

TELCO NEWS · AUGUST 2026 · AUSTRALIA

Australian Telco News, August 2026: What It Means

The regulator is suing Optus for up to a quarter of a billion dollars. Telstra's outage report lands this month. Coverage maps changed shape in June and business SMS started saying "Unverified" in July.

Eight things happened, and four of them require you to do something. The ACMA has launched Federal Court proceedings against Optus alleging **1,005 breaches** of emergency call obligations from the 18 September 2025 Triple Zero outage, with penalties of up to \$250,000 per contravention, a theoretical maximum around **\$251 million**. Telstra's national outage on **8 July 2026**, caused by a software defect affecting time synchronisation in Sydney and Melbourne network nodes, disrupted mobiles, EFTPOS and some Triple Zero calls across two days and prompted 333 welfare checks; the ACMA expects Telstra's investigation report in August. The regulator is also asking for **substantiation notice** powers of the kind ASIC and the ACCC already hold.

■ The short version

Category	Roughly what it means	What a business should read into it
Good	Reliable service outdoors and generally indoors	Safe to rely on for calls and data
Moderate	Generally works outdoors, patchier indoors	Fine for a ute, unreliable for a site office
Basic	Marginal, may need to move or go outside	Do not build a workflow on it. Plan for UHF or a fixed service
No coverage	None. And it must now be shown as none	Satellite, UHF, or a fixed connection at the site

■ Also worth knowing

Measure	Quarter to March 2026	Movement
Total complaints	14,002	.
Mobile service complaints	6,739	▲ 5.7% on the previous quarter
Delays setting up a mobile service	418	▲ 31%
No working mobile service	540	▲ 25%
Poor mobile coverage	781	▲
Complaints seeking compensation for financial loss	.	▲ 32.7%

What this means for your business

Two things. First, the practical one: **emergency calling is now an enforcement priority with a nine-figure number attached to it**, which means every provider in the market is currently re-examining how their emergency call handling works. That is good for you. Second, the question to actually ask: your business phone system also has Triple Zero obligations. Do you know how yours handles a 000 call, what address it passes, and what happens if your internet is down? Most people have never checked. The rules for cloud phone systems and Triple Zero are worth twenty minutes of your time.

■ Questions the full guide answers

- ☐ Why is ACMA taking Optus to the Federal Court?
- ☐ What caused the Telstra outage in July 2026?
- ☐ What are the new mobile coverage categories in Australia?
- ☐ Why does my business SMS say Unverified?
- ☐ What is a public telco outage register and how do I use it?
- ☐ Are telco complaints in Australia going up or down?
- ☐ What should an Australian 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 881 662** or visit **unidenvoice.com/get-started**.