

RELIABILITY & TELCO NEWS · 2026

After the Optus Triple Zero Outage: Choosing a Phone

The Optus 000 failure and its Senate inquiry forced a national rethink about what "reliable" really means. Here is what broke, what the review exposed, and the practical way to choose a business phone system you can genuinely count on.

On 18 September 2025, a botched firewall change during a network upgrade caused an **Optus Triple Zero (000) outage** across SA, WA, the NT and far west NSW, in which roughly **75% of more than 600** emergency calls through part of the network failed. An independent review found **at least 10 separate errors**, that **offshoring operations and support** delayed detection, and issued **21 recommendations**; a **Senate committee** examined the failures. The business takeaway is not "pick a bigger telco", it is that reliability comes from **owning the fault, not passing it up a chain**. That is exactly why the **owns-its-own-network** question matters.

■ The short version

Ask this	What a strong answer sounds like
Do you own your network or resell one?	We own and operate our own network, accountable end to end.
Where is it hosted?	In Australia, across redundant data centres.
Where is support based?	Australian, 24/7, a real human you can reach fast.
What uptime do you commit to?	99.99%, engineered with no single point of failure.
What happens if my internet drops?	Calls auto-divert to the mobile app, another site or voicemail.
Who owns the fix when it breaks?	One named team, we detect, escalate and resolve it ourselves.

■ Key points

● Would Your Phones Survive an Outage Like This?

One question that cuts through the marketing

"Do you own and run your own network, or do you resell someone else's?" A provider that owns its network can be accountable end to end. A reseller can only be as reliable as the carrier it depends on, and can only escalate when that carrier fails.

■ Questions the full guide answers

- ☐ What actually happened in the Optus Triple Zero outage?
- ☐ Does this mean I should just switch to a different big telco?
- ☐ What does it mean that VOCPhone owns its own network, and why does it matter?
- ☐ How do I judge whether a business phone provider is genuinely reliable?
- ☐ Can a cloud phone system keep working when a mobile network fails?

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.