

**Media Release**

**29 September 2025**

**Not good enough – Optus fails Australia again**

Once again, Optus has failed in its responsibility and liability to ensure that the vital 000 service is available 24/7 without fail.

Lives depend on it. Optus' negligence has already cost lives.

000 is too important to be left in the hands of a foreign-owned corporation which clearly sees profit as more important than lives.

Had Optus taken its responsibilities seriously, the multinational would have sufficiently upgraded its systems after its last failure in 2023 to ensure it did not happen again.

However it has happened again, and the Albanese government must take some responsibility for not giving this issue sufficient priority.

This happened under their watch in 2023, but two years later we still don't have the 000 Custodian recommended by the Bean Report into the failure.

*Quotes from Dr Sophie Scamps, Independent Federal Member for Mackellar:*

“Millions of Australians depend on 000, yet again this life and death service has failed.

It simply cannot be left in the hands of a foreign owned telco which clearly puts profits above lives.

This is not good enough, but why am I not surprised? How many strikes before you're out? People before profits.

Once again, the Albanese government has been too slow to act on recommendations from the Bean Review it commissioned into Optus' 2023 failure.

Communications Minister Anika Wells must commit the government to legislating as soon as parliament resumes to ensure that our privately owned telcos take their responsibilities seriously and do not let people in need down yet again.”

**ENDS**

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