



Natasha Griggs

Administrator of Christmas Island
Administrator of the Cocos (Keeling) Islands



Community Bulletin

Cocos (Keeling) Islands – Mobile Phone Network Update

Number: A18/2018

Date: 17 April 2018

Many of you will be aware that the private provider of the local Cocos mobile network, Indian Ocean Territories Telecommunications (IOTT), has advised that the Cocos (Keeling) Islands mobile telephone network is currently experiencing an outage. This has resulted from a component failure within the network.

The provider IOTT is working to resolve the issues. IOTT has advised that parts need to be sent off island to be investigated and hopefully fixed. IOTT has advised it expects to have an update on this next week.


In the meantime, landlines, internet and Wi-Fi hotspots are still working and the emergency management services, health services, Shire, and police also have access to VHF radio frequencies through their own networks. If you have an emergency, please call 000 and you will be put through to the police on Cocos. VHF Channel 20 is also monitored by the police, and there are radios on the front of both the West Island and Home Island police stations.

For visitors and tourists please note the following phones are available for use:

- On West Island: one in front of Tropika and one besides the Cocos club
- On Home Island: one next to the small business shops

For any further information please contact Brad Waugh at IOTT – brad.waugh@domains.ex or phone Brad on 08 9162 7715.

I look forward to providing you with an update when I receive new information.


Natasha Griggs
Administrator
Territories of Christmas Island and the Cocos (Keeling) Islands

A Cocos Malay translation is available on request from Office-IOTA@infrastructure.gov.au