

TELCO RULES 2026

Public Telco Outage Registers: What They Mean (2026)

From 2026, Australian carriers must publish their outages in a consistent, public format, and present mobile coverage using one standard legend.

Two new ACMA transparency rules land in 2026. First, telcos must publish **outage registers** covering every major outage and every significant local outage **resolved on or after 31 March 2026**, in a consistent format, so the Triple Zero Custodian, emergency services and consumer advocates can see and analyse outage trends. Second, a new **mobile coverage-map standard** took effect on **30 June 2026**: every carrier must show coverage using one legend with four labels, 'good', 'moderate', 'basic', 'no coverage', and is forbidden from publishing other maps making different claims. Both changes are good news and long overdue. But here is the part that matters for your business: a register tells you an outage *happened*; it does nothing to keep *your* phones ringing when the next one hits.

■ The short version

- Build a Phone System That Survives the Next Outage

■ Key points

- Build a Phone System That Survives the Next Outage

■ Questions the full guide answers

- ☐ What are the new telco outage registers?
- ☐ Which outages have to be published, and from when?
- ☐ What is changing with mobile coverage maps in 2026?
- ☐ Do these transparency rules keep my business phones working during an outage?
- ☐ How can my business stay connected during a telco outage?
- ☐ Should I choose my carrier based on the outage register?

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**.