



Telecommunications (Customer Equipment Safety) Technical Standard 2026

The Australian Communications and Media Authority makes the following technical standard under subsection 376(1) of the *Telecommunications Act 1997*.

Dated:

Member

Member/General Manager

Australian Communications and Media Authority

DRAFT FOR CONSULTATION

Part 1 – Preliminary

1 Name

- (1) This technical standard is the *Telecommunications (Customer Equipment Safety) Technical Standard 2026*.
- (2) This technical standard may also be cited as the *Customer Equipment Safety Standard 2026*.

2 Commencement

This technical standard commences at the start of 16 November 2026.

3 Authority

This technical standard is made under subsection 376(1) of the *Telecommunications Act 1997*.

4 Repeal of the *Telecommunications (Customer Equipment Safety) Technical Standard 2018*

The *Telecommunications (Customer Equipment Safety) Technical Standard 2018* (F2018L01725) is repealed.

5 Background

- (1) This technical standard applies to particular customer equipment, as provided by section 12.

Note: A thing that is customer equipment to which this technical standard applies is referred to as an *item*.

- (2) This technical standard consists only of such requirements as are necessary or convenient for:
 - (a) protecting the integrity of a telecommunications network or a facility;
 - (b) protecting the health or safety of persons who:
 - (i) operate;
 - (ii) work on;
 - (iii) use services supplied by means of; or
 - (iv) are otherwise reasonably likely to be affected by the operation of;a telecommunications network or a facility;
 - (c) ensuring that customer equipment can be used to give access to an emergency call service; or
 - (d) ensuring, for the purposes of the supply of a standard telephone service, the interoperability of customer equipment with a telecommunications network to which the equipment is, or is proposed to be, connected.

Part 2 – Interpretation

6 Definitions

In this technical standard:

2026 industry standard means the Australian/New Zealand Standard AS/NZS 62368.1:2026 Audio/video, information and communications technology equipment Part 1: Safety requirements (IEC 62368-1:2023, (ED. 4.0) MOD) published by Standards Australia on 6 March 2026.

Note: A copy of the 2026 industry standard could, at the time of making this technical standard, be obtained for a fee from Standards Australia's store www.store.standards.org.au, or may be viewed at an office of the ACMA on request and subject to licensing conditions.

Act means the *Telecommunications Act 1997*.

amending instrument, in relation to the 2026 industry standard, means an instrument prepared by Standards Australia that amends the 2026 industry standard.

applicable technical standard has the meaning given by section 9 of the *Telecommunications (Labelling Notice for Customer Equipment and Customer Cabling) Instrument 2025*.

Note 1: The *Telecommunications (Labelling Notice for Customer Equipment and Customer Cabling) Instrument 2025* is a legislative instrument. For references in this technical standard to legislative instruments, see section 7.

Note 2: The definition of **applicable technical standard** in clause 1 of Schedule 4 to the *Telecommunications (Labelling Notice for Customer Equipment and Customer Cabling) Instrument 2025* does not apply to this technical standard.

date a modified item is made has the meaning given by section 10.

included in a class of items has the meaning given by section 9.

item means a thing that is customer equipment to which this technical standard applies, as provided by section 12, and includes a modified item.

modified item means an item that has been modified, by or on behalf of the manufacturer or importer of the item, after the item was manufactured or imported and, for the avoidance of doubt, is the item as modified.

original item has the meaning given by paragraph 9(1)(b).

original modified item has the meaning given by paragraph 9(2)(b).

publication date, of a document prepared by Standards Australia, is the date on which the document is first published by Standards Australia.

relevant date, for an item, has the meaning given by section 11.

replacement standard in relation to the 2026 industry standard, means a standard prepared by Standards Australia that replaces the 2026 industry standard.

Note: This definition does not cover a standard that replaces a replacement standard.

technical standard means a technical standard made by the ACMA under subsection 376(1) of the Act.

transition period has the meaning given by section 8.

- Note: A number of other expressions used in this technical standard are defined in the Act, including the following:
- (a) customer equipment (see sections 7 and 21);
 - (b) emergency call service (see section 7);
 - (c) facility (see section 7 and subsection 374(2));
 - (d) import (see section 7);
 - (e) manufacturer or importer of customer equipment or customer cabling (see section 406A);
 - (f) standard telephone service (see section 7);
 - (g) telecommunications network (see section 7 and subsection 374(1)).

7 References to other legislative instruments

In this technical standard, unless the contrary intention appears, a reference to any other legislative instrument is a reference to that other legislative instrument as in force from time to time.

Note 1: For references to Commonwealth Acts, see section 10 of the *Acts Interpretation Act 1901*; and see also subsection 13(1) of the *Legislation Act 2003* for the application of the *Acts Interpretation Act 1901* to legislative instruments.

Note 2: All Commonwealth Acts and legislative instruments are registered on the Federal Register of Legislation.

8 Transition period

- (1) For the purposes of this technical standard, if the 2026 industry standard is amended by another instrument or replaced by another standard, there is a ***transition period*** for the amending instrument or replacement standard (to enable an item to transition to the 2026 industry standard as amended or the replacement standard).
- (2) The transition period starts on the publication date of the amending instrument or replacement standard and lasts for:
 - (a) if the amending instrument or replacement standard specifies a period (to enable an item to transition to the 2026 industry standard as amended or the replacement standard) – the period so specified; or
 - (b) a period of 24 months commencing on the publication date of the amending instrument or replacement standard.

Note: See subsection 14(2) in relation to transition periods for an amendment or the replacement of the 2026 industry standard.

9 Class of items

- (1) In this technical standard:
 - (a) an item (other than a modified item) is ***included in a class of items*** if the item:
 - (i) is identical to each other item of the class (irrespective of when the items were manufactured or imported); and
 - (ii) has the same manufacturer or importer as each other item; and

- (b) the ***original item***, in relation to the class, is the item of the class that was the first to be manufactured in Australia or imported.
- (2) In this technical standard:
 - (a) a modified item is ***included in a class of items*** if:
 - (i) the modification which resulted in that item is identical to the modification which resulted in each other item of the class (irrespective of when the items were so modified);
 - (ii) the modified item is, in all other respects, identical to each other item (irrespective of when the items were manufactured or imported); and
 - (iii) the modified item has the same manufacturer or importer as each other item; and
 - (b) the ***original modified item***, in relation to the class, is the item of the class that was the first to be so modified in Australia or imported.

10 Date a modified item is made

In this technical standard, a reference to ***the date a modified item is made*** is a reference to the date of making of the modification which results in that item.

11 Relevant date for an item

In this technical standard, a reference to the ***relevant date*** for an item is a reference to:

- (a) in the case of an item (other than a modified item) – the date the item is manufactured in Australia or imported; or
- (b) in the case of a modified item – the date the modified item is made in Australia or imported.

Note: An item (other than a modified item), for example, may meet the requirements in subsection 14(1) in relation to the 2026 industry standard by complying with:

- (a) except in a case covered by paragraph (b) – the 2026 industry standard as existing on the date the item was manufactured in Australia or imported; or
- (b) in a case where the 2026 industry standard is replaced by another standard and that date of manufacture or importation is on or after the publication date of the replacement standard – the replacement standard as existing on its publication date.

Part 3 – Application and requirements

12 Application of this technical standard

- (1) This technical standard applies to customer equipment if both of the following requirements are met:
 - (a) the equipment is designed or intended for connection to a telecommunications network;
 - (b) there are one or more other technical standards that are applicable technical standards in relation to the equipment.

Note: See section 9 of, and the table in Schedule 1 to, the *Telecommunications (Labelling Notice for Customer Equipment and Customer Cabling) Instrument 2025* to find out whether there are any other technical standards that are applicable technical standards in relation to the customer equipment.

13 Requirements

- (1) An item must meet the requirements in subsection 14(1), (2), (3) or (4), in relation to the 2026 industry standard.
- (2) Subsection (1) does not apply to an item if, under section 15 or Part 4, the item is taken to comply with this technical standard.

14 Standard for items

- (1) An item meets the requirements in this subsection in relation to the 2026 industry standard if the item complies with:
 - (a) except in a case covered by paragraph (b) – the 2026 industry standard as existing on the relevant date for the item; or
 - (b) in a case where the 2026 industry standard is replaced by another standard and the relevant date for the item is on or after the publication date of the replacement standard – the replacement standard as existing on its publication date.
- (2) An item meets the requirements in this subsection in relation to the 2026 industry standard if:
 - (a) the 2026 industry standard is amended by another instrument or replaced by another standard; and
 - (b) the relevant date for the item occurs during the transition period for the amending instrument or replacement standard; and
 - (c) the item complies with:
 - (i) the 2026 industry standard as existing immediately before the publication date of the amending instrument or replacement standard; or
 - (ii) the 2026 industry standard as amended and existing on the publication date of the amending instrument; or
 - (iii) the replacement standard as existing on its publication date.

- Note: To avoid any doubt, if the relevant date for the item occurs during more than one transition period for an amending instrument or a replacement standard that affects the 2026 industry standard, the item may meet the requirements of subsection (2) in relation to any of those transition periods. So, if, for example, the relevant date for the item occurs during a transition period for an amending instrument, and a transition period for a replacement standard, each of which affects the 2026 industry standard, the item may comply with:
- (a) the 2026 industry standard as existing immediately before the publication date of the amending instrument or replacement standard; or
 - (b) the 2026 industry standard as amended and existing on the publication date of the amending instrument; or
 - (c) the replacement standard as existing on its publication date.
- (3) An item meets the requirements in this subsection in relation to the 2026 industry standard if:
- (a) the item is included in a class of items; and
 - (b) the original item or original modified item of the class meets the requirements in subsection (1) or (2).
- (4) An item meets the requirements in this subsection in relation to the 2026 industry standard if:
- (a) the item would have been included in a class of items but for the making of a modification which resulted in that item; and
 - (b) the modification is not material; and
 - (c) the original item or original modified item of the class meets the requirements in subsection (1) or (2).
- (5) For the purpose of paragraph (4)(b), a modification is **material** if the modification would or could reasonably be expected to affect whether the modified item complies with the same version of the 2026 industry standard with which the original item, or the original modified item, of the class has complied to meet the requirements referred to in subsection (1) or (2).

15 Items that comply with other regulatory documents

- (1) If:
- (a) requirements in an aviation safety regulatory document or an electrical safety regulatory document apply to an item under a law of the Commonwealth (except for this technical standard), or of a State or Territory; and
 - (b) the requirements are equivalent to provisions in the 2026 industry standard, or the replacement standard, (the **equivalent provisions**) that also apply to the item; and
 - (c) the item complies with the requirements,
- the item is taken to comply with this technical standard in relation to the parts of the 2026 industry standard, or the replacement standard, that consist of the equivalent provisions.

Note: The 2026 industry standard contains provisions that may not be covered by aviation safety regulatory documents or electrical safety regulatory documents, and the item must comply with those provisions.

(2) In this section:

aviation safety regulatory document means a document (such as an instrument, standard or specification), as in force or in existence from time to time, that:

- (a) is made under, or in accordance with, the *Civil Aviation Act 1988* or the *Civil Aviation Safety Regulations 1998*; and
- (b) relates to the safety of customer equipment for use on board aircraft; and
- (c) is used by CASA to approve customer equipment for use on board aircraft.

Example 1: Regulation 21.305 of the *Civil Aviation Safety Regulations 1998* provides that a material, part, process or appliance may be approved under specified processes including, but not limited to, an Australian Technical Standard Order (ATSO) authorisation or letter of ATSO design approval, or under Subpart 21.N.

Example 2: Subparts 21.E and 21.M of the *Civil Aviation Safety Regulations 1998* specify the applicable airworthiness requirements for certain equipment installed on an aircraft.

CASA has the same meaning as in the *Civil Aviation Act 1988*.

Electrical Regulator means a State or a Territory, or an authority or institution of a State or a Territory, that regulates electrical safety.

electrical safety regulatory document means a document (such as an instrument, standard or specification), as in force or in existence from time to time, that:

- (a) is made under, or in accordance with, a law of a State or Territory; and
- (b) relates to the electrical safety of customer equipment; and
- (c) is used by an Electrical Regulator to approve the electrical safety of customer equipment.

Example 1: Energy Safe Victoria may issue a certificate of suitability under the *Electricity Safety Act 1998* (Vic) that electrical equipment is safe to use, safe to supply and satisfies the relevant standard or the standard prescribed for that electrical equipment.

Example 2: Paragraph 5(1)(b) of *Energy Products (Safety and Efficiency) Act 2000* (SA) specifies that the Governor may, by proclamation, declare, for the purposes of section 6(1), a standard or part of a standard, with or without modification, to be a safety and performance standard for a class of energy product.

Part 4 – Savings and transitional arrangements

16 Definitions for this Part

In this Part:

2022 industry standard means the Australian/New Zealand Standard AS/NZS 62368.1:2022 Audio/video, information and communications technology equipment Part 1: Safety requirements (IEC 62368-1:2018 (ED. 3.0), MOD) published by Standards Australia on 24 June 2022.

Note: The 2022 industry standard is incorporated as in existence at the times mentioned in this Part. A copy of the standard could, at the time of making this technical standard, be obtained for a fee from Standards Australia's store at store.standards.org.au, or may be viewed at an office of the ACMA on request and subject to licensing conditions.

2022 industry standard transition period means the period commencing on the day this technical standard commences and ending on 5 March 2029.

old technical standard means the *Telecommunications (Customer Equipment Safety) Technical Standard 2018* as in force immediately before the commencement of this technical standard.

17 Items for which relevant date occurred before commencement

- (1) An item is taken to comply with this technical standard if:
 - (a) the relevant date for the item occurred before the commencement of this technical standard; and
 - (b) the item complies with the old technical standard.
- (2) An item is taken to comply with this technical standard if:
 - (a) the relevant date for the item occurred before the commencement of this technical standard, but subsection (1) does not apply; and
 - (b) the item complies with:
 - (i) the 2022 industry standard as existing on the relevant date; or
 - (ii) in a case where the relevant date is on or after 6 March 2026 (being the publication date of the 2026 industry standard) – either:
 - (A) the 2022 industry standard as existing immediately before 6 March 2026; or
 - (B) the 2026 industry standard as existing on 6 March 2026.

18 Items for which relevant date occurs during the 2022 industry standard transition period

An item is taken to comply with this technical standard if:

- (a) the relevant date for the item occurs during the 2022 industry standard transition period; and
- (b) the item complies with:

- (i) the 2022 industry standard as existing immediately before 6 March 2026 (being the publication date of the 2026 industry standard); or
- (ii) the 2026 industry standard as existing on 6 March 2026.

19 Items included in a class of items where the original item or original modified item of the class is taken to comply with this technical standard

An item is taken to comply with this technical standard if:

- (a) the item is included in a class of items; and
- (b) the original item or original modified item of the class is taken to comply with this technical standard under section 17 or 18.