 556). If you are not an intended recipient, you must not keep, forward, copy, use, save or rely on this communication, and any such action is unauthorised and prohibited. If you have received this communication in error, please reply to this email to notify the sender of its incorrect delivery, and then delete both it and your reply.

s22

From: media
Sent: Friday, 4 May 2018 1:52 PM
To: media
Subject: FYI: UPDATE 3: Telstra Outage - E000 [SEC=UNCLASSIFIED]

UNCLASSIFIED

FYI

From: s47F
Sent: Friday, 4 May 2018 1:48 PM
To: s47F
Subject: UPDATE 3: Telstra Outage - E000

Good afternoon

One of our key interstate cables in New South Wales was seriously damaged overnight by fire, causing intermittent service interruptions in several States.

A fibre repair team was rushed to the site, east of Orange, and all impacted services including some impact to Emergency 000 have now been restored.

We take our responsibilities to connect people very seriously, particularly with E000, and we deeply apologise for the impact to services.

The disruption commenced at approximately 2.00am. Impacted routers were restored about 4.50am and services progressively restored to normal. The cable was fixed at approximately 11am with other services coming back online after that.

Our initial inspection showed significant fire damage consistent with a lightning strike. We will complete a full investigation to verify the cause of the fire.

Most call traffic was successfully diverted to alternative cables and equipment. However, an issue occurred with the routing of some traffic which resulted in intermittent disruptions to E000 calls. A number of our business and government customers experienced some disruption to voice and data services, including EFTPOS.

Our initial investigation shows a key piece of router equipment did not respond as intended which resulted in some traffic not re-routing as expected. This is the focus of our investigation.

If any customers are still experiencing issues with their service we encourage them to contact a Telstra customer service representative. We remain vigilant to ensure there are no subsequent issues from this morning's cable damage. We continue to work closely with emergency services providers in each State.

We take pride in the resilience of our network and would obviously not want any interruptions to ever occur.

Kind Regards

s47F



s47F

s47F
s47F

This communication may contain confidential or copyright information of Telstra Corporation Limited (ABN 33 051 775 556). If you are not an intended recipient, you must not keep, forward, copy, use, save or rely on this communication, and any such action is unauthorised and prohibited. If you have received this communication in error, please reply to this email to notify the sender of its incorrect delivery, and then delete both it and your reply.

From: s47F
Sent: Friday, 4 May 2018 11:37 AM
To: s47F
Subject: UPDATE 2: Telstra Outage - E000

Good morning

The restoration of the cable in NSW has been completed. E000 services are returning to normal. We are working with emergency services and our government and enterprise customers to manage any residual issues. We are deeply sorry for the interruptions.

Kind Regards

s47F



s47F
s47F
s47F

This communication may contain confidential or copyright information of Telstra Corporation Limited (ABN 33 051 775 556). If you are not an intended recipient, you must not keep, forward, copy, use, save or rely on this communication, and any such action is unauthorised and prohibited. If you have received this communication in error, please reply to this email to notify the sender of its incorrect delivery, and then delete both it and your reply.

From: s47F
Sent: Friday, 4 May 2018 9:01 AM
To: s47F
Subject: Telstra Outage - E000

Good morning

One of our key interstate cables in New South Wales was damaged overnight. Inspection shows significant fire damage consistent with a lightning strike. A fibre repair team was rushed to the site, east of Orange, and has commenced repairs.

Traffic was diverted to alternate cables and equipment. However, there has been an issue switching over this traffic that has impacted some of our business customers, including disrupting some calls to E000. We have been working with E000 to restore their services as soon as possible.

The majority of services are not impacted and full service is progressively being restored although there are still some intermittent interruptions to E000 calls in NSW, Victoria, SA and WA.

We take our responsibilities to connect people to E000 very seriously and we have all our people working to restore services. Emergency services are providing alternative contact numbers in most States. We would also encourage people who have issues making connections to continue calling as the impacts have been intermittent.

We are also working with our Enterprise customers to help them restore their services if needed.

I will provide more information in due course.

Kind Regards

s47F



s47F
s47F
s47F

This communication may contain confidential or copyright information of Telstra Corporation Limited (ABN 33 051 775 556). If you are not an intended recipient, you must not keep, forward, copy, use, save or rely on this communication, and any such action is unauthorised and prohibited. If you have received this communication in error, please reply to this email to notify the sender of its incorrect delivery, and then delete both it and your reply.

s22

From: Silleri, Kathleen
Sent: Friday, 4 May 2018 8:41 AM
To: s22; s22
Subject: FW: Triple 0 [SEC=UNCLASSIFIED]

UNCLASSIFIED

fyi

From: Silleri, Kathleen
Sent: Friday, 4 May 2018 8:41 AM
To: Mrdak, Mike <Mike.Mrdak@communications.gov.au>; Williams, Nadine <Nadine.Williams@communications.gov.au>; Windeyer, Richard <Richard.Windeyer@communications.gov.au>
Subject: RE: Triple 0 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Mike

We have been in contact with Telstra and advice is that services are largely back to normal. If calls are not routed in the first instance they are being redirected or rerouted with (so far) no reports of callers in need being unable to contact emergency services.

They are examining the circumstances which led to the issues (which appear to have largely affected NSW more than any other state).

At this stage Telstra doesn't have further details on the cause as it has primarily been focusing on restoration. They have committed to providing us with updates throughout the day as new information comes to hand.

I have passed on all relevant info to both Minister's Offices. We are also in contact with Emergency Management Australia (AGs).

I will keep you updated as we learn more.

Kath

From: Mrdak, Mike
Sent: Friday, 4 May 2018 8:36 AM
To: Silleri, Kathleen <Kathleen.Silleri@communications.gov.au>; Williams, Nadine <Nadine.Williams@communications.gov.au>; Windeyer, Richard <Richard.Windeyer@communications.gov.au>
Subject: Triple 0 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Kath – do we have an update on the causes and impacts of the triple o cable being cut yesterday? What is the advice on the restored service?

Thanks
mike