Best Effort.

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

TODAY'S BRIEFING

Thursday 19 November 2026

- Telstra's 8 July outage pushed outage complaints up 72 per cent in the September quarter, with the Telecommunications Industry Ombudsman logging 13,343 complaints and consumer groups seeking automatic compensation.
- NBN Co set a traffic record of 33.19Tbps on 12 November 2026.
- A Vulcan launch failure destroyed 40 Amazon Leo satellites, putting NBN Co's mid-2027 Sky Muster replacement plan in doubt.

12 stories · **22 min** reading · **28** sources · Online at besteffort.au/editions/2026-11-19

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CARRIERS & NETWORKS 1 OF 12

Telstra's July outage drives 72 per cent jump in telco outage complaints

The Telecommunications Industry Ombudsman received 13,343 complaints in the September quarter, with outage complaints up 72 per cent on the Telstra failure of 8 July. Consumer groups want automatic compensation for affected customers.

Best Effort desk · Thu 19 Nov 2026 · 2 sources · 2 min read

WHY IT MATTERS

Rising outage complaints and compensation claims add to pressure on carriers over reliability, with ACCAN and a Senate inquiry both pointing towards automatic compensation, penalties and mandated domestic roaming.

Complaints that mentioned network outages rose 72 per cent in the September quarter, driven largely by a 12-hour Telstra outage on 8 July, according to the Telecommunications Industry Ombudsman (TIO). The TIO received 13,343 complaints in total, up 8.4 per cent on the previous quarter but stable against the same period a year earlier. Telcos paid $1.9 million in compensation to 2,267 complainants through direct payments, bill adjustments, refunds and account credits.

Mobile complaints increased 20.7 per cent and made up more than half of all complaints. The top three issues were disputed charges, with 4,151 complaints, down 7.3 per cent; compensation for poor experience or inconvenience, with 2,032, up 58 per cent; and 'no service', with 1,311, down 9 per cent. Complaints seeking compensation for poor experience or inconvenience have doubled over the past year, ABC News reported. Small business complaints rose 7.3 per cent, and the TIO logged 475 complaints involving financial hardship. The TIO introduced an updated complaint keyword framework on 1 July 2026, and said some issue data from July onwards may not be directly comparable with earlier periods.

Telstra said 99 per cent of consumer and small business customers who complained directly about the 8 July outage had their complaints "resolved and closed". A spokesperson said the company had processed credits of almost $1 million for customers who contacted it or lodged a complaint about the outage. ABC News noted Telstra typically tops the list of most complained about telcos, partly because of its large customer base and regional and remote coverage.

The Australian Communications Consumer Action Network (ACCAN) said the TIO figures understate the harm. Chief executive Carol Bennett said the numbers were "only the tip of the iceberg", and noted that since 1 April Optus

had had 110 outages and Telstra 334. Bennett said the onus should not be on customers to chase telcos and prove their damages. ACCAN is calling for automatic compensation similar to the energy sector, enforceable network investment standards and domestic mobile roaming. A Senate inquiry in September recommended the government mandate domestic mobile roaming for voice and text, "substantial" civil penalties for telcos that miss reliability standards, and an automatic compensation scheme.

Modelling by FTI Consulting estimates the 8 July outage cost the Australian economy $552 million, and the 2023 Optus outage about $2 billion. TIO Cynthia Gebert said, "Losing service can be much more than an inconvenience." She said telcos should act swiftly and fairly, and that customers can complain to the TIO seeking compensation if unhappy with their provider's response.

REPORTING FROM

1 **ABC News** · Surge in complaints, compensation claims after Telstra outage
2 **Telecommunications Industry Ombudsman** · Mobile complaints rise as people seek better outcomes from telcos

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

DATA CENTRES 2 OF 12

IREN plans 900MW Wagga Wagga campus as council demands 1.5 per cent levy

IREN has proposed a 900MW data centre campus called Redbank on the outskirts of Wagga Wagga, a project that could draw more than $10 billion. Wagga Wagga Council has finalised a demand that the developer pay 1.5 per cent of capital costs into community funds.

Best Effort desk · Thu 19 Nov 2026 · 2 sources · 2 min read

WHY IT MATTERS

The council's 1.5 per cent benchmark shows local governments pressing for community returns from large regional data centre projects, while power, water and grid access remain central to approvals. Several developers are now targeting the Wagga Wagga area, and the outcome of the Redbank negotiations may set expectations for later proposals.

Data centre developer IREN has proposed a 900MW campus on the outskirts of Wagga Wagga in southern New South Wales, a project that could attract more than $10 billion (US$7 billion) in investment. The proposal is at an early assessment stage, and IREN is working towards a grid connection starting in 2029.

According to a project website, the site lies west of the Gregadoo Waste Management Centre, on land that already hosts transmission infrastructure. Site renderings show at least four buildings of varying sizes and an on-site substation. IREN would fund transmission costs and contract new renewable energy and storage capacity to cover its power needs, and the campus would use a closed-loop cooling system designed to cut water use. IREN said the project is not part of its previously announced 5GW secured-power portfolio.

Wagga Wagga Council finalised a policy on 16 November under which IREN would be asked to pay 1.5 per cent of the project's total estimated capital costs, including components, machinery, plant and equipment, into community funds, The Nightly reported. Under the arrangement, 1 per cent would be managed directly by the council and the remaining 0.5 per cent would be jointly administered by the council and IREN. Council General Manager Peter James said the policy was developed with regard to NSW Government guidelines, local circumstances and feedback from public exhibition. He said it "establishes Council’s benchmark expectations and provides a consistent basis for negotiations with individual proponents".

IREN has not signalled that it will agree to the demand, and it did not respond to The Nightly's request for comment. The company has not confirmed Redbank's cost, though figures of up to $10 billion have previously been reported. Its online materials say the data centre could provide 200 ongoing jobs and $200 million of community support over 30 years, and The Nightly reported that it wants to build by 2029, with 500 potential construction jobs. IREN said Redbank "has the potential to create local jobs and economic stimulus as well as community benefits for the Wagga Wagga area". Final approval rests with the NSW Government.

Other developers are also active nearby: Leading Edge DC operates a small facility in the city, and CDC plans a gigawatt-scale campus in the region. IREN's management met locals twice at a Wagga Wagga pub in November to try to ease opposition to the project. The Nightly reported that IREN shares have fallen 63 per cent in 2026, with the sell-off linked to concerns about debt as it seeks funding for a pipeline across Australia and the US. Data centres account for about 3 per cent of national electricity consumption, and water use makes approvals more sensitive in drought-prone regions, according to The Nightly.

REPORTING FROM

1 **The Nightly** · IREN tax: Wagga Wagga demands 1.5 per cent community levy from data centre giant

2 **IDCNOVA** · IREN Proposes 900MW Data Centre Campus Near Wagga Wagga with AU$10 Billion Investment

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

SATELLITE & SPACE 3 OF 12

Vulcan failure destroys 40 Amazon Leo satellites, clouding NBN's Sky Muster replacement

A United Launch Alliance Vulcan rocket failed about 10 minutes into flight, destroying 40 Amazon Leo satellites. NBN Co's plan to shift regional customers onto Amazon's network from mid-2027 now hinges on how fast Amazon can restore its launch capacity.

Best Effort desk · Thu 19 Nov 2026 · 3 sources · 2 min read

WHY IT MATTERS

NBN Co has tied its regional satellite strategy to a constellation Amazon is still building, so launch availability now drives when Sky Muster customers get faster speeds. Sky Muster keeps operating during the transition, but The Tech Boom reported that a long Vulcan grounding combined with New Glenn's problems would make the mid-2027 date harder to hit.

A Vulcan rocket built by United Launch Alliance failed en route to orbit from Cape Canaveral, and all 40 Amazon Leo satellites aboard were lost. ULA said the vehicle "suffered an anomaly 10 minutes into the flight and failed to deliver the Amazon mission to orbit." The failure raises doubts over NBN Co's plan to retire Sky Muster in favour of Amazon's network for regional and remote Australia.

The mission, called LV-01, was the first of 38 Vulcan launches Amazon has booked with ULA. Spaceflight Now reported it was ULA's first outright mission failure since the Boeing and Lockheed Martin joint venture was formed in 2006. ULA has not named a cause, and its previous booster investigations took months. Early accounts differ: Spaceflight Now placed the problem in the Centaur upper stage burn, while Ars Technica, citing unnamed sources, reported it happened in the booster stage.

Vulcan was expected to be Amazon's main launcher, slated to carry more than 1,500 of the more than 3,200 first-generation satellites the company plans. GeekWire reported that Amazon had put 396 Leo satellites into orbit across 14 missions before the failure. Options are limited: Blue Origin's New Glenn has been grounded since an explosion in May, so the next listed mission is an Ariane 6 flight with 36 satellites, scheduled for no earlier than 23 November. Ars Technica expects Amazon to rely on the 10 Falcon 9 launches it still has booked, as well as Ariane 6. Amazon described the loss as a setback, and said over 1,000 satellites have been built and are awaiting launch.

NBN Co and Amazon struck an eight-year wholesale deal in August 2025 that covers more than 300,000 premises within the existing NBN satellite footprint. The service was first expected toward the end of 2026 and is now planned for mid-2027, with NBN pointing to Amazon delays. In August, NBN Co said eligible customers could "generally expect to begin transitioning to nbn LEO from around mid-2027", subject to final testing and readiness. Farm Online reported that about 60,000 Sky Muster customers would move across, and that Amazon needed at least 600 satellites in orbit to begin Australian operations. NBN Co had not publicly commented on the failure and had not changed its mid-2027 target.

Under current plans the 12/1 Mbps and 25/5 Mbps Sky Muster tiers would merge into one 50/10 Mbps Leo offering, and Sky Muster Plus customers on 100/5 Mbps would be offered a 100/20 Mbps plan. NBN said existing Sky Muster services are generally expected to keep running while customers move. No source gives a price for the Leo plans. Meanwhile, Starlink continues to win regional customers from the NBN.

REPORTING FROM

1. **Shattered** · NBN Amazon Leo Plan Hit by Vulcan Loss: 300,000 Premises
2. **THE TECH BOOM** · Vulcan rocket failure destroys 40 Amazon Leo satellites. What it could mean for NBN's Sky Muster replacement
3. **channelnews.com.au** · Rocket Failure Wipes Out 40 Amazon Satellites, Putting NBN's Broadband Plan At Risk – channelnews

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

DATA CENTRES 4 OF 12

CDC lifts FY27 earnings guidance to A$730–770m as contracted capacity reaches 1.1GW

Infratil has raised its FY27 earnings outlook for Australian data centre operator CDC after first-half EBITDAF rose 84 per cent to A$339 million and new contracts pushed contracted capacity to 1.1GW.

Best Effort desk · Thu 19 Nov 2026 · 4 sources · 2 min read

WHY IT MATTERS

CDC's contracted capacity and construction pipeline point to continued demand for Australian data centre capacity from investment-grade customers, while Boyes's comments identify interest rates and regulation as constraints on how much of the forecast build-out proceeds.

CDC Data Centres now expects FY27 EBITDAF of A$730 million to A$770 million, compared with the A$710 million to A$750 million it flagged earlier, according to the half-year results of part-owner Infratil released on Wednesday 18 November 2026. Grafa reported this was the second upgrade in two months, following an original range of A$680 million to A$720 million. Grafa said Infratil put the increase down to development milestones being met and tight control of operating costs.

In the six months to 30 September, CDC's EBITDAF climbed 84 per cent to A$339 million, and 350MW of capacity had been deployed. The company signed 625MW of new contracts in the period, taking contracted capacity to 1.1GW; once that is fully deployed, Infratil expects annualised EBITDAF of A$2.2 billion. Another 810MW was being built at 30 September, and Infratil said construction timelines and power delivery were on plan. The first building at the Laverton campus in Melbourne started operating in October. Grafa reported proposed new sites at Kemps Creek, Hazelmere, Wagga Wagga and Stratford in New Zealand.

Over 90 per cent of CDC's revenue comes from investment-grade counterparties, and its Baa2 credit rating underpins its access to funding. Grafa reported that CDC lifted its FY27 capital expenditure forecast to A$4.0 billion to A$4.4 billion excluding land, from A$3.8 billion to A$4.2 billion. Infratil holds 49.7 per cent of CDC, which supplied 29 per cent of the group's proportionate operational EBITDAF in the half.

Across the group, proportionate operational EBITDAF grew 28 per cent to NZ$711 million, and FY27 guidance moved to NZ$1,370 million to NZ$1,440 million. Infratil booked a net parent loss of NZ$248 million, and it tied this to a NZ$256 million accounting provision for incentive fees, prompted by a large rise in CDC's equity valuation. Its share of capital expenditure rose 98 per cent to NZ$2.1 billion.

Chief executive Jason Boyes said CDC and Longroad were "well placed to capture continued demand for data centres and energy". He said earnings momentum from the construction programmes was accelerating. Daily Digest Invest reported that Boyes also said the widely cited forecast of A$150 billion of Australian data centre construction by 2030 carries "risk to the downside", pointing to persistently high borrowing costs and growing talk of regulation.

CDC and Contact Energy are exploring a 250MW data centre development at Stratford in New Zealand. News Wire reported that no final investment decision has been announced.

REPORTING FROM

1. **Infratil** · Interim results for the period ended 30 September 2026
2. **NEWS WIRE** · Infratil lifts earnings guidance as CDC data centre earnings jump 84 per cent, despite a $248 million net loss
3. **Daily Digest Invest** · Infratil warns Australia's data center boom may cool as costs bite
4. **Grafa** · CDC Data Centres lifts earnings guidance to A$730–770m

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

POLICY & REGULATION 5 OF 12

National Relay Service moves Video Relay off Microsoft Teams to new platform

The Department of Infrastructure says a new Video Relay Platform, with its own website and mobile app, will replace Microsoft Teams for Deaf users of the National Relay Service. A transition period runs from 16 November to 14 December 2026.

Best Effort desk · Thu 19 Nov 2026 · 1 source · 1 min read

WHY IT MATTERS

The change moves a service used for Deaf people's calls, including emergency calls, off a general-purpose conferencing product and onto purpose-built technology, with a fixed deadline for users to switch.

Video Relay users on the National Relay Service are being moved from Microsoft Teams to a new dedicated platform, the Department of Infrastructure said on 17 November 2026. The Video Relay Platform includes its own website and a mobile app. The department said it was designed specifically for Deaf users, with accessible features and improved support for emergency calls.

A transition period runs from 16 November to 14 December 2026. During that time users can keep making and receiving Video Relay calls through Microsoft Teams or begin using the new platform. Users will be sent login details for the new platform and must switch by the end of the period.

The department stressed that the Video Relay service itself is not changing. It stays free and available 24 hours a day, seven days a week, with qualified interpreters, as part of the National Relay Service.

Tutorials and guides on using the platform are available, and the NRS Helpdesk can assist with relay calls or the move. The helpdesk can be reached by phone on 1800 555 660, by SMS on 0416 001 350, by TTY on 1800 555 630 or by email at helpdesk@relayservice.com.au.

REPORTING FROM

1 **Dept of Infrastructure (DITRDCSA)** · New platform for National Relay Service Video Relay users

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

CARRIERS & NETWORKS 6 OF 12

TPG adds $64.99 NBN 500 offer beside its $74.99 price-locked plan

TPG Telecom now lists two NBN 500 offers on the same page: $74.99 a month locked for a year, and $64.99 for six months before rising to $94.99, according to Unaudited.

Best Effort desk · Thu 19 Nov 2026 · 1 source · 1 min read

WHY IT MATTERS

The listing shows a retailer pairing a price-locked plan with a cheaper short-term promotion, in a market where rivals were offering six-month discounts under $60 on NBN 500.

TPG Telecom has added a second NBN 500 offer to its website: $64.99 a month for six months, then $94.99, Unaudited reported on 16 November 2026. The earlier $74.99 a month offer, price locked for a year, is still shown in the banner.

Unaudited said the NBN 500 plan sat at $69.99 for most of this year before moving to $74.99 a month with the price locked. At that point, the publication said, rivals were selling six-month offers for under $60. In October it described the locked price as a brave moment to find one's principles.

Unaudited said that, with GST taken out, the new $64.99 price is $1.77 a month under what NBN Co charges for the connection. It said that over a year the new offer costs the customer $60 more than the locked price beside it. The publication also noted that $94.99 is, to the cent, what TPG was charging in September 2025.

Both offers are listed as available until withdrawn, according to Unaudited.

REPORTING FROM

1 **Unaudited** · TPG's NBN 500 price: $74.99 locked, or $64.99 that costs more

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

DATA CENTRES 7 OF 12

Data centre boom draws inflation worries and growing local opposition in Australia

Operators have raised at least $35 billion this year, according to an internal RBA note, as the rollout meets planning fights in Victoria and New South Wales and scrutiny of its effect on prices.

Best Effort desk · Thu 19 Nov 2026 · 2 sources · 2 min read

WHY IT MATTERS

Capital raising on this scale is drawing attention from the central bank as a source of pressure on construction materials and skilled labour, while planning delays and community resistance in Victoria and New South Wales are adding uncertainty for developers such as NEXTDC.

Australian data centre operators have raised record capital of at least $35 billion so far this year, according to an internal Reserve Bank of Australia note reported by ABC News on Monday 16 November 2026. That figure is 46 per cent above 2025, and ABC reported that even the central bank regards it as a

conservative estimate.

The build-out is being linked to inflation at a time when the RBA is lifting interest rates to cool the economy, with consumer prices rising 4.3 per cent annually. RBA governor Michele Bullock said after the latest rate hike that perhaps 70 per cent of data centre technology is imported, so it is not putting pressure on Australian goods and services. Bullock said the pressure comes from scarce construction materials and skilled labour, such as electricians installing servers, and she said the hope is that data centre investment eventually lifts productivity and lowers inflation.

The pipeline is large. IBISWorld research puts existing capacity at about 2.3 gigawatts across 79 data centres. The Australian Energy Market Operator says planned projects would take that to between 23 and 67GW, while Commonwealth Bank research forecasts 9GW by 2035, as not all projects get built. JLL says $155 billion of data centre projects are already on the way, and Australia is the world's third-largest destination for data centre investment.

Opposition is growing alongside it. In Victoria, a community group is protesting a NEXTDC data centre on the former Herald Sun printing site in Port Melbourne. A dispute over power poles hit NEXTDC's plans to expand an existing inner-west Melbourne site, and the share price fell 42 per cent in one day, wiping $3 billion off its value. Residents near the M3 facility told Yahoo News in May of 26 blackouts in three years, and NEXTDC chief executive Craig Scroggie publicly apologised, acknowledging residents felt left behind. The Victorian planning minister did not decide on nine data centre projects before the government entered caretaker mode ahead of this month's election, and communities in New South Wales have stopped two large proposals in recent months. A Victorian Labor spokesperson said all proposals went through a rigorous planning process, and pointed to a policy requiring new developments to source their own renewable power and not be near schools.

Water and power are central to the debate. Sydney Water said that if all proposed data centres in its region proceed, they could need an extra 90 billion litres a year by 2035. Data centres already account for about three per cent of electricity consumption on the main grids, according to Yahoo News Australia. Advocates argue the industry offers an economic opportunity, with Belinda Dennett saying it could build on Australia's cheap renewable energy. Opponent Judy Gunson said, "We want a pause." JLL's Matthew Lee said the industry's "social license to operate within the Australian community will also remain an imperative for developers and operators".

REPORTING FROM

1 **ABC News** · Data centres become dirty word as rollout faces rising opposition

2 **Yahoo News Australia** · Uncomfortable truth as $155 billion invested in Australian data centres

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

FIBRE, SUBSEA & INTERCONNECT 8 OF 12

Quad leaders widen undersea cable protection effort to cover electricity links

At the Quad summit in Manila on Tuesday, Australia, the US, India and Japan agreed to step up work on protecting seabed infrastructure, with Australia extending its contribution from telecommunications cables to power cables.

Best Effort desk · Thu 19 Nov 2026 · 1 source · 2 min read

WHY IT MATTERS

Australia relies on a small number of submarine cables for most of its internet traffic, and planned electricity export links add to the infrastructure that needs protection and fast repair capability.

The leaders of Australia, the US, India and Japan agreed in Manila on Tuesday to broaden their cooperation on safeguarding undersea infrastructure, Yahoo News Australia reported. Australia's role in the partnership will now take in electricity cables as well as telecommunications. A joint statement said the leaders welcomed the change "to focus on electricity cables, strengthening regional energy security and connectivity". The decision follows several incidents overseas that involved Russian and Chinese vessels.

Matthew Warren, director of RMIT University's Centre for Cyber Security Research and Innovation, said the announcement showed countries adapting to new kinds of threat. He told Yahoo News Australia that, "Australia is moving into a new domain where we are having to deal with hybrid threats". Warren called the focus a natural step for the Quad and said it pointed to concrete results from the grouping. He linked the power-cable emphasis to Australia's aim of exporting renewable energy, pointing to SunCable's proposed Australia-Asia PowerLink, which would carry solar electricity from the Northern Territory to Singapore over a 4,300-kilometre submarine cable.

Warren said American interest stems partly from companies such as Google investing heavily in Pacific cable networks. "From the US perspective, it's protecting their investment in this infrastructure," he said. He added that Australia is especially exposed to disruption on routes near India, where damage could affect internet and phone services thousands of kilometres away.

Defence Minister Richard Marles raised the matter at the Shangri-La Dialogue in Singapore in May, noting that Australia depends on only 15 undersea cables that carry about 99 per cent of its internet traffic. Marles said Australia is "among the most exposed nations in the world to this threat".

Vessels can wreck seabed infrastructure by dragging anchors, and Warren said that simplicity means deliberate sabotage could be passed off as an accident at sea. In November 2024 a Chinese cargo ship was investigated after its anchor trailed along the Baltic seabed and cut two communications cables, although a Swedish investigation found no conclusive evidence of deliberate damage. Weeks afterwards, a Finland-Estonia power cable was cut in an incident involving a tanker tied to Russia's shadow fleet, and four telecommunications cables were damaged, leading NATO to strengthen its Baltic presence.

Nearer to Australia, two telecommunications cables developed faults in quick succession off Perth in August, and their owner asked for an Australian Federal Police investigation. Deliberate sabotage has not been established. Warren said the government is concentrating on spotting damage quickly and restoring service, which he described as resilience.

REPORTING FROM

1 **Yahoo News Australia** · Bleak warning as ‘exposed’ Australia teams up with the US over underwater threat: ‘New reality’

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

DATA CENTRES 9 OF 12

Climate Council warns data centres could lift wholesale power prices 20 per cent by 2035

A Climate Council report says nine large data centre proposals could add 39.7 million tonnes of emissions a year by 2035 if they are not matched with new renewables and storage, and cites Baringa modelling of a 20 per cent wholesale price rise.

Best Effort desk · Thu 19 Nov 2026 · 2 sources · 2 min read

WHY IT MATTERS

The report adds weight to the debate over how Australia attaches energy conditions to data centre connections, with wholesale prices, grid emissions and industrial power costs all in play as 225 projects queue for connection.

The Climate Council has warned that data centres in Australia could push average wholesale power prices on the main grid up by 20 per cent by 2035 if their demand is not matched by new renewables and storage. The figure comes from modelling by Baringa, cited in a report the council released on Thursday

19 November 2026. Nine.com.au reported the report also warns that three developers want to build gas power stations larger than those already operating in Australia.

The council's analysis covers the largest data centre proposals, which it says are planned for New South Wales, Victoria, Queensland and the Northern Territory. If all nine were built, they could draw more than 50 terawatt hours a year from the grid by 2035, which the council says is over two-thirds of what all Australian homes currently use. Without extra solar, wind and storage, it estimates they could add 39.7 million tonnes of climate pollution a year, almost as much as the combined emissions of Loy Yang A, Eraring and Bayswater at their current levels. Victoria's three proposals account for 17.7 million tonnes, New South Wales's four for 10.2 million tonnes, and Queensland's Western Downs proposal alone for 8.3 million tonnes.

Several developers, some with gas industry ties, want their own gas generation. Beetaloo Digital, a subsidiary of Beetaloo Energy, plans up to two gigawatts, and Nine.com.au placed its site at Weddell, about 24 kilometres south-east of Darwin. Project Meridien in Western Australia proposes 1.5 GW, and Project Ares in the Northern Territory would start with a one GW gas station. The report points to the United States, where it says 181 GW of new gas generation is proposed alongside data centres globally, more than 90 per cent of it in the US. Nine.com.au said some US data centres facing delays in new renewables have chosen gas, including on-site power stations.

Climate Council chief executive Amanda McKenzie said gas corporations "are circling like seagulls around a bag of hot chips". She said the position was simple: "If you want to plug into our grid, bring your own renewable power: solar, wind and batteries." The council wants standards covering every data centre over 30 megawatts that starts operating after the government set out its expectations in March 2026, requiring new renewable matching within three years and ruling out gas as a main source. It says 43.6 gigawatts of approved renewable projects are awaiting buyers, and that solar has taken 21 months on average to build once funded and wind about 30 months. Nine.com.au reported that new large-scale renewables can take about five to 10 years to be running.

Independent Senator David Pocock, who has proposed a 5 per cent tax on large AI data centres, said the emissions at stake were "totally irresponsible". Nexa Advisory chief executive Stephanie Bashir urged the federal government to act with urgency to keep energy affordable. Labor is developing standards, including renewable energy obligations, for AI data centres, to be released for public consultation before the end of the year, though legislation is unlikely to reach parliament until later next year. The Australian Energy Market Operator estimates 225 data centres are in the pipeline.

REPORTING FROM

1 **Climate Council** · POLLUTION PIPELINE: AUSTRALIA'S DIRTIEST DATA CENTRES

2 **Nine.com.au** · Power prices could rise by 20 per cent if Australia follows in US footsteps

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

AI INFRASTRUCTURE 10 OF 12

Nvidia posts US$115.8 billion quarter, guides to US$130 billion as Huang stays out

Nvidia reported third-quarter revenue of $115.8 billion, up 103 per cent on a year earlier, and forecast about $130 billion for the fourth quarter. Its board also said it does not intend to reinstate Jensen Huang as chief executive.

Best Effort desk · Thu 19 Nov 2026 · 4 sources · 2 min read

WHY IT MATTERS

For Australian data centre operators, Nvidia's Rubin ramp and its stated 2 GW DSX plan with local partners tie domestic capacity to a vendor that says demand exceeds supply. Delivery depends on power, finance and construction arriving together, and the federal government's expectations call for developers to cover grid costs and offset demand with clean energy.

Nvidia reported revenue of $115.8 billion for the quarter ended 25 October 2026, up 103 per cent from a year earlier and 20 per cent from the previous quarter. Data Center revenue was $107.6 billion, up 110 per cent year on year, and GAAP net income was $65.3 billion. RNZ reported that revenue was ahead of forecasts of about US$109 billion.

For the fourth quarter, which includes an additional week, Nvidia expects revenue of $130.0 billion, plus or minus 3 per cent. The outlook assumes no Data Center compute revenue from China. RNZ reported the forecast was above the analysts' average estimate of US$125.25 billion. Gross margins are guided to between 71.0 per cent and 72.0 per cent, down from 74.8 per cent on a GAAP basis in the third quarter. Tom's Hardware reported that Nvidia is absorbing higher component and manufacturing costs to honour existing purchase orders, and plans revised pricing in fiscal 2028, when it expects margins to recover to 72 to 73 per cent.

Colette Kress, interim CEO and chief financial officer, said the Vera Rubin platform generated nearly $20 billion in its first quarter of production shipments. Nvidia described it as the fastest product ramp in its history, with racks running at CoreWeave, Google Cloud, Microsoft Azure, Oracle Cloud Infrastructure and Nebius. Kress also lifted the company's fiscal 2028 revenue growth expectation from about 70 per cent to about 75 per cent.

The results were the first since Huang's departure, and Nvidia chair Harvey Jones said on the results call that the board "does not intend to reinstate Jensen as CEO". RNZ reported that Huang had said in a statement on X that he regretted his actions and would be honoured to return if the board wished. Kress told investors: "From a business perspective, it's business as usual." iTWire reported that the board has retained Heidrick & Struggles to search for a permanent successor, and that Jones declined questions on the circumstances of the departure and the ongoing investigation. Shares rose in extended trading, by about 2 per cent according to RNZ and more than 4 per cent according to iTWire, citing Reuters.

Tom's Hardware reported that Nvidia's supply and capacity commitments reached $390 billion at the end of the quarter, up from $279 billion three months earlier, mainly because of multiyear memory procurement agreements. Maximum exposure under guarantees stands at $118 billion, including $105 billion of credit support for an Ohio campus that will serve OpenAI. iTWire noted this is contingent exposure and that Nvidia says it has made no payments under the guarantees to date.

Nvidia said it is collaborating with Australia's data centre ecosystem on infrastructure for a planned buildout of up to 2 gigawatts by 2027 for its DSX AI factories. iTWire listed the partners as Firmus, IREN, CDC, NEXTDC and AirTrunk, and said Kress reiterated an end-of-calendar-2027 target on the call. iTWire stressed that this is a planned buildout rather than 2 GW of computing already in operation.

REPORTING FROM

1. **NVIDIA Newsroom** · NVIDIA Announces Financial Results for Third Quarter Fiscal 2027
2. **iTWire** · Nvidia forecasts US$130 billion quarter as board rules out Huang return
3. **RNZ** · Nvidia shares rise as chip giant beats forecasts
4. **Tom's Hardware** · Nvidia's revenue hits $115.8 billion as Vera Rubin generates $20 billion in another record-setting quarter

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

CARRIERS & NETWORKS 11 OF 12

NBN Co sets traffic record of 33.19Tbps as GTA 6 preloads and Fortnite patch land

NBN Co recorded a new all-time peak of 33.19Tbps on 12 November 2026, when GTA 6 boxed copies went on sale and a Fortnite patch was released. The network coped with the game's preload period, with Tasmania showing the biggest rise above baseline.

Best Effort desk · Thu 19 Nov 2026 · 2 sources · 2 min read

WHY IT MATTERS

A single game release, with a Fortnite patch alongside, lifted NBN peak traffic about 10 per cent above baseline without reported problems, and NBN Co says it models for such spikes. The pattern of large scheduled downloads adds to the capacity planning load on the wholesale network and retail providers.

NBN Co's network hit a new traffic record of 33.19Tbps on Thursday 12 November 2026, the day boxed copies of Grand Theft Auto VI went on sale at retailers, according to figures NBN Co gave TechRadar. The figure tops the previous peak of 32.91Tbps, set in 2025. The network has not buckled under the load.

NBN Co's Rob Bates, Senior Manager, Media & External Communications, said a Fortnite patch was released the same day and would have added to demand. He put the lift at about 3Tbps, or 10 per cent above baseline, and described it as "the most data ever transmitted across the network per second". Since preloading opened on 10 November, NBN Co has recorded more than 70 petabytes of additional traffic, which Bates said is "roughly equivalent to 330,000 GTA 6 downloads".

The game's file size is up to 212GB, and Rockstar Games opened preloading on 10 November ahead of the official release on 19 November. Canstar reported that NBN Co saw an initial jump of about 2Tbps to 3.5Tbps above average on 10 November, roughly a 10 per cent increase in usual peak-hour load, and that the operator said this caused "no concerns". An NBN Co spokesperson said the operator "comprehensively models and plans for massive spikes in traffic, minimising potential impact on the network". The spokesperson added that preloading would likely prevent a record spike in a specific hour or day, but could produce a record-breaking traffic month.

NBN Co's state data shows smaller states leading the increases. During the first four days of preloading, Tasmania recorded the largest peak increase above baseline at 16.3 per cent, followed by South Australia at 14.2 per cent and Victoria at 13.9 per cent. New South Wales and Queensland recorded 13.8 per cent and 13.6 per cent, while Western Australia had the smallest at 6.6 per cent. The Northern Territory recorded 8.9 per cent and the ACT 8.7 per cent. Tasmania also led on average increase over the four days at 10.7 per cent, ahead of Victoria at 9.1 per cent and South Australia at 8.2 per cent. The figures are relative to each state's usual traffic, not total data downloaded.

The release itself is still to come, and TechRadar noted that further records are possible. The Australian Competition and Consumer Commission data cited by Canstar shows 4.1 million of 8.8 million active NBN services in June 2026 were on NBN 100 or faster.

REPORTING FROM

1 **TechRadar** · No, GTA 6 didn't break the Australian internet, but it sure did break records

2 **Canstar** · Grand Theft Internet: Will GTA 6 Break The NBN?

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

POLICY & REGULATION 12 OF 12

Microsoft 365 outage prompts calls for stronger protections and class action funding inquiry

A global Microsoft 365 outage that cut Australian access to Outlook has drawn calls from ACCAN and academics for stronger consumer protections, while a litigation funder is gauging interest in a class action. Experts say any compensation is likely to be a small bill credit rather than cash.

Best Effort desk · Thu 19 Nov 2026 · 4 sources · 2 min read

WHY IT MATTERS

The outage puts a spotlight on the gap between telecommunications rules, which carry consumer protections and complaint mechanisms, and cloud and software services that businesses depend on in a similar way. Advocates and academics are arguing that such platforms should be treated as essential infrastructure, while experts say existing contracts offer little beyond small service credits.

A global Microsoft 365 outage, described by Victoria Peak Litigation Funding as running from 12 to 14 November 2026, has prompted consumer advocates to call for stronger protections and a litigation funder to canvass a possible class action. The ABC reported that millions of Australians could not use Outlook email on Friday, halting business operations and interrupting workdays. Victoria Peak said the outage affected Australian businesses, hospitals and public agencies, with reported consequences including delayed customer communications, disrupted appointments and lost orders.

Microsoft has apologised, saying it was "deeply sorry" for the disruption, according to techbusinessnews. The company explained that an issue introduced during an earlier network capacity upgrade surfaced after a later network change. It reported broad recovery and said a full post-incident report would follow. The ABC said it had contacted Microsoft about compensation and that it was unclear how the company would respond.

RMIT Associate Professor Mark Gregory said compensation would probably go only to businesses, through service level agreements that set uptime targets. He said the typical remedy is a return of a percentage of the monthly or annual fee, and that it "doesn't normally extend to lost productivity". Deakin IT lecturer Fariha Jaigirdar said Microsoft's agreements cover loss of the service but not knock-on effects, and that the compensation is generally a credit that could mean a small discount on the next bill. She said claiming may be tricky for smaller businesses, as larger companies may have in-house legal experts. Gregory said "the credit is tiny compared with the loss of productivity".

On the regulatory side, Gregory said the ACCC could potentially weigh in, though the problem is under what section of the act, and any action would concern the outage rather than compensation. He called for the government to look at automated compensation and to strengthen sovereign capability so outages overseas do not affect productivity in Australia. Jaigirdar said platforms are "essential national infrastructure", no different from telecommunications and water, and called for a national alert system for future outages.

Victoria Peak is consulting Australian law firms on whether to fund representative proceedings and has invited affected businesses and individuals to register their interest. No proceedings have commenced, and the firm says registering does not establish entitlement to compensation. Jonathan Barnett, representing the firm, said its immediate priority is to identify affected businesses and individuals and understand the losses they actually suffered.

The Australian Communications Consumer Action Network said on 14 November 2026 that the outage showed how few consumer protections exist for digital platforms. Chief executive Carol Bennett cited forthcoming research showing 79% of consumers want stronger protections for online services. She said there was "little transparency or accountability about what steps are being taken to ensure such a disaster is fixed quickly and does not happen again". Bennett said Australia must learn from telecommunications, where protections had to be enforced on a reluctant industry, and called for an external dispute resolution scheme for digital services.

REPORTING FROM

1. **abc.net.au** · Microsoft unlikely to compensate for loss of productivity from outage, experts say
2. **Medianet** · Microsoft outage exposes lack of consumer protections
3. **ACCAN** · Microsoft outage exposes lack of consumer protections
4. **techbusinessnews.com.au** · Microsoft's Explanation Of Global Outage Prompts Australian Class-Action Funding Assessment

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