

EMERGENCY CALLING · STAFF BRIEFING · 2026

The Silence on the Line: A 000 Briefing

Whether they hang up at thirty seconds or hold on to sixty depends entirely on whether anyone in your business ever told them what the silence means. New official advice published today explains it.

New advice, 24 August 2026: when your carrier's network is unavailable, a Triple Zero call is attempted through another carrier. **emergency camp-on**, and this can take up to sixty seconds with silence on the line the whole time. During an outage earlier this year the maximum reportedly reached ninety. **The two-stage instruction:** around five seconds on the first attempt, then hang up and redial immediately; on later attempts, hold for up to sixty seconds and do not hang up because it sounds dead. **Teach the screen check first:** *SOS, SOS only* or *Emergency calls only* means the call can get through on another network; a plain *no service* means it cannot, and you need a fixed line or a different location.

The short version

Screen shows	Where	Meaning	Action
SOS or SOS only	iPhone, wording varies by iOS version	Camp-on available	Dial. Expect the silence. Hold.
Emergency calls only	Android	Camp-on available	Dial. Expect the silence. Hold.
No service, emergency calls only	Android	Camp-on available, note the words after the dash	Dial. Expect the silence. Hold.
Small SOS icon	Android	Camp-on available	Dial. Expect the silence. Hold.
No service and nothing else	Both	No mobile coverage at all	Do not persist. Use a fixed line, or move to where there is signal.

■ Also worth knowing

Attempt one: five seconds, then hang up			Attempt two: hold for sixty up		
What it is testing	Whether your own network is fine and will connect you normally		Whether camp-on can find a path through another carrier		
Why so short / so long	A normal connection is fast. Five seconds of nothing means something is wrong, and waiting does not repair it.		Camp-on genuinely needs that long, and hanging up mid-way restarts it from zero.		
The mistake it prevents	Burning a minute on an attempt that was never going to succeed		Abandoning at forty seconds an attempt that would have connected at fifty		

Say this

“Quick one about calling triple zero. If you ever have to ring 000 and nothing happens, no ringing, no voice, just silence, that is normal now. Your phone is trying to get the call out through a different carrier's network, and that takes time.

■ Questions the full guide answers

- ☐ What should I tell my staff about the new 000 advice?
- ☐ Why does a Triple Zero call go silent for up to a minute?
- ☐ What is the difference between no service and emergency calls only on my phone?
- ☐ Should staff working from home call 000 from the work app or their mobile?
- ☐ Does the 000 delay apply to calls from a desk phone or cloud phone system?
- ☐ How do I make sure emergency services can find my premises?
- ☐ Can my business rely on Temporary Disaster Roaming this disaster season?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call 1300 663 222 or visit vocphone.com/about/contact-us.