

TELCO RULES 2026

Public Telco Outage Registers: What They Reveal (2026)

Australian carriers now have to publish their outages in one consistent, public format. Here is what those outage registers actually reveal about a provider, how to read one without being misled, and the honest business.

Under new ACMA rules, telcos must publish **outage registers** covering every major outage and every significant local outage **resolved on or after 31 March 2026**, in a consistent format, so the Triple Zero Custodian, emergency services and consumer advocates can see and analyse outage trends. For the first time you can read, in black and white, how often a network has actually gone down. That makes the register a genuinely useful reality check when you're weighing up a provider. But it is a rear-view mirror: it records that an outage *happened*, after it's resolved, and does nothing to keep *your* phones ringing when the next one hits. Real protection is **redundancy**, cloud voice that automatically fails over to mobile apps and alternate paths so no single network can take you offline.

■ The short version

- Build a phone system that survives the next outage

■ Key points

- Build a phone system that survives the next outage

■ Questions the full guide answers

- ☐ What is a telco outage register?
- ☐ Which outages must appear in the register, and from when?
- ☐ What can an outage register actually tell me about a provider?
- ☐ Do the outage registers keep my business phones working during an outage?
- ☐ How can my business stay connected when a network goes down?
- ☐ Should I choose my provider based on the outage register?

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.