

TELCO BRIEFING · AUGUST 2026

Telco News Australia, August 2026: What Changed

Three things were decided, two things changed under your feet, and one number should worry you. Sorted not by how big the headline was, but by whether it requires you to do anything this month.

Sorted by what it demands of you rather than by headline size. Three matters were *decided*: the ACMA commenced Federal Court proceedings against Optus Mobile over **1,005 alleged breaches** of emergency call obligations from the September 2025 Triple Zero outage, seeking up to \$250,000 per contravention, roughly **\$251 million** at the theoretical maximum; the ACMA opened a full investigation into Telstra's **8 July 2026** national outage, with the carrier's report due this month; and the regulator publicly asked for **substantiation notice powers** of the kind ASIC and the ACCC already hold.

■ The short version

Category	Broadly means	What to plan around it
Good	Reliable outdoors and generally indoors	Safe to build a workflow on
Moderate	Generally fine outdoors, patchier inside	Fine for a vehicle, unreliable for a site office
Basic	Marginal, may need to move or step outside	Do not depend on it. Plan a fixed service or a fallback
No coverage	None, and it must now be shown as none	Satellite or a fixed connection at the site

Also worth knowing

Measure	Quarter to March 2026	Direction
Total complaints	14,002	.
Mobile service complaints	6,739	▲ 5.7%
Delays setting up a mobile service	418	▲ 31%
No working mobile service	540	▲ 25%
Poor mobile coverage	781	▲
Seeking compensation for financial loss	.	▲ 32.7% in one quarter

The question this should prompt about your own system

Your cloud phone system also carries Triple Zero obligations, and almost nobody has checked how theirs behaves. Three things worth knowing: what address a 000 call from your system presents, what happens if your internet connection is down when someone dials it, and whether staff working from home or from a vehicle are covered differently. The rules for cloud phone systems and Triple Zero set out what to ask. Ask it in writing.

Questions the full guide answers

- ☐ What is the ACMA's case against Optus about?
- ☐ What happened in the Telstra outage on 8 July 2026?
- ☐ What do the new Australian mobile coverage categories mean?
- ☐ Why is my business SMS arriving as Unverified?
- ☐ What is a telco outage register and why should a business care?
- ☐ Are telco complaints in Australia getting worse?
- ☐ What should my business actually do about all this?

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.