

Attachment 1

Attachment 1 - Universal Outdoor Mobile Obligation Bill 2025 - Minimum Core Service Requirements, Standards, Benchmarks and Limitations

The **Telecommunications Legislation Amendment (Universal Outdoor Mobile Obligation) Bill 2025** (UOMO) is a world-first reform designed to provide basic universal mobile coverage across Australia, expanding the existing universal service framework into the mobile sector. [1, 2]

The obligation is slated to commence on **1 December 2027**, although the Minister for Communications has the power to adjust this date depending on market and technology readiness. [1]

Minimum Core Service Requirements

The UOMO initially mandates "baseline" mobile services, focusing on two primary core requirements: [, 2, 3]

- **Voice Services:** Standard telephony for making and receiving calls.
- **Short Message Service (SMS):** The ability to send and receive text messages.
- **Emergency Access:** While not explicitly in the Bill, these services must support [Triple Zero \(000\)](#) through existing emergency call service regulations.
- **Future Expansion:** The legislation allows for additional services, such as data, to be added later as [direct-to-device \(D2D\) technology](#) evolves. [1, 2, 3, 4, 5]

Standards and Benchmarks

The Bill provides a flexible framework where the Minister can set specific, enforceable standards and benchmarks via legislative instruments: [1]

- **Service Standards:** These may cover the quality of voice calls, reliability, and the performance of SMS.
- **Operational Benchmarks:** Future rules may define timeframes for fault rectification and requirements for managing network congestion.
- **Consumer Terms:** Standards can dictate terms and conditions of supply, including transparency regarding coverage maps and, potentially, retail pricing to ensure affordability.
- **Primary Providers:** The initial [Primary Universal Outdoor Mobile Providers \(PUOMPs\)](#) are Telstra, Optus, and TPG Telecom. [1, 2, 3, 4]

Key Limitations

The UOMO specifically targets outdoor connectivity and carries several defined exclusions: [, 2, 3]

- **Definition of "Outdoors":** The obligation explicitly excludes the inside of buildings, vehicles, aircraft, or vessels, as well as underground or underwater areas.
- **Technology Constraints:** Much of the expanded coverage relies on [Low Earth Orbit \(LEO\) satellites](#), which require a clear, unobstructed line of sight to the sky.
- **Reasonable Availability:** Providers are only required to make services "reasonably available." This allows for exceptions in cases of extreme terrain (e.g., heavily forested areas), technical maintenance, or if a user lacks a compatible device.
- **Radio Quiet Zones:** The Bill maintains existing exclusions for areas like the [Australian Radio Quiet Zone](#) to protect sensitive scientific equipment. [, 2, 3, 4, 5]