

RESILIENCE 2026

Business Phone Redundancy: Why One Network Isn't Enough

The coverage-map reset and public outage registers finally put the truth on paper: a single mobile network is a single point of failure. Here is how to build a business phone setup that keeps ringing when one carrier goes dark.

From **30 June 2026** every Australian carrier must publish mobile coverage maps using one standard legend. **good, moderate, basic, no coverage**, and from **31 March 2026** they must log every major and significant local outage on public registers. Transparency is welcome, but a map does not keep *your* phones up. The real lesson is architecture: if every call depends on one mobile network, that network is a **single point of failure**, as the Telstra national outage and the Optus Triple Zero outage proved. The fix is redundancy. Cloud voice that fails over automatically to mobile apps and alternate paths does not die when the office does, and keeps calls flowing during a carrier outage. VOCPhone runs on its own Australian network with 99.99% uptime and builds failover in as standard.

■ The short version

When this happens...	Single mobile network	Cloud voice with failover
Office loses internet or NBN	✗ On-premise phones go dead	✓ Calls follow rules to mobile apps
Nobody free to pick up	~ Straight to voicemail	✓ AI Phone Agent books and logs the call
Where the system lives	✗ A box in the comms cupboard	✓ Cloud, on an Australian network

■ Key points

- Find your single point of failure before your customers do

The single-network trap

If your desk phones, your staff mobiles and your after-hours diversions all sit on the **same carrier**, a coverage map showing "good" everywhere is cold comfort. One network fault takes out every path at once, inbound calls, outbound calls and the fallback you assumed would save you. A greener map does not add a second path; only **redundancy** does.

■ Questions the full guide answers

- ☐ What did the new ACMA coverage-map rules actually change?
- ☐ Why is relying on a single mobile network a single point of failure?
- ☐ Does a published outage register keep my phones working?
- ☐ What does automatic failover actually do during an outage?
- ☐ If my office internet or NBN goes down, do I still get calls?
- ☐ Is VOCPhone dependent on a single carrier's network?

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.