

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/

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- ☐ **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 TextFormat 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.
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