CHECKLIST · BUSINESS

Telcos must try to fix phones that can’t call 000 before blocking them

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digitaladvisors.com.au/journal/acma-triple-zero-phone-blocking-rules-2027/

- [ ] **Check a blocking warning for fixes and replacement options.** From 1 February 2027 telcos must include available fixes, options for another phone and where to get help.
- [ ] **Ask your telco whether your phone can be fixed.** From 1 February 2027 it must take the steps to fix a fixable phone as soon as practicable, instead of blocking it.
- [ ] **Ask where to get further help if the phone can't be fixed.** Telcos must tell you where to seek assistance when a service may be blocked.
- [ ] **Forward any warning to whoever manages a parent's or staff member's phone.** They need the telco's information about fixes and replacement options to act on it.

NOTES

General information only, not legal, tax or financial advice. Check the full story and its sources before acting.