

Committee Secretary  
Senate Environment And Communications References Committee  
Department of the Senate  
PO Box 6100  
Parliament House  
CANBERRA ACT 2600  
AUSTRALIA

27 March 2026

Dear Committee Secretary

**Senate Environment and Communications References Committee Inquiry into Triple Zero service outage**

Thank you for inviting us to appear at the 26 February 2026 hearing on the Triple Zero service outage and please accept our apologies in the delay in sharing this information with you. Google welcomes and supports the Committee's efforts to engage with stakeholders on this important topic.

During the hearing, we indicated we would provide additional information on three topics:

1. the technical differences between Google Pixel phones and other manufacturers' phones in relation to connecting emergency calls;
2. Pixel Satellite SOS calling; and
3. Android OEM requirements for emergency connectivity.

We welcome this opportunity to provide additional information.

**1. How Pixel devices approach emergency calling differently**

All Google Pixel phones sold in Australia are technically capable of making emergency calls using 4G networks. By contrast, we understand that some other manufacturers' older devices were not capable of making emergency calls in Australia via 4G networks.

As outlined in our opening statement, Google Pixel phones also have two other advantages:

1. SIM-based activation: rather than creating fragmented country-specific or carrier-dedicated variants of our devices, we utilise SIM-based activation. This ensures that any Google Pixel phone, regardless of where it was originally purchased, is technically equipped to make emergency calls upon



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activation in this country.

2. Over-the-air updates: our "Seamless Update" technology for Google Pixel phones allows software to be applied in the background while the device is in use. Unlike some other systems or devices that require a device to be offline for a certain period during an update, a Google Pixel update is activated during a standard restart, ensuring users are never deterred from updating due to downtime. The global software base is subjected to a rigorous testing process in Australia and around the world and is provided to our carrier partners for testing and approval prior to deployment in the market.

## **2. Pixel Satellite SOS calling**

Owners of Google Pixel phones (Pixel 9 and later, other than Pixel 9a), when in an emergency situation without Wi-Fi or mobile network, can try to connect to emergency services through satellite. More information is available [here](#).

As mentioned during the hearing, Google has engaged Garmin to provide this service to Google Pixel owners in Australia. We further understand that Garmin has an arrangement with an Australian Government agency to identify the most appropriate resource for the location the incident is coming from and dispatch assistance to the area.

## **3. Android OEM requirements for emergency connectivity**

As mentioned during the hearing, Android is an open source software platform made available to device manufacturers through a license. While each manufacturer customises the core operating system to accommodate their specific hardware and radio chips, Android provides a global blueprint to ensure safety, which requires OEMs to prioritise emergency traffic, use high-accuracy location data (via ELS), and maintain an up-to-date understanding of local emergency numbers through a "trust-but-verify" approach involving the SIM, the network, and the Operating System. This is ensured via tests that an OEM needs to pass to be able to ship devices with Android installed.

Thank you again for involving us in the Committee's inquiry.

Yours sincerely

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Google Australia and New Zealand