

## **Samsung Opening Statement**

### **Senate Inquiry - Triple Zero service outage**

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Good morning, Chair, senators. Samsung Electronics Australia appreciates the opportunity to assist this Senate Committee's inquiry into the Triple Zero service outage.

On behalf of everyone at Samsung, I wish to express our sincere condolences to those who have lost loved ones as a result of network failures that are being reviewed by this inquiry, including the recent incident involving a Samsung handset user on the Vodafone network who was unable to reach Triple Zero to seek support for another individual who passed away.

It is critical to make clear at the outset that this recent incident, and reports of issues with multiple manufacturer's handsets not connecting to Triple Zero on the Vodafone network, are separate and unrelated to the September 2025 Optus outage.

Samsung strives to develop technologies that improve lives. We build safe and secure mobile technology make them accessible to as many Australians as possible. We recognise the critical importance of reliable access to Triple Zero and take the emergency call functionality of our handsets seriously.

All handsets sold by Samsung Australia comply with applicable Australian laws and regulations, and we test all products and software across all Australian networks prior to the release of every handset.

When Telstra informed us on September 25<sup>th</sup> 2025 that a Samsung handset was unable to connect to Triple Zero on the Vodafone network, we immediately investigated the issue and discovered 71 older handset models we previously believed were blocked or requiring software update during the 3G network shutdown were still active.

Released between 2015 and 2021, these handsets were originally configured to call emergency services using Vodafone's 3G network, as 4G emergency calling on Vodafone's network was not available until 2021. This is not solely a Samsung issue with other manufacturers having similarly impacted older handsets following the 3G shutdown.

Since 25<sup>th</sup> September, Samsung has been working with each network as a matter of urgency, assisting with the identification process for affected handsets that had not been properly identified at the time of the 3G shutdown.

While Samsung has complied with our regulatory responsibilities, there have been a number of learnings throughout this experience and we have made a number of recommendations in our written submission to this effect. We would like to proactively play a part with the relevant stakeholders to ensure that this same issue is not repeated with future network closures.

Thank you and we look forward to your questions.