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Media Release

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Consumers call for Triple Zero modernisation after outage

Peak communications consumer body ACCAN has welcomed regulatory action against Telstra for significant Triple Zero failings earlier this year, and urged a modernisation of Triple Zero services.

Telstra has been fined more than \$3 million for 473 breaches of Triple Zero rules relating to an incident on 1 March 2024, during which Telstra's Triple Zero call centre was hampered in transferring calls to emergency services for 90 minutes. Customers were unable to access the service as expected.

ACCAN CEO Carol Bennett thanked Telstra for their acknowledgement of the significant safety risk posed to the public by this breach, but stressed that the critical nature of emergency services means every effort must be made to ensure this does not happen again.

"Telstra has a significant responsibility to the Australian public as our nation's only designated Emergency Call Person. We all rely on Telstra to answer and transfer emergency calls when we need it most."

"The fundamental importance of Triple Zero cannot be overstated. We appreciate that Telstra have taken steps to remediate this situation and improve services."

"Since the Triple Zero incident in March, two government-initiated reviews have made important recommendations regarding Triple Zero which have been accepted and implemented by the Minister for Communications Michelle Rowland."

"This means that many lessons from this incident have already been addressed."

"But there is more to do to introduce next generation Triple Zero services. We encourage the government and Telstra to immediately consider what steps may facilitate the adoption of 'Next Generation Triple Zero' services, including direct text to Triple Zero, to ensure all Australians can access emergency services when they need them most " Ms Bennett said.

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The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communication consumer organisation. The operation of ACCAN is made possible by funding provided by the Commonwealth of Australia under section 593 of the Telecommunications Act 1997. This funding is recovered from charges on telecommunications carriers.

ACCAN is committed to reconciliation that acknowledges Australia's past and values the unique culture and heritage of Aboriginal and Torres Strait Islander peoples. [Read our RAP](#)
