



Matt Thistlethwaite

Your Local Member for Kingsford Smith

10 February 2026

Mr Kevin Teoh
Uniti Group Chief Executive Officer
Via Email: kevin.teoh@unitigrouplimited.com

Dear Mr Teoh,

Re: Little Bay Internet and Telecommunications Outages

I have recently been contacted by multiple constituents from the Little Bay area regarding prolonged internet and telecommunications outages. Please find their correspondence attached.

The residents of the Little Bay and Prince Henry area have explained that they experienced an extended internet outage from Wednesday 14 January to Sunday 18 January 2026, with some residents still without internet connectivity. There was a significant impact on around 1000 premises and an estimated 3500 residents.

The impact of the internet outage was exacerbated by the poor mobile phone reception in the area. Many residents have to rely on Wi-Fi calling which was unavailable during the outage. Given the large population of elderly residents in the area, this is an unacceptable safety risk. Even those residents with a landline require a functioning internet connection to be able to access these services.

Residents have also attempted to contact the Uniti Group and submitted complaints about this extended outage and would like an explanation on the underlying cause of the outage and the steps being taken to rectify this ongoing issue.

I respectfully request that your office investigate this matter and provide an explanation and resolve the issue.

I would also be grateful if you could ensure any correspondence regarding this matter is sent to my office, as this will allow me to further liaise with my constituents.

Thank you for your consideration.

If you require further information regarding this matter, please contact my office on (02) 9349 6007.

Yours sincerely

Hon. Matt Thistlethwaite MP
Member for Kingsford Smith

