



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	TPG Telecom (<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	Nokia Solutions and Networks Australia Ltd Mr Andrew Cope, Managing Director, Oceania Mr Ben Saint, Head of Government Affairs, Oceania Ericsson 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	Break
10.30 am	Telstra (<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 Ms Cecelia Burgman, Public Affairs Executive
11.15 am	Samsung Electronics Australia (Samsung) (<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	Break
1.00 pm	Australian Telecommunications Alliance (<i>Submission 12</i>) Mr Luke Coleman, Chief Executive Officer
1.30 pm	ACCAN (<i>Submission 4</i>) Ms Carol Bennett, Chief Executive Officer Dr Gareth Downing, Deputy Chief Executive Officer
2.00 pm	Telecommunications Industry Ombudsman (<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	Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (Submission 3) Mr James Chisholm, Deputy Secretary, Communications and Media Group Mr Sam Grunhard, First Assistant Secretary, Connectivity, Communications and Media Group Ms Clare Chapple, First Assistant Secretary, Triple Zero Custodian, Communications and Media Group Mr Chris Fogarty, Assistant Secretary, Triple Zero Custodian, Communications and Media Group Ms Kathleen Silleri, Assistant Secretary, Triple Zero Custodian, Communications and Media Group
4.45 pm	<i>Adjournment</i>