

EMERGENCY CALLING · NEWS · 24 AUGUST 2026

Up to a Minute of Silence When You Call 000

The federal government and the mobile carriers published new Triple Zero advice today, and the headline number is uncomfortable: when your own network is unavailable, connecting an emergency call through somebody else's can take up to a minute.

New advice published 24 August 2026 by the federal government and the mobile carriers, delivered with the Triple Zero Custodian and coordinated through the Australian Telecommunications Alliance: **if your first Triple Zero attempt does not connect within around five seconds, hang up and try again immediately; on subsequent attempts stay on the line for up to sixty seconds.** The reason is **emergency camp-on**, your handset attempting to place the call through another carrier's network, and **there will generally be silence while it happens.** Camp-on works with no credit, no active service and no SIM. **Check the screen:** iPhone shows *SOS* or *SOS only*; Android shows *Emergency calls only*, *No service, emergency calls only*, or a small SOS icon.

The short version

What the screen shows	Platform	What it means
SOS or SOS only	iPhone, wording varies by iOS version	Camp-on is available. An emergency call can be placed through another carrier's network. Expect the silence.
Emergency calls only	Android	Camp-on is available.
No service, emergency calls only	Android	Camp-on is available. Note the difference between this and plain "no service", the trailing words are the whole message.
A small SOS icon	Android	Camp-on is available.
Plain no service, nothing after it	Both	No mobile network coverage at all. You cannot call Triple Zero over a mobile network from this location. Move, or use another method.

Also worth knowing

First attempt: five seconds then hang up			Later attempts: hold for sixty up		
What it is testing	Whether your own network is available and will simply connect you normally		Whether camp-on can find and establish a path through another carrier		
Why the short window	A normal connection on a working network is fast. If it has not happened in five seconds, something is wrong and waiting does not fix it.		.		
Why the long window	.		Because camp-on genuinely takes that long, and hanging up mid-negotiation restarts the whole process from nothing.		
The failure mode it prevents	Waiting sixty seconds on an attempt that was never going to work		Abandoning an attempt at forty seconds that would have connected at fifty		

The published guidance

"If your initial call doesn't connect within around five seconds, hang up and try again immediately. On subsequent attempts, stay on the line for up to 60 seconds to give your phone the best chance to connect via another network."

Questions the full guide answers

- ☐ What is emergency camp-on and why does calling 000 sometimes take a minute?
- ☐ What is the official advice on how long to wait when calling 000?
- ☐ What do SOS, SOS only and emergency calls only mean on my phone screen?
- ☐ Does the camp-on delay affect calls from my business phone system?
- ☐ Why does my registered service address matter for emergency calls?
- ☐ What is Temporary Disaster Roaming and can my business rely on it?
- ☐ What should a business actually change because of this advice?

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**.