CHECKLIST · RULES & COSTS

ACMA proposes more payment choice and mobile coverage remedies for small businesses

Published 1 October 2026. Read the full story, sources and any updates at digitaladvisors.com.au/journal/acma-telco-consumer-standard-small-business/

- [ ] **Check eligibility with the owner and bookkeeper.** Compare the business's non-resale purchases, opportunity to negotiate contract terms and annual spend with each provider against the draft's A$40,000 limit.
- [ ] **Record the payment or coverage problem.** Have the person managing the telco account describe the experience and the proposed provision that would address it.
- [ ] **Prepare a submission for ACMA.** Explain the practical effect on the business in a PDF, Word or Rich Text Format document.
- [ ] **Review identifying details before uploading.** Identify confidential material and explain the claim in writing. ACMA must accept the claim; release required or authorised by law remains possible.
- [ ] **Upload the submission by 10 November 2026.** Use ACMA's consultation page before 5pm AEDT, which we calculate as 2pm Perth time.

NOTES

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