

TELCO NEWS · 8 JULY 2026

The Outage That Did Not Reach Everyone

A nationwide Telstra mobile outage cut calls and data for thousands of Australians. Fixed internet sailed through untouched, and that single fact is the whole lesson.

Reports began around 3am on 8 July 2026 and spiked after 6:30am. Handsets dropped to SOS or satellite only. It reached Telstra owned and wholesale brands including Belong, Aldi Mobile and Superloop, and suspended some Victorian and NSW train services. **Fixed line internet and the NBN were not affected.** Businesses running their phones over fixed internet stayed open. Businesses leaning on mobiles alone went dark.

■ What survives what

Your setup	Mobile network outage	Fixed internet outage	Power outage
Mobiles only, single carrier	Down completely	Unaffected	Phones have batteries
On premise PBX plus fixed line	Depends on the lines	Down	Hardware loses power
Cloud phone on fixed internet	Unaffected	Diverts automatically	Diverts automatically
Cloud phone plus mobile failover	Diverts to fixed	Diverts to mobile	Diverts to mobile

Why the NBN never blinked

Mobile and fixed are different networks with different failure modes. A fault in a mobile core does not touch fixed access, and the reverse is equally true. That is not luck, it is the argument for having your calls able to travel over both. **A single carrier is a single point of failure regardless of which carrier it is,** and this was neither the first nor the last time that has been demonstrated.

■ Your outage proofing checklist

- ☐ Numbers held on a cloud platform rather than tied to a physical service at one address
- ☐ A defined failover: where calls go the moment the primary path is unreachable
- ☐ Mobile apps installed and signed in, so a fixed outage moves calls to phones and a mobile outage moves them back
- ☐ A second path for the site, whether that is a mobile backup service or a second connection
- ☐ A UPS on the modem, router and switch, because most outages are short
- ☐ The failover tested at least once, by unplugging something on a quiet Tuesday
- ☐ Someone named who decides when to trigger a manual divert, and who tells customers

■ The real cost of a silent phone

- Inbound enquiries do not queue up and wait. They ring the next business on the list.
- You never find out what you lost, which is why outage cost is chronically underestimated.
- Existing customers escalate rather than wait, so the cost lands twice.

■ This was not a one off

- Large Australian outages have hit both mobile and fixed networks in recent years.
- The pattern is consistent: one network fails, the other keeps working.
- Planning for it is a configuration exercise, not a capital one.

This is the summary. The guide has the detail.

The full article covers what happened hour by hour, the ripple through wholesale brands, why the NBN was unaffected, and how to configure failover properly. VOCPhone keeps your numbers in redundant Australian data centres on a network we own and operate. Call **1300 663 222** or visit vocphone.com/about/contact-us.