# Best Effort.

*The weekday briefing on Australian telecommunications, data centres and AI infrastructure.*

TODAY'S BRIEFING

## Thursday 12 November 2026

- Superloop's FY27 guidance leads the day: it expects underlying EBITDA of $148 million to $156 million after adding 18,500 customers in four months, with capital spending rising to $58 million to $62 million.
- The TIO reported 53,834 complaints in 2025-26, with Superloop's tally almost doubling over its 30-day cancellation notice.
- On infrastructure, the AEMC finalised grid access rules for large data centres on 12 November 2026, and NRW unit Fredon won a roughly $240 million electrical contract from Shape.

**13** stories · **23 min** reading · **28** sources · Online at besteffort.au/editions/2026-11-12

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CARRIERS & NETWORKS 1 OF 13

# Superloop guides FY27 EBITDA to $148m-$156m as customers reach 954,000

Superloop expects FY27 underlying EBITDA of $148 million to $156 million, up 21 to 27 per cent on FY26, after adding 18,500 customers in four months. Capital spending is set to climb to $58 million to $62 million, and reports differ on how the shares traded.

**Best Effort desk** · Thu 12 Nov 2026 · 4 sources · 2 min read

WHY IT MATTERS

The update shows a challenger operator adding customers through a price rise while funding fibre in new developments and winning subsea capacity business, but higher capital spending and interest costs mean EBITDA growth will not convert directly into cash.

Superloop (ASX: SLC) has guided to FY27 underlying EBITDA of $148 million to $156 million, which it says is 21 to 27 per cent above the $122.7 million it posted for FY26. The guidance accompanied a trading update covering 1 July to 31 October 2026, released on 10 November 2026, which put group customers at 954,000 after a rise of 18,500.

Superloop said the range is built from roughly $11.0 million contributed by the Lynham acquisition, a cut of roughly $3.8 million tied to AGL, and underlying growth of $18.1 million to $26.1 million. The Bull said the AGL drag stems from AGL leaving the telco business.

In consumer, net additions were 19.3k in the September quarter and 23,000 through to 31 October, lifting the base to 524,400. Superloop said momentum survived a price rise that pushed churn higher in July and August, and noted there was no similar rise a year earlier. Business customers grew by 1,700 in the quarter and 2,300 to 31 October, with small business, large corporate offices and Smart Communities internet services behind the gains. Smart Communities signed 10,000 more lots in the quarter, bringing contracted lots to 200,000.

Wholesale subscribers dropped 6,400 in the quarter and 6,800 by 31 October, a result Superloop put down to the usual first-quarter seasonality. The company described traditional wholesale as having an outstanding quarter, led by on-net products such as backhaul and subsea capacity on its Indigo cable. It expects those wins to add over $3.6 million in annualised revenue once services migrate.

Capital expenditure is guided to $58 million to $62 million, compared with $37.9 million in FY26. Superloop attributed most of the increase to Smart Communities spending of $16 million to $18 million and about $4 million for integration. Kapitales Research and The Bull both said net interest expense is set to roughly double from $7.8 million in FY26, owing to borrowing for Lynham. The Bull added that it expects depreciation and amortisation to grow around 10 per cent and share-based payments by more than 50 per cent.

The Bull said Superloop shares fell 10.18 per cent to $2.47 on Tuesday, the second weakest performer in the ASX 200 that day. Kapitales Research instead reported the shares at $2.615, up 5.9 per cent. Superloop's FY29 ambitions, which it stresses are not guidance, include revenue above $1 billion and underlying EBITDA of $200 million.

REPORTING FROM

1. **Superloop** · UBS Conference Trading Update and Guidance
2. **kapitales.com.au** · Superloop Gains on ASX as Customer Growth Strengthens Its Earnings Outlook| Kapitales Research, Australia.
3. **Superloop** · Trading update and FY27 Guidance
4. **The Bull - Independent analysis and news on the global stock markets.** · Superloop Shares Move Negative on Year, As Update Disappoints

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.

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POLICY & REGULATION 2 OF 13

# AEMC finalises grid access rules for large data centres, with 30 MW threshold

The Australian Energy Market Commission published its final Improving the NEM Access Standards – Package 2 rule on 12 November 2026. It sets technical requirements for large inverter-based loads such as data centres and applies immediately, with a six-month grace period for advanced applicants.

**Best Effort desk** · Thu 12 Nov 2026 · 1 source · 2 min read

WHY IT MATTERS

The rule gives data centre developers and network businesses a defined 30 MW threshold and technical requirements to plan around, and the AEMC says it is designed to keep connection costs and risks off other electricity consumers.

The Australian Energy Market Commission (AEMC) released its final rule on grid access for large data centres on 12 November 2026, under the title Improving the NEM Access Standards – Package 2. The rule applies immediately.

The AEMC projects that electricity use by data centres will climb sevenfold by 2035, from 5 to 34 terawatt hours. On its figures, their share of total demand would go from around 3 per cent to around 13 per cent.

Under the rule, any large inverter-based load of 30 MW or more, data centres included, becomes subject to technical requirements, because connections of that size can materially affect the power system. Such loads must be able to ride through certain disturbances instead of dropping off the grid needlessly when it is stressed. Network businesses must also assess the combined effect of large inverter-based loads located near each other, since several connections can interact and together have a bigger impact than any one alone. AEMO is required to produce modelling guidance for large loads, which the AEMC said should be proportionate to a connection's potential impact and workable for industry.

The AEMC cited the behaviour of data centres' power electronics, which can react very quickly to changes in the system. It said that during network disturbances this technology has triggered major supply disruptions overseas, including 1,500 MW of simultaneous disconnections in Virginia in July 2024.

AEMC Commissioner Anna Collyer said the old settings no longer fit. "The existing access standards were developed for a very different power system dominated by traditional generation and relatively passive electricity loads," she said. She said the reforms are meant to let new data centres connect efficiently and securely, without other electricity consumers absorbing unexpected costs or risks.

Applicants far along in the connection process who have already negotiated their access standards get six months to finalise. That allows those close to concluding talks with their Network Service Provider to keep using the old standards and limits disruption to their applications.

The AEMC also issued a consultation paper on 12 November 2026 on the Operational Integration and visibility of large inverter-based loads rule change, which examines whether operational and long-term visibility of such loads needs to improve. That work sits within a wider data centre program that also covers cost recovery for network augmentations, data centre contracting obligations and a streamlined connections process.

REPORTING FROM

1 **AEMC** · AEMC determination strengthens framework to address anticipated data centre impacts on the national electricity grid

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.

SATELLITE & SPACE 3 OF 13

# SpaceX presses ACMA for 2GHz satellite spectrum ahead of December 2027 outdoor mobile obligation

SpaceX wants access to the 2GHz mobile satellite band to add voice and broadband to Starlink Mobile in Australia. ACMA says it has made no final decision and will consult further, with allocation due before the Universal Outdoor Mobile Obligation starts in December 2027.

**Best Effort desk** · Thu 12 Nov 2026 · 3 sources · 2 min read

WHY IT MATTERS

The 2GHz allocation will help decide who delivers satellite coverage under the UOMO from December 2027, and whether Telstra, Optus and TPG Telecom partner with satellite operators or face them as competitors. ACMA's decision on competition and licence conditions will also shape how new entrants fare against Amazon, Iridium and Inmarsat, which already hold allocations.

SpaceX is lobbying the Australian Communications and Media Authority for access to the 2GHz mobile satellite spectrum, which it says would let Starlink Mobile add voice and broadband to its existing messaging and data service. The Australian reported the push, and the regulator has yet to decide how the band will be allocated. ACMA says it will allocate the spectrum before the Universal Outdoor Mobile Obligation (UOMO) begins in December 2027.

SpaceX's vice president of satellite policy, David Goldman, visited Australia this month and called for a consistent approach to satellite spectrum authorisations. Goldman told The Australian that direct-to-device technology "adds another layer of resilience by allowing existing mobile phones to connect via satellite when terrestrial coverage is unavailable – whether that's in a regional mobile black spot or when an outage or natural disaster disrupts ground-based infrastructure". He said the priority should be a framework that lets mobile operators across the market benefit.

The regulator has not committed to an outcome. An ACMA spokesman said: "We are continuing to consider future licensing and allocation arrangements, including the issues raised by stakeholders since our previous consultation process." The spokesman said submissions on allocation, competition and licence conditions would inform the next steps. ACMA also expects satellite services to use multiple bands over time, including bands already licensed to satellite and terrestrial providers, though it sees the 2GHz band as likely to be important for delivering the UOMO in the short term.

The delay is contentious because ACMA has already granted allocations to Amazon, Iridium and Inmarsat, according to The Australian. ACMA's March spectrum outlook said it was developing arrangements for the 2GHz band, with an allocation starting in late 2026, according to TeslaNorth. That outlook describes two 25MHz blocks intended for Australia-wide mobile satellite services, plus smaller blocks for narrowband uses such as short messages and sensors.

Goldman said SpaceX does not intend to compete head-on with Telstra, Optus and TPG Telecom. He said satellite connectivity "is not a replacement for terrestrial networks; it complements them by providing another way for Australians to stay connected when they need it most". In the United States, SpaceX started with T-Mobile, then bought spectrum rights from Echostar in a US$17bn cash-and-stock deal, and SpaceX president Gwynne Shotwell said in August she expected to win quite a few customers from the big three carriers.

SpaceX is leaning on recent outages to argue its case. Optus faces potential fines of up to $502m after ACMA moved to sue over a September 2025 outage linked to two deaths, and hundreds of triple-zero calls failed in July when a software upgrade disrupted Telstra's network. Telstra's current satellite service supports messaging and selected low-bandwidth apps but not traditional voice calls, and Telstra says customers cannot call Triple Zero through it.

REPORTING FROM

1. **ChannelNews** · Musk's SpaceX Takes On Australian Regulators In Battle For Satellite Smartphone Market
2. **Stockhead** · Elon Musk's SpaceX pushes for Australian satellite mobile licence
3. **TeslaNorth.com** · Starlink Mobile Seeks 2 GHz Spectrum in Australia

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.

POLICY & REGULATION 4 OF 13

# Consumer groups urge ACMA to ban telco sales incentives in draft TCP Standard

The Fair Call Coalition and ACCAN want the ACMA to toughen its draft Telecommunications Consumer Protections Standard and bring it into force quickly. They name four areas for change, including a ban on sales incentives.

**Best Effort desk** · Thu 12 Nov 2026 · 3 sources · 2 min read

WHY IT MATTERS

If the ACMA adopts the coalition's recommendations, carriers and retailers could face a ban on sales incentives and tighter credit assessment and disconnection obligations, with the enforceable Standard replacing an industry-written code.

The Fair Call Coalition, an alliance of consumer and community organisations, has joined ACCAN in calling on the ACMA to strengthen its draft Telecommunications Consumer Protections (TCP) Standard and bring it into force without delay. The call was published on 11 November 2026.

The Fair Call submission on the draft Standard names four areas where it says the rules must go further: banning sales incentives, significantly lifting credit assessments, and strengthening remedies and disconnection protections. The group says its recommendations draw on evidence from financial counsellors, community lawyers and caseworkers who support consumers after they have been mis-sold, disconnected or left without a remedy. It also wants the ACMA to resist industry pressure to weaken the Standard.

The coalition said the ACMA's March 2026 decision to replace the industry-written TCP Code with an enforceable Standard vindicated its case for tougher rules. The 2019 Code stays in force until the Standard commences, and the coalition argues every month of delay means more harm for consumers.

To back its case, the group cited ACCAN's Consumer Sentiment Tracker, run by Essential Research, which found 22 per cent of consumers felt pressured to buy a more expensive plan than they wanted. The same research found more than 1 in 3 had experienced unexpected contract changes. It also pointed to Federal Court penalties of $50 million against Telstra in 2021 and $100 million against Optus in 2025 over unconscionable conduct in sales practices and debt collection.

ACCAN chief executive Carol Bennett said the member organisations sit with consumers who have been disconnected or up-sold needlessly expensive plans or devices "to pad the pockets of sales staff". Jean Skeat of the Consumer Action Law Centre said the group wants the ACMA to deliver outcomes by banning sales incentives, improving credit assessments and making remedies more accessible. Aaron David, chief executive of the Indigenous Consumer Assistance Network, said the rules should protect people from unaffordable contracts while ensuring that low incomes or remote living do not become reasons to exclude people from services. COTA Australia chief executive Patricia Sparrow said the proposed changes are "a welcome step forward", but that stronger, enforceable rules are needed.

REPORTING FROM

1 **Medianet** · Regulator must ‘put consumers before commissions’ in new telco rules
2 **The National Tribune** · Regulator must ‘put consumers before commissions’ in new telco rules
3 **ACCAN** · Regulator must ‘put consumers before commissions’ in new telco rules

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.

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POLICY & REGULATION 5 OF 13

# ACMA to review amateur access to 2300–2302 MHz and amend class licence in 2027

The ACMA's Five-Year Spectrum Outlook 2026–31 schedules consultation on the 2300–2302 MHz band for April–June 2027 and on amateur class licence changes for January–March 2027. No decision has been made to remove amateur access.

**Best Effort desk** · Thu 12 Nov 2026 · 1 source · 2 min read

WHY IT MATTERS

The 2300–2302 MHz review shows commercial interest in small slices of spectrum beside existing 2.3 GHz holdings. The 2027 consultations will shape whether amateur secondary access there continues.

The Australian Communications and Media Authority has published its Five-Year Spectrum Outlook 2026–31 and a response to submissions on the draft, setting out several reviews that touch amateur radio. Ham Radio DX reported on 11 November 2026 that the biggest item is a planned look at the 2300–2302 MHz band.

Advanced-qualified amateurs can use the 2 MHz segment now, on a secondary basis, and it supports experiments including Earth–Moon–Earth communications. Commercial telecommunications operators have shown interest in it. Wireless broadband services already occupy the neighbouring 2302–2400 MHz band, which at 98 MHz is slightly narrower than the 100 MHz channels emerging 5G technologies can use. Three stakeholders told the consultation they favoured moving 2300–2302 MHz to spectrum licensing for commercial wireless broadband, the ACMA reported. The regulator plans to investigate the band's future, including whether it could join existing 2.3 GHz spectrum licences, and to hold public consultation in April–June 2027. Ham Radio DX noted that no decision has been made to remove amateur access.

The ACMA is also preparing to consult on amendments to the Radiocommunications (Amateur Stations) Class Licence 2023 and on the rules for amateur examinations. Amateurs have been under class licensing instead of individual apparatus licences since February 2024. The ACMA says the changes are intended to improve clarity, simplify administration and strengthen the integrity of licensing and assessment. The review is expected to take in licence conditions, examination and assessment arrangements, accredited assessor guidelines, callsign policies and qualification frameworks, with consultation set for January–March 2027. The documents do not spell out the specific amendments.

Work on examination syllabi is due to start in the fourth quarter of 2026, beginning with a syllabus on amateur radio regulations, and accredited assessors will be involved in consultation. The callsign work will look at concerns from permanent residents of Australian external territories about VK9 island callsigns, which the ACMA confirmed will be examined in the January–March 2027 consultation.

Other requests were acknowledged without firm commitments. The ACMA says higher-power amateur operation stays on its longer-term agenda, possibly through a separate authorisation mechanism, but it has given no timeframe. Since July 2023, some high-power experimental activities such as EME have been able to be authorised through scientific licences. The ACMA said its update to RALI LM8 is finished and due for release shortly, while further repeater and beacon planning changes would wait for a later update. It made no commitment to review emission bandwidth restrictions in the 51–52 MHz segment of the 6-metre band.

Ham Radio DX said the documents do not announce changes removing access to HF, 2 metre or 70 centimetre bands, or cutting existing operating privileges. It also noted that the listed timeframes cover consultation and development work, not dates when changes take effect.

REPORTING FROM

1 **Ham Radio DX | Amateur Radio** · ACMA Flags Amateur Radio Licence Changes And 2.3 GHz Spectrum Review For 2027

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.

DATA CENTRES 6 OF 13

# Diraq puts eight-qubit quantum computer into Equinix's Sydney data centre

Diraq has switched on a silicon spin quantum computer at an Equinix facility in Sydney that draws under 20 kW, and says it is aiming for 256 qubits in the same system within a year.

**Best Effort desk** · Thu 12 Nov 2026 · 4 sources · 2 min read

WHY IT MATTERS

The installation tests whether quantum hardware can sit inside existing colocation facilities rather than purpose-built sites, a question for Australian data centre operators weighing power and floor space. Diraq's figures are its own claims, and the 256-qubit target is a plan rather than a delivered system.

Diraq has put a silicon spin quantum computer into a commercial Equinix data centre in Sydney, where it is running with eight qubits. Diraq and Equinix present it as Australia's first quantum computer in a commercial data centre. Diraq said it aims to grow the deployed system to as many as 256 qubits over the next year.

The present machine uses under 20 kW and occupies 16 square metres of floor space. Diraq expects a utility-scale system to need around 300 kW, which it says is under a third of what one next-generation AI rack demands, and to take up as little as five square metres. The company said the small, low-power profile is meant to spare data centres the expensive and disruptive build-outs that other quantum technologies would need.

Diraq makes its silicon spin architecture with the same semiconductor processes used for ordinary computer chips. It said customers could add computing power by swapping in a newer quantum processor while changing little else around it. Diraq chief executive and founder Andrew Dzurak said the approach offers "a manufacturing path already proven at industrial scale, a cost curve that improves as we add qubits, and a system designed to run inside today's existing computing infrastructure."

Jarrod Nink, managing director for Australia at Equinix, said the deployment "represents an important milestone for Australia's quantum industry". Equinix said hosting the machine lays groundwork for quantum systems to link up with the cloud, AI and high-performance computing environments enterprises already use.

Diraq also released a report, Quantum at Work, looking at how quantum computing could contribute in medicine, energy, materials, climate and transport. Diraq's modelling, drawing on a 2010 industry cost study in Nature Reviews Drug Discovery, suggests a 10 percentage point improvement in clinical trial success rates could lift the number of medicines reaching patients each year by about 50 per cent. It also says that improvement could save $600 million per medicine, provided the quantum computer costs less than $65 million a year to run. Diraq said it is aiming for utility-scale systems costing no more than tens of millions of dollars, and argued that many rival architectures get dearer as they scale because of cooling, wiring and control needs.

The Sydney installation comes after backing from the National Reconstruction Fund Corporation earlier in the year for Diraq's advanced manufacturing in Australia. Diraq has also reached Stage C of DARPA's Quantum Benchmarking Initiative, which carries potential funding of up to US$300 million. It has signed a US$38 million letter of intent with the US Department of Commerce under the CHIPS and Science Act.

REPORTING FROM

1. **Diraq** · Diraq deploys world's first silicon spin quantum computer inside a commercial data center
2. **iTWire** · Australian first: Diraq's quantum computer is now live in a commercial data centre
3. **TelcoNews Australia** · Diraq deploys Australia's first quantum computer in Sydney
4. **techpartner.news** · Diraq installs Australia's first quantum computer in a commercial data centre

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.

CARRIERS & NETWORKS 7 OF 13

# Optus validates Cisco Live Protect on 8000 Series routers, claims world first

Optus says it is the first telco globally to validate Cisco's Live Protect on 8000 Series routers, which lets it apply interim protections without equipment restarts while permanent fixes are tested.

**Best Effort desk** · Thu 12 Nov 2026 · 4 sources · 2 min read

WHY IT MATTERS

If the approach performs as Optus describes, a large carrier could narrow the gap between learning of a vulnerability and protecting core routing equipment without loosening change controls or service availability, though Optus has not published results showing how much time it saves.

Optus has validated Cisco's Live Protect on Cisco 8000 Series routers and describes itself as the first telecommunications provider worldwide to do so. According to Optus, the technology puts targeted protections onto network gear without a restart. The carrier said the aim is to shield infrastructure from potential vulnerabilities in the period before a permanent software fix has cleared testing.

Optus said its existing testing and change management processes stay in place, and that it expects to shorten the time needed to get protections across its national network. In editors' notes, the company said Live Protect is meant to sit alongside current patching and software lifecycle processes, not replace them. CIO Monitor observed that the announcement offered no deployment timelines, no count of affected routers and no measured cut in patch lead time.

Optus chief technology officer Sri Amirthalingam said the capability lets the carrier split the job of protecting the network from the job of delivering a permanent update. He said the time a permanent fix takes "should not determine how long we wait before applying a protective measure". Amirthalingam said AI is shrinking the time available to respond but not simplifying a national network, and that compressing testing can bring about the very disruption operators want to avoid. "Customers should not have to choose between a network that remains up to date and one that stays available," he said.

The work falls under Optus' IP network modernisation partnership with Cisco and follows close to a year of activity across 5G, spectrum, AI and automation. Optus has also validated Live Protect on Cisco Nexus 9000 Series switches in production. Andy Schutz, Cisco's vice president of product management, called the validation "great confirmation of our strategy". Schutz said current software

lifecycle and patching practices would not hold up in the new era of AI.

Optus and Cisco expect to extend validation next to Cisco Network Convergence System (NCS) Series routers. That phase is intended to cut manual deployment steps while retaining the operational checks used to manage changes, though CIO Monitor said no date was given. Cisco also noted that some products and features mentioned are in development and may be delivered on a when-and-if-available basis.

REPORTING FROM

1. **CIO Monitor** · Optus First Telco to Validate Cisco Live Protect on 8000 Series Routers
2. **TelecomDrive** · Live Protect | Optus picks Cisco to strengthen network resilience
3. **chiefit.me** · Optus validates Cisco Live Protect on 8000 Series routers - Chief IT - For IT Leaders & Decision Makers
4. **ARN** · Optus completes world-first validation of Cisco Live Protect

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.

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DATA CENTRES 8 OF 13

# NRW unit Fredon lands circa $240m electrical deal from Shape for data centre

NRW Holdings said Fredon, its wholly owned subsidiary, has been awarded an electrical services contract of about $240 million by Shape. The project and its location were not identified.

**Best Effort desk** · Thu 12 Nov 2026 · 1 source · 1 min read

WHY IT MATTERS

The award shows a listed Australian contractor taking on a data centre electrical package of about $240 million, although the missing project, timing and margin details limit what can be drawn about its effect on delivery capacity.

ASX-listed NRW Holdings (NWH) said on 11 November 2026 that Fredon, a wholly owned subsidiary, has secured a contract of circa $240 million from Shape to deliver electrical services on a data centre project. NRW called it a significant award for Fredon.

Within NRW, Fredon is part of the EMIT division. It offers electrical, mechanical (HVAC), infrastructure, technology and maintenance services under one roof. The company pointed to Fredon's track record on complex electrical and mechanical work for critical infrastructure as the base for the new win.

The announcement leaves several things open. It gives no name or location for the data centre. It also omits the contract's length, start date, expected margin and when revenue will be recognised.

NRW is headquartered in Perth and works across civil construction, contract mining, drill and blast, minerals processing and maintenance. Most of its activity is in Australia, with smaller operations in Canada, the United States and New Zealand, and its clients span resources, infrastructure, industrial and government sectors.

REPORTING FROM

1 **SureStone Capital** · NRW's Fredon Wins ~$240m Data Centre Electrical Contract

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.

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CARRIERS & NETWORKS 9 OF 13

# TIO complaints fall 6.5% to 53,834 in 2025-26 while fault testing and billing disputes grow

The Telecommunications Industry Ombudsman logged 53,834 phone and internet complaints in 2025-26, 6.5% fewer than a year earlier, but issues such as fault testing, outages and unclear bills increased. Superloop's tally almost doubled, which the TIO tied mainly to disputes over its 30-day cancellation notice.

**Best Effort desk** · Thu 12 Nov 2026 · 1 source · 2 min read

WHY IT MATTERS

With NBN Co's wholesale measures largely on target, attention shifts to how retail providers handle faults, connections and cancellations, where some complaint types are growing and escalation rates differ widely between providers.

The Telecommunications Industry Ombudsman (TIO) recorded 53,834 phone and internet complaints in 2025-26, down 6.5% on 2024-25, according to analysis published by Compare Broadband on 10 November 2026. Internet services accounted for 21,585 of the total, a 40.1% share and a 7.1% drop. Waiting for a provider to act (33,165 complaints) and service and equipment fees (19,771) remained the leading issues. Inadequate fault testing climbed 10.8% to 7,143.

Among internet complaints, no or delayed action by the provider featured in 13,397, or 62.1%, a fall of 5.3%. Because a single complaint can cover several issues, the shares total more than 100%. Fees came next with 8,663, then inadequate fault testing with 3,928, up 3.3%. Dropouts and intermittent service fell 12.4% to 3,909, while delays establishing a service grew 9.4% to 2,857. Claims for non-financial loss, which cover compensation for stress, time or inconvenience, rose 12.9% to 2,096. Four of the top 10 internet issues increased.

Some smaller categories also grew: network outage complaints rose 19.5% to 716 and complaints about bills that were unclear or not received rose 27.2% to 805. Complaints about unfair contract terms went from 101 to 228.

ACMA data shows complaints made directly to telcos dropped 10.8% to 748,501. The share escalated to the TIO edged up to 6.9% from 6.6%.

Telstra and Optus together accounted for 57% of all complaints, and each had fewer than the year before; the analysis puts this mainly down to their customer numbers. Telstra's decline of 3,347 was the largest among the TIO's top 10 providers. Superloop's complaints almost doubled, with 92.8% concerning internet services, and the TIO linked the rise mainly to disputes over the provider enforcing a 30-day cancellation notice period.

For April to June 2026, Optus had 112 nbn complaints per 10,000 services, against an industry average of 58. The other providers in the table recorded 9 (Aussie Broadband), 42 (Telstra), 46 (Dodo), 46 (Tangerine), 51 (Superloop), 51 (iPrimus) and 56 (More Telecom). Tangerine and Superloop each saw 24.4% of complaints escalated to the TIO and Aussie Broadband 20.4%, compared with 4.1% for Optus and 6.6% across the industry. The ACMA figures leave out outage complaints and those escalated to the TIO.

NBN Co's August 2026 figures show the access network was available 99.93% of the time, with 93% of accepted faults fixed within target time frames and 99% of connections made within agreed time frames. The TIO commissioned an independent review of 9,000 complaints, which found much of the delay stems from waiting on information and responses from providers. The review also found wide differences between providers, with some engaging early and others slower or giving incomplete answers.

REPORTING FROM

1 **comparebroadband.com.au** · TIO complaints data 2025-26 explained

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.

DATA CENTRES 10 OF 13

# Microsoft cuts Australian cloud prices 4% and lifts NZ and India from January

Microsoft will cut commercial cloud prices in Australian dollars by 4 per cent on 1 January 2027, while raising them 10 per cent in New Zealand dollars and 15.7 per cent in Indian rupees. It is the first round under a once-a-year currency review.

**Best Effort desk** · Thu 12 Nov 2026 · 2 sources · 2 min read

WHY IT MATTERS

Australian buyers of Microsoft cloud services face a 4 per cent lower price in Australian dollars from January, while New Zealand customers face a 10 per cent rise on both cloud and on-premises products. Because local prices will now be reset once a year, currency movements before 1 January will set the price for the full year.

Microsoft will reduce commercial cloud prices charged in Australian dollars by 4 per cent from 1 January 2027, according to a notice it published on 10 November 2026. The notice lifts rupee pricing by 15.7 per cent and New Zealand dollar pricing by 10 per cent, and lowers Norwegian krone pricing by 5.9 per cent and Chinese yuan pricing by up to 8.5 per cent. Microsoft says the goal is to realign local prices with its global levels.

On-premises prices do not change in Australian dollars, Chinese yuan or Norwegian krone. In New Zealand, on-premises prices go up 10 per cent, while Indian on-premises prices rise by up to 20 per cent. Microsoft cautions that the figure for any single SKU might differ slightly because of its pricing calculations and rounding rules. The yuan cut applies to Microsoft's global cloud services and to the Microsoft Cloud operated by 21Vianet, but excludes Microsoft Azure operated by 21Vianet.

The more significant change is when prices move. Microsoft announced in July that it would review local currency prices once a year and set them each January, instead of adjusting whenever exchange rates shifted enough, and this is the first round under that approach. Microsoft describes the aim as prices that are "competitive and regionally consistent". TrustList observed that in practice a currency that has weakened against the US dollar pays more, and one that has held up pays less. The Register flagged a downside: a currency that is weak against the dollar on 1 January could leave prices elevated for the whole year.

Two currencies fall outside the January cycle. Brazilian real prices will be reviewed once Brazil's tax reform takes effect, and the yen remains on an April schedule, with April 2027 details due in February 2027. Microsoft says it will issue guidance on the following year's prices every November.

Tbreak Media noted that Microsoft's post does not list the products affected or provide new list prices. TrustList said the post is also silent on how existing agreements are treated, so customers must check their contracts. It suggested that buyers billed in rupees or New Zealand dollars ask their partner whether renewals, seat expansions or Azure commitments due early in 2027 can be placed in December.

REPORTING FROM

1 **TrustList** · Microsoft raises cloud prices in rupees and NZ dollars from January

2 **Tbreak Media UAE** · Microsoft commercial cloud pricing rises 15.7% in India

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.

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DATA CENTRES 11 OF 13

# Raystech plans 500MW AI data centre campus in South Australia

Raystech Group has outlined a staged AI data centre campus in South Australia that could reach about 500MW, linked to its renewable energy business. The project is still at the investigation stage.

**Best Effort desk** · Thu 12 Nov 2026 · 1 source · 1 min read

WHY IT MATTERS

The proposal fits a trend of energy companies looking to tie power generation and storage to the growing electricity demand of AI computing. Grid capacity, renewable supply and planning requirements are yet to be assessed, so 500MW remains a potential figure rather than committed capacity.

Raystech Group has revealed a proposal for an AI-focused data centre campus in South Australia that could eventually total around 500MW. The company says the project would build on its renewable energy supply chain and its experience in developing projects.

Raystech describes the chosen site as having industrial land, water and fibre infrastructure close by, renewable energy resources in the surrounding area, and possible routes to a grid connection flagged in early investigations. In the

company's view, that mix justifies studying an integrated energy and digital infrastructure campus further.

Development would proceed in stages. Growth towards 500MW depends on further studies and talks with electricity network providers and other stakeholders, Raystech said. Those checks will look at grid capacity, how much renewable generation is available in South Australia, and other infrastructure and planning needs.

Raystech expects its energy expertise to help line up power supply, renewable generation and storage with the campus's computing load. It wants to combine that with specialist data centre skills to deliver reliable performance, cost efficiency and responsible use of energy and water. The company is looking at working with experienced data centre operators, designers and technical partners, and said talks with organisations holding relevant expertise are continuing.

Raystech said it plans to engage local and state government, network providers and the community during planning and development, within the applicable regulatory and approval requirements. Community consultation is intended to help the project team learn local priorities and weigh potential impacts. The company also pointed to expected local benefits in construction and operational jobs, procurement and support services, and said it will explore working with local education and training providers.

REPORTING FROM

1 **IDCNOVA** · Raystech Group Unveils Plans for 500MW AI Data Centre Campus in South Australia

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.

CARRIERS & NETWORKS 12 OF 13

# Telstra mobile outage in Rutherglen lasted days while parts were awaited

Rutherglen residents and businesses lost Telstra mobile service for much of the week before 11 November 2026, with replacement hardware not arriving until Saturday, the Corowa Free Press and Shepparton News reported.

**Best Effort desk** · Thu 12 Nov 2026 · 2 sources · 1 min read

WHY IT MATTERS

The outage shows how a single hardware fault and a wait for replacement parts can leave a regional town without mobile service for days, with commercial costs for local businesses.

Telstra's mobile network in Rutherglen, in North East Victoria, went offline for much of the week before 11 November 2026 because of a hardware malfunction. The outage was reported by Ian Johnson in a story published by both the Corowa Free Press and the Shepparton News on Wednesday 11 November 2026.

Replacement parts for the faulty equipment did not arrive until Saturday, so the network stayed down for much of the intervening period. Residents and businesses across the area were left without mobile service while they waited.

Nick Hawtin, who owns the Rutherglen business Caffeine 'n' Machine, said some businesses could potentially have lost thousands of dollars because of the outage. His comment points to the commercial cost the loss of mobile coverage had for local traders, in addition to the disruption for households.

REPORTING FROM

1 **Corowa Free Press** · Your call could not be connected
2 **Shepparton News** · Your call could not be connected

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.

POLICY & REGULATION 13 OF 13

# Netflix leads Federal Court bid to have ISPs block 25 anime piracy sites

Netflix and Viacom International filed a Federal Court application on 5 November 2026 seeking blocks on 25 anime piracy sites across more than 60 domains. It names 39 internet providers, among them Telstra, Optus, TPG, Vodafone, Aussie Broadband and Superloop.

**Best Effort desk** · Thu 12 Nov 2026 · 1 source · 2 min read

WHY IT MATTERS

The application would place blocking obligations on 39 providers, including the major carriers, for five years rather than the three in recent orders, with new domains added without another hearing.

Netflix wants Australia's Federal Court to direct internet providers to cut access to 25 anime piracy sites, with more than 60 domains involved. Named targets include Aniwaves, Miruro, Anikoto, animepahe and Re:Anime, plus sites operating under the HiAnime, AnimeKai and 9anime names. OtakuDown, which has seen the court documents, reported that Netflix lodged the case on 5 November 2026 alongside Viacom International, part of Paramount.

Court records show Netflix has taken part in at least 13 blocking cases since 2019, each time as one member of a studio group led by Village Roadshow or Universal. In this case Netflix is the lead applicant, the usual group of studios is missing and almost all the targets are anime sites. OtakuDown found no previous blocking case filed in Netflix's own name.

As evidence of infringement, the filing sets out sample episodes, many of them anime from Netflix's own library, such as The Way of the Househusband, Romantic Killer, Lookism and the short film Sol Levante. Stranger Things, Squid Game and Santa Clarita Diet also appear, and Viacom offered episodes of Avatar: The Last Airbender and The Legend of Korra.

The application lists 39 internet provider companies as respondents, including Telstra, Optus, TPG, Vodafone, Aussie Broadband and Superloop. If the court agrees, they would have 15 business days to comply. Netflix seeks a five-year block, against three years in recent orders in comparable cases. It also asks to be able to add new domains used by the same sites without returning to court, and would pay providers $50 per blocked domain.

The sites received formal notice on 11 November 2026, as the law requires, and no judge had yet been assigned. Timing has varied: the most recent case Netflix joined went from filing to order in under three weeks, while others needed four to five months.

Some of the targets are already blocked in Australia. A November 2025 order, in a Universal-led case where Netflix was a co-applicant, covered HiAnime, Miruro, Anikoto, Aniwave and 9anime, and the new filing lists domains for those too. Sites such as animepahe and Re:Anime do not show up in earlier published judgments.

Similarweb estimates cited by OtakuDown put combined September traffic for the five best-known sites at over 300 million visits. The MPA has also flagged animepahe and Aniwaves in its latest notorious markets submission to the US government.

REPORTING FROM

1 **OtakuDown** · Netflix Moves to Block Miruro, Anikoto, animepahe and Re:Anime in Australia

Written by AI from the reporting above. Quotes, numbers and names were checked against those sources before publication.