

Thank you, Chair and members of the Committee.

Before we proceed, Google wishes to acknowledge the paramount importance of the Triple Zero network, and we express our deepest sympathy regarding the tragic events that occurred which have been the subject of hearings as part of the Committee inquiry.

Google welcomes the opportunity to discuss the critical intersection of mobile technology and public safety. At the heart of our hardware philosophy is a commitment to ensuring that every Australian user can rely on their Pixel device when it matters most.

Google Pixel is Google's premier smartphone brand. Google develops and sells Pixel phones, in much the same way as other leading device manufacturers. Google Pixel phones make calls, or connect to the internet through telecommunication carrier networks in Australia.

That said, because Google develops the end-to-end experience across both software and hardware for Pixel devices, it is able to implement two core technologies which help to mitigate the risk of Emergency Calling issues.

The first is Google Pixel's SIM-based activation. What this means is that no matter where in the world you bought your Pixel, it will switch to Australian settings the moment it's turned on in Australia. It means any Pixel device is technically equipped to use Triple Zero emergency services. Because the software is the same worldwide, a person doesn't have to worry about missing important safety features just because they bought their phone overseas.

Safety is not a static state; it requires constant vigilance.

The second technology solution is that Google Pixel phones stay secure and up-to-date using an advanced over-the-air delivery system that works without interrupting the user.

Software updates are downloaded and prepared in the background while the phone is in use, only requiring a quick restart to finish the process.

All software undergoes strict global and local testing and must be approved by major Australian carriers before it is released.

The system provides rapid security protections and has the ability to mandate essential safety updates remotely if a critical issue is found.

We would be happy to expand on this through the hearing today, and are happy to answer questions.