



## THE HON PAUL FLETCHER MP

Minister for Communications, Urban Infrastructure, Cities and the Arts

### MEDIA RELEASE

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#### **Location technology for Triple Zero saving lives across Australia**

The rollout of Advanced Mobile Location (AML) is now complete in Australia, and all users with an upgraded Android or iPhone handset can access this lifesaving technology.

AML technology assists emergency services—fire, police or ambulance—to pinpoint the exact location of Triple Zero callers. The technology allows mobile phones to send precise location coordinates when a call to Triple Zero is made.

AML has already been used to save lives. In South Australia, the technology [helped emergency services locate two kayakers](#) caught in strong winds three kilometres offshore, which eliminated the need for an expensive air and sea search.

Minister for Communications, Urban Infrastructure, Cities and the Arts, the Hon Paul Fletcher MP, is encouraging Australians to upgrade their Android or iPhone handsets with the latest software update to activate AML.

“Time is critical when you are in a life or death situation—that is why Advanced Mobile Location technology is so important,” Minister Fletcher said. “It allows Triple Zero to send you help as quickly as possible.”

Triple Zero receives up to 27,000 calls nationally each day, and around 78 per cent of these calls originate from a mobile phone, so accurate location data is critical.

AML will work automatically with Android phones version 4.1 or higher with Google Play Services installed. iPhone users will need to ensure their devices are running iOS14.3 or later in order to have access to this service.

Telstra is responsible for the operation of Triple Zero and has been working with Apple and Google to test AML for iPhone and Android devices, as well as with the mobile carriers and emergency service organisations in each State and Territory to deliver AML.

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