

EMERGENCY CALLING · 2026 RULES

Calling 000 From a Cloud Phone: 2026 Rules | Uniden Voice

The emergency operator does not see your GPS. They see the address registered against your service, and after the failures that triggered a Senate inquiry, Australia now has a Triple Zero Custodian and enforceable obligations.

A cloud phone call to 000 carries the address registered against your service, not your location. Your softphone app does not send GPS to the emergency operator; it sends a database entry, which means a stale or head-office address is the information available at the worst possible moment. That is the entire risk, and it is fixable in ten minutes. Meanwhile the regulatory ground has shifted: the **Telecommunications Legislation Amendment (Triple Zero Custodian and Emergency Calling Powers) Act 2025** commenced on 1 November 2025, creating a **Triple Zero Custodian** in the federal communications department, giving the **ACMA** power to direct industry action, and adding enforceable obligations to **test Triple Zero during upgrades and maintenance**, to communicate during significant outages, and to handle outage complaints properly.

The short version

Call from	What location information travels with it	How accurate
Mobile phone	Network- and handset-derived location from the mobile network	✓ Often good, and improves as handset capabilities improve
Traditional 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
Softphone app away from the office	Still the registered service address. <i>not</i> the phone's GPS	Potentially wrong, and this is the real risk

Also worth knowing

What	Detail	What it means for a business buyer
Triple Zero Custodian and Emergency Calling Powers Act 2025	Commenced 1 November 2025 . Establishes a Triple Zero Custodian within the federal communications department to oversee the emergency call ecosystem.	Somebody is now accountable for the whole chain rather than each telco being accountable only for its own piece.
New ACMA powers	The ACMA can direct action from industry to ensure the emergency call service functions, and compel information sharing.	A regulator that can order remediation, not just investigate afterwards.
Mandatory testing during changes	From 1 November 2025, telcos must test Triple Zero during upgrades and maintenance, with improved network and device testing requirements.	Addresses the specific failure mode where an upgrade silently broke emergency calling. Fair to ask a provider how it complies.
Outage communication obligations	Enforceable obligations to communicate with customers and other stakeholders during major and significant local outages.	You are entitled to be told. See the new telco transparency rules.
Complaints handling for outages	Enhanced requirements specifically for network outage complaints.	A defined path when a provider is unresponsive after an incident.
Work in progress	The Custodian is considering standardised mandatory welfare checks, regular network testing including ahead of upgrades, and closing gaps in outage transparency.	Expect further obligations. Providers already doing this voluntarily will absorb them without a repricing conversation.

Your softphone does not send GPS to the emergency operator

A softphone is an application making a call over a telecommunications service. The location information carried with an emergency call from that service comes from the **service record**, not the device. Your phone's GPS is not in that path. So a person dialling 000 from the mobile app in a warehouse across town presents whatever address is registered against their service, and if that is the head office, that is what the operator has.

Questions the full guide answers

- ☐ Can you call Triple Zero from a VoIP or cloud phone system?
- ☐ Does the emergency operator see my GPS location when I dial 000 from an app?
- ☐ What did Australia change about Triple Zero in 2025 and 2026?
- ☐ What happens to 000 if my internet or power goes down?
- ☐ Should we test that 000 works from our phone system?
- ☐ How does emergency calling work for remote workers and multiple sites?
- ☐ What is the difference between 000, 112 and 106?

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**.