

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

Questions on notice – Samsung Electronics Australia

Canberra hearing – 3 November 2025

Question:

How many devices did you advise each carrier needed to be blocked?

Answer:

At the time Eric Chou (Samsung) responded: “We can take the detailed numbers on notice. We reviewed all Samsung devices sold or active on Australian networks.” Our review indicates that 74 models were identified on the TPG network. These were communicated as 13 models with no software update available and 61 models with a software update provided.

For background, there are three categories of impacted devices: (i) 3G-only smartphones, (ii) 4G smartphones without 4G voice capability, and (iii) 4G smartphones with 4G voice capability but unable to make 4G emergency calls. Carriers specifically requested support in identifying devices within the third category. No such devices were identified on Telstra or Optus networks.

Questions on Notice from Senator David Pocock

1. Does anyone within your organisation currently hold a sponsored pass to Parliament House?
2. If so, who, and which Member of Parliament sponsors that pass?

Answer:

No-one from Samsung have previously, nor currently hold a sponsored pass to Parliament House in Canberra.