

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

Sydney, 18 November 2025

TPG Telecom Statement on Triple Zero Incident

TPG Telecom Limited (ASX:TPG) has today issued a media release reminding customers to ensure that older mobile devices can access Triple Zero in an emergency, after a tragic loss of life following calls from a Samsung device that was operating out-of-date software. A copy of the media release is appended to this announcement.

At the time of the tragic incident referred to in the media release, Triple Zero services on the TPG Telecom mobile network were operational, and no outages were occurring. Further, in accordance with its regulatory obligations, TPG Telecom had notified customers using older Samsung devices to update software on impacted devices to allow emergency calling.

TPG is providing this information to the market for transparency because of heightened public awareness of Triple Zero related matters at this time, noting the Company is currently undertaking the institutional component of the Reinvestment Plan announced on 17 November 2025.

The institutional component of the Reinvestment Plan received strong demand. TPG intends to complete the raising process over the course of today, at which point the Company expects to release an announcement regarding the completion of the process and request that the Trading Halt in place since yesterday morning is lifted.

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

Further information

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TPG Telecom Media Statement on Triple Zero Incident

18 November 2025 – TPG Telecom is deeply saddened to confirm that on 13 November 2025, a customer in Sydney using a Lebara service on a Samsung device, could not make Triple Zero calls on the TPG Telecom mobile network and a person tragically lost their life.

TPG Telecom offers its sincere condolences to the family and loved ones of that person at this difficult time.

TPG Telecom was informed of the incident at 5:22pm yesterday (17 November) following advice from NSW Ambulance.

At the time of the attempted contact to the Triple Zero service, the TPG Telecom mobile network was operational and no outages were occurring.

Early investigations indicate that the failed calls were due to the customer's Samsung device operating on software that was not compatible with making Triple Zero calls on the network.

Samsung recently identified that certain, older devices required a software update to enable Triple Zero functionality on TPG Telecom's mobile network.

When TPG Telecom became aware of these handsets on its network, we communicated with customers to urgently update affected devices. Handsets not updated are blocked after a period of 28-35 days from the first contact to the customer, as required under new regulations.

The most recent communications to customers with impacted devices was sent on 7 November. These updates are critical to ensure compatibility with emergency services and to protect customer safety.

TPG Telecom Managing Director and CEO, Inaki Berroeta, said: "Customer safety remains our highest priority. This is a tragic incident, and our condolences and thoughts are with the individual's family and loved ones. Access to emergency services is critical. We urge all customers with outdated software to replace or update their devices without delay to ensure they can reach Triple Zero in an emergency."

TPG Telecom has notified the Minister for Communications, the NSW Government, ACMA, Triple Zero Custodian and other relevant government and regulatory bodies of this incident.

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