

RELIABILITY & TELCO NEWS · 2026

After the Optus Triple Zero Outage: Choosing a Phone

Australia's emergency-calling failures and a surge in mobile complaints have put phone reliability under a national spotlight.

On **18 September 2025**, a botched network upgrade caused an **Optus Triple Zero (000) outage** across SA, WA, the NT and far west NSW, in which around **75% of more than 600** emergency calls through part of the network failed. An independent review found **at least 10 separate errors** and that **offshoring network operations and support** delayed even detecting the fault; a **Senate inquiry** examined the failures and the review made **21 recommendations**. Alongside this, Australia has seen a **surge in mobile complaints** and recurring Triple Zero issues since the 3G shutdown.

■ The short version

Ask this	What a good answer sounds like
Where is the system hosted?	In Australia, across redundant data centres.
Where is your support based?	Locally, onshore, reachable by a real person quickly.
What happens if my internet drops?	Calls auto-divert to mobile apps, another site, or voicemail.
What happens if a network fails?	Calls route over an independent path; no single point of failure.
How do you detect problems?	Proactive local monitoring, not waiting for customer reports.
Who is accountable when it breaks?	A named account manager and a provider who owns the fix.

■ Key points

- Choose a Phone System That Won't Let You Down

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**.