



Media release

10 September 2025

RACT to provide Apple's roadside assistance via satellite for iPhone users in Tasmania

- **Apple's groundbreaking roadside assistance via satellite allows iPhone 14 or later in Australia to connect with RACT if users have car trouble in areas without mobile or Wi-Fi coverage**
- **An intuitive interface, including a short questionnaire captures key details and transmits the information via satellite so an RACT agent can message the driver directly and dispatch help to their location**
- **In a country as vast as Australia, many breakdowns happen beyond mobile reception, and this feature helps drivers get support**

RACT is working with Apple to bring roadside assistance via satellite to iPhone users across Australia.

Clubs respond to millions of calls for help and breakdown support every year. Now, users with iPhone 14 or later - including the newly-announced iPhone 17, iPhone Air, iPhone 17 Pro, and iPhone 17 Pro Max - will be able to access RACT support when they are beyond mobile coverage, offering peace of mind in some of the country's most remote locations.

"Keeping people safe on the road and helping them reach their destination is at the heart of what we do at RACT," said RACT Chief Mobility Officer, Dean Harris.

"This innovation extends that safety net further than ever before. Australia is a vast country, and a breakdown in a remote area without mobile reception can be incredibly stressful. Apple's satellite feature is a game-changer - this means Australians who would previously have been unreachable can now connect with RACT and get the support they need, when they need it most."

When a user has car trouble and cellular and WiFi are not available, they will be guided through a short questionnaire to capture key details of their situation. They will then be guided to connect to a satellite, to transmit this information to RACT, message a roadside assistance agent and receive updates on their request.

This feature builds on the technology behind Apple's Emergency SOS via satellite, which launched in Australia in 2023, and allows iPhone users to connect with emergency services when outside of mobile networks and WiFi.

*Roadside Assistance via satellite is included for free for two years starting at the time of activation of a new iPhone 14 or later with iOS 18.4 or later, whether or not they are an affiliated motoring club member. Once a request is submitted, membership will be verified for eligible users, while non-members can still access services on a pay-per-use basis.

**Roadside Assistance is only available to vehicles located on or near a public road. Off-road recovery is not provided.

***Services are subject to membership terms and will be available in Australia from Monday 15 September.



***Apple's satellite features were designed for use in open spaces with a clear line of sight to the sky. Performance may be impacted by obstructions such as trees or surrounding buildings.

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