



# Telecommunications (Customer Communications for Outages) Industry Standard Variation 2026 (No. 1)

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The Australian Communications and Media Authority makes the following industry standard under subsection 125AA(1) of the *Telecommunications Act 1997*.

Dated:

Member

Member/General Manager

Australian Communications and Media Authority

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## 1 Name

This instrument is the *Telecommunications (Customer Communications for Outages) Industry Standard Variation 2026 (No. 1)*.

## 2 Commencement

This instrument commences on 31 March 2026.

## 3 Authority

This instrument is made:

- (a) under subsection 125AA(1) of the *Telecommunications Act 1997*; and
- (b) in accordance with sections 5 and 6 of the *Telecommunications (Customer Communications for Outages Industry Standard Amendment) Direction 2025*.

Note 1: The direction referred to in paragraph (b) was given to the ACMA by the Minister under subsection 125AA(4) of the *Telecommunications Act 1997* and is a legislative instrument registered on the Federal Register of Legislation.

Note 2: The Federal Register of Legislation may be accessed free of charge at [www.legislation.gov.au](http://www.legislation.gov.au).

## 4 Variations

The instrument that is specified in Schedule 1 is varied as set out in the applicable items in that Schedule.

## Schedule 1—Variations

(section 4)

### ***Telecommunications (Customer Communications for Outages) Industry Standard 2024 (F2024L01447)***

#### **1 Section 3**

Repeal the section, substitute:

#### **3 Authority**

This instrument is made:

- (a) under subsection 125AA(1) of the *Telecommunications Act 1997*; and
- (b) in accordance with:
  - (i) sections 5 and 6 of the *Telecommunications (Customer Communications for Outages Industry Standards) Direction 2024*; and
  - (ii) sections 5 and 6 of the *Telecommunications (Customer Communications for Outages Industry Standard Amendment) Direction 2025*.

Note 1: The directions referred to in paragraph (b) were given to the ACMA by the Minister under subsection 125AA(4) of the *Telecommunications Act 1997* and are legislative instruments registered on the Federal Register of Legislation.

Note 2: The Federal Register of Legislation may be accessed free of charge at [www.legislation.gov.au](http://www.legislation.gov.au).

#### **2 Paragraph 4(c) (at the end of the paragraph)**

Omit “and”.

#### **3 Paragraph 4(d)**

Repeal the paragraph, substitute:

- (d) is intended to give effect to the objectives, and address the matters, set out in section 6 of the 2024 Direction as they relate to the carriers and carriage service providers referred to in paragraph (a); and
- (e) is also intended to give effect to the objectives, and address the matters, set out in section 6 of the 2025 Direction as they relate to the carriers and carriage service providers referred to in paragraph (a).

#### **4 Section 5 (definition of *Direction*)**

Repeal the definition.

#### **5 Section 5**

Insert:

**2024 Direction** means the *Telecommunications (Customer Communications for Outages Industry Standards) Direction 2024*.

**2025 Direction** means the *Telecommunications (Customer Communications for Outages Industry Standard Amendment) Direction 2025*.

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**Custodian** has the same meaning as in the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

**emergency service organisation** has the same meaning as in section 147 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

## 6 Section 5 (at the end of the definition of *major outage*)

Add:

Note: In relation to paragraph (a), an end-user is unable to establish and maintain a relevant carriage service if the end-user is unable to use the service in the way it is ordinarily able to be used.  
For example, in the case of a relevant carriage service that is a standard telephone service, an end-user is unable to establish and maintain the service if the end-user is unable to use the service to make a call (including a call to an emergency service number) successfully.

## 7 Section 5 (at the end of the definition of *relevant carriage service*)

Add:

Note: This definition covers different types of carriage services, including standard telephone services and other carriage services that are 'emergency telephone services' (within the meaning of the *Telecommunications (Emergency Call Service) Determination 2019*.

## 8 Section 5 (at the end of the definition of *significant local outage*)

Add:

Note: In relation to paragraph (a), an end-user is unable to establish and maintain a relevant carriage service if the end-user is unable to use the service in the way it is ordinarily able to be used.  
For example, in the case of a relevant carriage service that is a standard telephone service, an end-user is unable to establish and maintain the service if the end-user is unable to use the service to make a call (including a call to an emergency service number) successfully.

## 9 Section 5

Insert:

**Web Content Accessibility Guidelines** means:

- (a) the Web Content Accessibility Guidelines (WCAG) 2.2 published by the World Wide Web Consortium; or
- (b) guidelines published by the World Wide Web Consortium which are expressed to extend, replace or supersede the guidelines described in paragraph (a).

Note: The Web Content Accessibility Guidelines (WCAG) 2.2 could, at the time of making this instrument, be accessed free of charge from the World Wide Web Consortium's website at [www.w3.org](http://www.w3.org). Also, see paragraph 6(b).

**website** means a website that is generally available to the public.

## 10 Section 5 (paragraph (h) of the note at the end)

Repeal the paragraph, substitute:

- (h) telecommunications network (section 7);
- (i) standard telephone service (section 7).

## 11 At the end of Part 3

Add:

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## Part 4—Outage register

### 20 Application

This Part applies to:

- (a) a carrier whose telecommunications network is used to supply relevant carriage services to end-users; and
- (b) a carriage service provider who supplies relevant carriage services to end-users.

### 21 Definitions

In this Part:

**outage register**, in relation to a carrier, means a register established and maintained by the carrier under section 22.

**relevant outage**, in relation to a carrier, means any major outage or significant local outage that:

- (a) affects a telecommunications network owned by the carrier that is used to supply relevant carriage services to end-users; and
- (b) either:
  - (i) commences but is not resolved before 31 March 2026; or
  - (ii) commences on or after 31 March 2026.

### 22 Outage register

- (1) A carrier must establish and maintain a register (the **outage register**) that contains information about any relevant outage.
- (2) The outage register must include the following information, about each relevant outage, to the extent that it is known by the carrier:
  - (a) the type of outage (that is, whether it is a major outage or significant local outage);
  - (b) the date and estimated time the outage commenced;
  - (c) the geographical areas impacted or likely to be impacted by the outage;
  - (d) to the extent technically practicable and relevant:
    - (i) the types of relevant carriage services impacted by the outage;
    - (ii) the number of those services for each type;
    - (iii) the number of premises impacted by the outage;
  - (e) the date and estimated time the outage is resolved (being when all relevant carriage services impacted by the outage are fully restored);
  - (f) the carrier or carriage service provider responsible for resolving the outage;
  - (g) the total duration of the outage, once it is resolved.

Note: The outage register may include any additional information about any relevant outage or any other outage.

- (3) The carrier must ensure that any information referred to in subsection (2) is included in the outage register as soon as practicable after the information comes to the knowledge of the carrier.

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- (4) The carrier must ensure that the outage register is operational at all times on and after 30 June 2026.

### **23 Outage register must be kept up to date and accurate**

- (1) A carrier must ensure that any information contained in the outage register is kept up to date and accurate.
- (2) As soon as practicable after becoming aware of a material change that relates to a relevant outage, the carrier must ensure that:
  - (a) the information that is contained in the outage register about the outage is reviewed; and
  - (b) any information that is no longer up to date or accurate is rectified accordingly.
- (3) In any other case, the carrier must ensure that:
  - (a) the information contained in the outage register about a relevant outage is reviewed as frequently as the carrier considers necessary and at least:
    - (i) once every 6 hours for the first 24 hours of the outage; and
    - (ii) once during each subsequent 24-hour period of the outage; and
  - (b) any information that is no longer up to date or accurate is rectified accordingly.

### **24 Certain information must remain in outage register**

Any information that is contained in the outage register about a relevant outage must remain in the register until at least the end of 2 years after the date the outage is resolved.

### **25 Other requirements for outage register**

- (1) Any information that is contained in the outage register about a relevant outage must be:
  - (a) presented in the form set out in Schedule 1; and
  - (b) expressed in plain English.
- (2) The outage register must be maintained by electronic means.
- (3) The outage register must be made available for inspection by being published on:
  - (a) the carrier's website; or
  - (b) if the carrier does not have a website:
    - (i) another carrier's website; or
    - (ii) another website that the carrier considers is suitable for the purposes of inspection.
- (4) The website concerned must display, in a prominent position, the outage register or a link to the outage register.
- (5) The outage register must:
  - (a) be in an accessible file format; and
  - (b) comply with the Web Content Accessibility Guidelines.
- (6) The outage register must be published in a manner that allows any of the following to take extracts from the register:
  - (a) the Custodian;

- (b) any emergency service organisation;
- (c) any other relevant stakeholder.

## 26 Carriage service provider's obligation in relation to outage register

- (1) This section applies to a carriage service provider who supplies relevant carriage services to end-users, but who is not a carrier.
- (2) The carriage service provider must ensure that at all times on and after 30 June 2026 its website displays, in a prominent position, a link to the outage register published by the carrier for the relevant carriage services.
- (3) In this section:  
*carrier for the relevant carriage services* means the carrier whose telecommunications network is used by the carriage service provider to supply the relevant carriage services to end-users.

## 27 Relationship with other requirements

To avoid doubt, the obligations in this Part are in addition to, and not in substitution for, the requirements in any other Part of this instrument.

Note: This Part contains additional requirements to ensure that more information about outages is made generally available to the public.

## 12 At the end of the instrument

Add:

### Schedule 1—Form

(paragraph 25(1)(a))

**Alert / Update / Restoration<sup>1</sup>**

**Outage type: Major outage / Significant local outage<sup>2</sup>**

**Date and estimated time outage commenced:<sup>3</sup>**

**Geographical areas impacted or likely to be impacted:<sup>4</sup>**

**Types of relevant carriage services impacted:<sup>5</sup>**

**Number of relevant carriage services impacted for each type:<sup>6</sup>**

**Number of premises impacted:<sup>7</sup>**

**Date and estimated time outage is resolved:<sup>8</sup>**

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<sup>1</sup> Strike out whichever is not applicable. For example, if it is the initial entry about a relevant outage, strike out "Update" and "Restoration".

<sup>2</sup> Strike out whichever is not applicable.

<sup>3</sup> Insert.

<sup>4</sup> Insert. This could include suburbs or postcodes impacted, and the broader region in which those suburbs or postcodes are located. For example: "Lithgow, Regional NSW".

<sup>5</sup> Insert to the extent technically practicable and appropriate.

<sup>6</sup> Insert to the extent technically practicable and appropriate.

<sup>7</sup> Insert to the extent technically practicable and appropriate.

<sup>8</sup> Insert once known. This is when all relevant carriage services impacted are fully restored.

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## Section 1

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**Carrier or carriage service provider responsible for resolving outage:<sup>9</sup>**

**Total duration of outage:<sup>10</sup>**

**Additional information:<sup>11</sup>**

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<sup>9</sup> Insert if appropriate.

<sup>10</sup> Insert once known.

<sup>11</sup> Optional.

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