

Small businesses need telco services that are fit for purpose: ACCAN

The Australian Communications Consumer Action Network (ACCAN) thanks the Telecommunications Industry Ombudsman (TIO) for [investigating systemic issues affecting small businesses' communications services](#).

"A reliable phone and internet service is fundamental for most modern small businesses," said ACCAN CEO, Teresa Corbin.

"Unfortunately, in the past few years we've seen the share of TIO complaints from small businesses continually increase. The TIO's report helps to identify some of the complex issues that small businesses face when there is a fault with their phone or internet service."

Ms Corbin said that one of the key takeaways for small businesses from this report is the importance of having telco services that are fit for purpose.

"For example, if you're looking at getting an NBN internet plan, make sure that you're looking at business-grade plans that are designed with your needs in mind."

The TIO's report also highlights communications issues between small business and retail service providers when fixing faults.

"It's really important that telcos are communicating consistently and clearly with their small business customers when issues occur. Small business owners have to juggle countless tasks during the day, and don't have the time to endlessly chase updates on faults."

Small businesses can find advice on choosing a small business NBN internet plan and making a complaint [on ACCAN's website](#).