

COVERAGE 2026

Coverage Maps 2026: What Good, Moderate and Basic Mean

From 30 June 2026 a new ACMA standard forces Telstra, Optus and TPG onto one honest coverage legend. Here is what each label really means for a business that relies on mobile, where you can expect a Triple Zero call to work, and why.

From **30 June 2026**, a new ACMA industry standard for mobile coverage maps came into effect. Directed by the Minister for Communications, Anika Wells, it forces **Telstra, Optus and TPG** to describe coverage using one consistent legend, 'good', 'moderate', 'basic' and 'no coverage', and bans them from publishing any other maps that make different coverage claims. The point is to help Australians understand real-world coverage and, critically, where they can expect to make a **Triple Zero** call. That transparency is welcome. But an honest map does not add bars to your phone: a 'basic' or 'moderate' pocket still means dropped calls and missed customers if your business phones live on one mobile network. The durable fix is redundancy.

■ The short version

Coverage label	What it broadly signals	What it means for your business phone
Moderate	Usable coverage, but a clear step down from good, more exposed to conditions, buildings and distance from the tower.	Calls will often work, but expect weaker signal, patchy indoor performance and a higher chance of a dropout at the wrong moment.
Basic	The minimum meaningful tier, coverage exists but is limited and easily disrupted by terrain, load or being inside a building.	Treat this as unreliable for business calling. A call may connect outdoors and drop the moment you step inside or move. Not something to build a phone system on.
No coverage	No usable mobile signal from that network in that location.	That network cannot carry a normal call here at all. If it is your only network, you are simply unreachable, including for a Triple Zero call on that network.

■ Key points

- Make Your Business Reachable No Matter the Map

The Change in One Sentence

As of 30 June 2026, Telstra, Optus and TPG must describe mobile coverage using a single standard legend, good, moderate, basic or no coverage, and are banned from publishing any other maps that claim something different, so you can finally compare networks on the same terms.

■ Questions the full guide answers

- ☐ What is the new ACMA mobile coverage-map standard?
- ☐ What do 'good', 'moderate' and 'basic' coverage actually mean?
- ☐ Which carriers does the coverage standard apply to?
- ☐ How does the coverage standard relate to Triple Zero calls?
- ☐ Does a more honest coverage map improve my business phone reliability?
- ☐ How does cloud voice protect my business from coverage gaps and outages?

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.