



Market Announcements Office  
Australian Securities Exchange  
Level 4, 20 Bridge Street  
Sydney NSW 2000

Sydney, 9 December 2025

### **TPG Telecom Statement – Update on Triple Zero**

TPG Telecom Limited (ASX:TPG) has issued a media release providing an update on triple zero and advising that it will appear at a Senate Environment and Communications References Committee hearing today related to Triple Zero outages and resilience.

Please find attached the media release.

Authorised for lodgement with ASX by the TPG Telecom Continuous Disclosure Committee.

### **Further information**

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## TPG Telecom Media Statement - Update on Triple Zero

**9 December 2025** – TPG Telecom Limited (**TPG**) will today appear at a Senate Environment and Communications References Committee hearing related to Triple Zero outages and resilience. TPG appreciates the opportunity to assist the Senate Committee in its consideration of this important issue.

On 18 November 2025, TPG issued a statement relating to an incident which occurred on 13 November 2025 when a customer could not make triple zero calls on a Samsung device that was operating out-of-date software. The Australian Communications and Media Authority (**ACMA**) has advised it is investigating that incident and TPG will provide information to the ACMA to assist it with its investigation.

TPG has also provided information to the ACMA in respect of another incident in which a customer was unable to call triple zero in September 2025 from a Samsung device that was also operating out-of-date software. That customer was able to contact emergency services via an alternative option. TPG was made aware on 8 December 2025 that the calls to triple zero may have been made in connection with an individual who has lost their life. We have sought to clarify the circumstances, but details have not yet been verified by relevant emergency authorities.

TPG will continue to engage with the ACMA and provide information it requests as part of its investigations. TPG also continues to urge all customers with outdated software to replace or update their devices without delay to ensure they can reach triple zero in an emergency.

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