CHECKLIST · TECHNOLOGY

Business phones on the NBN: what VoIP costs depend on, and what to check before you rely on it

Published 19 October 2026. Read the full story, sources and any updates at
digitaladvisors.com.au/journal/business-phone-nbn-voip-what-to-check/

- [ ] **Read the key facts sheet and ask about your number.** Find which of your services won't work in a power failure, and ask the provider whether you can keep your number.
- [ ] **Keep a charged mobile for 000.** Put it where staff can reach it in a blackout, and check older handsets by texting "3" to 3498.
- [ ] **List every device on your phone line.** Include EFTPOS and HICAPS terminals, alarms, lift phones, fax and PBX, then ask each supplier if it works on your NBN connection.
- [ ] **Don't cancel the old service first.** Ask the new provider to port your numbers while they're still active, and allow up to 30 days for several.
- [ ] **Compare Critical Information Summaries.** Check call charges, per-line fees, equipment costs, minimum term and exit fees for two or three providers.
- [ ] **Ask what fault restoration the plan includes.** If the phone is critical, ask the provider whether it offers a business-grade service and what restoration time it commits to.
- [ ] **Check any medical or safety reliance.** Ask about priority assistance, or a mobile-connected alarm with a backup battery.

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