

GENERAL ANNOUNCEMENT::OPTUS BOARD INDEPENDENT REVIEW AND SINGTEL GROUP CEO STATEMENT

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SINGAPORE TELECOMMUNICATIONS LIMITED

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SINGTEL - SG1T75931496 - Z74

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No

Announcement Details

Announcement Title

General Announcement

Date & Time of Broadcast

24-Sep-2025 08:47:56

Status

New

Announcement Sub Title

Optus Board Independent Review and Singtel Group CEO Statement

Announcement Reference

SG250924OTHR73QW

Submitted By (Co./ Ind. Name)

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Designation

Assistant Company Secretary

Description (Please provide a detailed description of the event in the box below)

Please see attached the announcement issued by Optus, a subsidiary of Singapore Telecommunications Limited (Singtel) and the Statement issued by the Singtel Group CEO.

Attachments



[Ann 20250924 Optus Independent Review.pdf](#)



[Ann 20250924 Singtel Group CEO Statement.pdf](#)

Total size = 94K MB

Optus Board Independent Review appoints Kerry Schott

The Chairman of the Optus Board, John Arthur, has announced today that the Board has commissioned Dr Kerry Schott AO to lead an Independent Review into the technical failure on 18 September 2025 which impacted Optus customers calling Triple Zero.

Dr Schott is an experienced executive and Board director, with a deep understanding of public and private sector organisations.

The Review will identify the causes, and canvass the applicable processes, protocols and operations, of the incident on 18 September 2025.

The Review will also examine the operational management of Triple Zero calls in the Optus network, including the monitoring and operational effectiveness in relation to this incident. Actions taken by Optus in response to the incident, including adherence to policies, procedures and legislative requirements, will also be considered by the Review.

Mr Arthur said: “What has occurred is clearly unacceptable, and on behalf of the Board I apologise for this failure in our accountability to all those who relied on our Triple Zero services. I particularly express my deep condolences to the families and friends of the four people who passed away.

“The Optus Board is working with Chief Executive Stephen Rue and his team to ensure we develop a full understanding of what went wrong and why, and what we need to do to prevent any repetition. In the interests of transparency - and to promote greater community understanding of what went wrong and why - we are committed to sharing the facts of the incident. The appointment of Kerry Schott to conduct an Independent Review will support these objectives. Dr Schott’s extensive cross-industry experience at both the executive and Board level, and in both the public and private sectors, particularly in infrastructure, energy, and telecommunications ideally equips her to undertake this Review.”

The Independent Review is expected to be completed before the end of the year. Dr Schott will report to the Optus Board on her findings. After considering those findings the Board will make Dr Schott’s report public.

Note to editors:



Dr Kerry Schott AO

Kerry Schott is currently a Director of AGL, Chair of the Carbon Market Institute and Chair of the Competition Review Panel for the Australian Government. These appointments follow a long career in the privatisation and infrastructure area in both government and investment banking. She was a Managing Director at Deutsche Bank and Executive Vice President at Bankers Trust Australia. She became CEO of Sydney Water 2005-2011. She has had numerous Board positions including Chair of Moorebank Intermodal and Director of NBN, and Chair of Retained Roads Pty Ltd (a 49% owner of West Connex motorway.)

Kerry has also served on a number Advisory Committees and policy reviews. She has currently led a short review into Incident Management at Sydney Trains for the NSW Government Cabinet Office; chaired a panel to review Freight Policy in NSW. chaired a short review of Marinus Link for the Tasmanian Government; reviewed Inland Rail for the Australian Government and briefly chaired ARTC.

Kerry holds a doctorate from Oxford University and was awarded an Order of Australia in 2015 for services to business and commerce. She holds honorary doctorates from the University of Sydney, Western Sydney University and the University of New England.



Statement by Singtel Group CEO Yuen Kuan Moon:

We are deeply sorry to learn about the network incident at our Optus subsidiary that has impacted Triple Zero calls, and to hear that customers could not connect to emergency services when they most needed them. Our hearts go out to the families and friends of those who have passed away and we know that Optus will get to the bottom of this matter.

We are working with the Optus board and management to ensure a thorough investigation of this incident to prevent any future recurrence. Optus has been co-operating fully and transparently with all relevant government agencies and regulatory bodies while the matter is being investigated and will share the findings in due course.

Optus is in the midst of an ongoing transformation led by Stephen Rue who was appointed 11 months ago to lead the charge. We will continue to fully support the Optus board and management team as they work through this incident and accelerate the changes needed. We are committed to the continued transformation of Optus to improve the processes and resiliency of the company and improve the reliability of critical services.

The Singtel Group has supported Optus by investing over A\$9.3 billion in the past five years with a large proportion of that put to building network infrastructure across Australia, and will continue to invest as needed for Optus to provide reliable communication services to all Australians.