

TELCO RULES 2026

Telco Transparency Rules 2026: What They Mean for You

Australia's telcos now have to tell you the truth about coverage and outages. That is genuinely good news for choosing a network – but transparency about a failure is not the same as protection from one.

Two new transparency measures are now in force. A national **mobile coverage map standard** took effect on **30 June 2026**: every map from Telstra, Optus and TPG must use one plain legend – 'good', 'moderate', 'basic', 'no coverage' – and carriers can no longer publish rival maps making different claims. Separately, telcos must now maintain **public outage registers** covering every major and significant local outage **resolved on or after 31 March 2026**, feeding the Triple Zero Custodian and emergency bodies. This helps you *choose* a network honestly. What it does not do is keep *your* phones up when that network fails. For that you need cloud voice with automatic failover to mobile apps and alternate carriers – not reliance on a single mobile network.

■ The short version

When something goes wrong..	New transparency rules	Cloud voice with failover
Helps you compare carriers before you buy	✓ Yes – standard maps & outage data	~ Indirectly
Tells you where coverage is 'good' vs 'basic'	✓ Yes	✗ Not its job
Records outages for accountability	✓ Public register	✗ Not its job
Answers when your office internet drops	✗ No	✓ Mobile apps + cloud routing
Sends after-hours or overflow calls to a backup	✗ No	✓ Rules-based flows

■ Key points

- Don't let the next outage take your business offline
- Build the redundancy the rules can't give you

How to actually use the new maps

Check coverage at the addresses that matter to *your* operation – not just the CBD, but the depot, the regional job sites and the routes your people drive. Compare the three carriers at each spot using the same four labels. Anywhere that reads 'basic' or 'no coverage' on a critical location is a red flag you now have in writing, before you sign anything.

■ Questions the full guide answers

- ☐ What are the new ACMA telco transparency rules for 2026?
- ☐ What do 'good', 'moderate', 'basic' and 'no coverage' mean on the new maps?
- ☐ When do telcos have to publish outage information?
- ☐ Do the new coverage maps or outage registers keep my business phones working?
- ☐ How does cloud voice with failover keep my phones up during a network outage?
- ☐ Which carriers do the new coverage map rules apply to?

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.