

CHECKLIST · TECHNOLOGY

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

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- ☐ **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.
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