



THE SENATE

**ENVIRONMENT AND COMMUNICATIONS REFERENCES COMMITTEE**

**Triple Zero service outage**

**PUBLIC HEARING**  
**Tuesday 9 December 2025**

**Parliament House - Committee Room 2S1**  
**Canberra**

Time	Witness
8.45 am	<b>TPG Telecom</b> ( <i>Submission 6</i> ) Mr Iñaki Berroeta, Chief Executive Officer Mr Giovanni Chiarelli, Group Chief Technology Officer Ms Vanessa Hicks, Group Executive Customer and People Experience
9.30 am	<b>Nokia Solutions and Networks Australia Ltd</b> Mr Andrew Cope, Managing Director, Oceania Mr Ben Saint, Head of Government Affairs, Oceania  <b>Ericsson</b> Mr Ludvig Landgren, Managing Director, Ericsson Australia and New Zealand Ms Michelle Phillips, Regional Head of Government & Policy Advocacy - Asia Mr Nick Bromhead, Head of Network Solutions Mr Marcel Schwartz, Head of Cloud Software Services
10.15 am	<b>Break</b>
10.30 am	<b>Telstra</b> ( <i>Submission 7</i> ) Ms Vicki Brady, Chief Executive Officer Ms Lyndall Stoyles, Group General Counsel & Group Executive Corporate Affairs, Risk & Legal Mr Gerard Tracey, Group Owner, End-to-End Service Performance and Resilience Ms Jane Elkington, National Manager, Triple Zero
11.15 am	<b>Samsung Electronics Australia (Samsung)</b> ( <i>Submission 15</i> ) Mr Marc Dunn, Head of Government Relations Mr Satya (Satyanarayana) Vignesh, Technical Product Manager Mobile Division Mr Eric Chou, Head of Mobile Division
12.00 pm	<b>Break</b>
1.00 pm	<b>Australian Telecommunications Alliance</b> ( <i>Submission 12</i> ) Mr Luke Coleman, Chief Executive Officer
1.30 pm	<b>ACCAN</b> ( <i>Submission 4</i> ) Ms Carol Bennett, Chief Executive Officer Dr Gareth Downing, Deputy Chief Executive Officer
2.00 pm	<b>Telecommunications Industry Ombudsman</b> ( <i>Submission 8</i> ) Ms Cynthia Gebert, Ombudsman

Committee Chair: Senator Sarah Hanson-Young

Committee Secretary: Tas Larnach

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2.45 pm	<i>Break</i>
3.00 pm	<b>Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts</b> ( <i>Submission 3</i> ) Ms Clare Chapple, First Assistant Secretary Mr Chris Fogarty, Assistant Secretary Ms Kathleen Silleri, Assistant Secretary Mr James Chisholm, Deputy Secretary, Communications and Media Group Mr Sam Grunhard, First Assistant Secretary, Communications Infrastructure, Communications and Media Group
4.45 pm	<i>Adjournment</i>