

EMERGENCY CALLING · 2026 RULES

Triple Zero From a Cloud Phone: 2026 Rules | VOCPhone

Somebody collapses and a staff member grabs the nearest phone. What the emergency operator receives at that moment isn't a GPS position, it's a line in a database somebody in your business was supposed to keep current.

A cloud phone call to 000 carries the address registered against your service, not your location. Your app doesn't send GPS to the emergency operator; it sends a database entry. So a stale address, or one head-office address covering four sites, is the information available at the worst moment of your business's life. That's the whole risk, and it's fixable this afternoon. Meanwhile the law has moved: the **Triple Zero Custodian and Emergency Calling Powers Act 2025 commenced 1 November 2025**, creating a **Triple Zero Custodian**, giving the **ACMA** power to direct industry action, and adding enforceable duties to **test Triple Zero during upgrades and maintenance** and to communicate during significant outages.

■ The short version

Call from	Location information carried	How accurate
Mobile phone	Network- and handset-derived location from the mobile network	✓ Often good, and improving
Old copper line	The address the line physically terminates at	✓ Exact, the line <i>is</i> the address
Fixed VoIP / cloud phone	The service address registered in the provider's records	Exactly as accurate as your records are
App away from the office	Still the registered service address. <i>not</i> the phone's GPS	Potentially wrong. This is the real risk.

■ Also worth knowing

What you might be using	Emergency calling	Verdict for a business premises
A proper business phone service from a provider operating inside the Australian framework	✓ Carried, with a registered service address per site	What a business should have
A calling app or collaboration tool bolted onto a productivity suite	Sometimes, sometimes only in certain configurations	Frequently deployed without anyone checking which
A cheap international SIP service bought on per-minute rates	✗ Often explicitly excluded in the terms	A genuinely bad trade for a staffed premises

Your softphone does not send GPS to the emergency operator

A softphone is an application making a call over a telecommunications service. The location carried with an emergency call comes from the **service record**, not the device. Your phone's GPS is not in that path at all. So someone dialling 000 from the app in a warehouse across town presents whatever address is on their service.

■ Questions the full guide answers

- ☐ When I dial 000 from a softphone app, does the operator see my location?
- ☐ Can you even call Triple Zero from a VoIP service?
- ☐ What is the most common way businesses accidentally break 000?
- ☐ Should we test 000 to make sure it works?
- ☐ How does this work for staff working from home or across several sites?
- ☐ What did Australia change about Triple Zero recently?
- ☐ What happens to emergency calls in a blackout?

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.