

Factsheet: What to do if your business loses service

A working phone and internet connection are essential for a small business. Losing access to services can negatively impact a business very quickly.

The Telecommunications Industry Ombudsman cannot direct a telco to immediately reconnect a service or fix a fault. We can look at the effect on the business of the loss of service, but this will be after an investigation and not be an immediate solution.

What to do first

If your business loses access to services, the first step should always be to contact the telco.

The telco may be able to offer an immediate solution, for example:

- A temporary redirection of the business landline number to a mobile
- A pre-paid internet dongle or portable wi-fi.

If the telco can't help

If the telco is unable to offer an acceptable solution, we recommend taking any action necessary to mitigate any loss of business. We don't know your individual circumstances, so we can't give a definitive list of actions you could take.

But, depending on your situation, you could consider:

- contacting your customer base to let them know about the loss of services
- buying your own pre-paid SIM cards, and updating your website with the new contact details
- buying your own pre-paid internet dongles, or portable wi-fi
- contacting another telco for services
- working from another location

Keep detailed records

Keep detailed records of the effect of the outage. For example, keep emails from customers or business partners about difficulty contacting you, or keep a diary of issues as they arise.

Also keep evidence of what steps you took to mitigate the effect on your business. We will need this information if you make a claim for compensation for financial loss.

When the Telecommunications Industry Ombudsman can help

We can consider a claim for financial loss caused by a breach of an obligation that a telco owes a consumer. As part of an investigation, we will assess a claim by:

- determining if there was a breach by the telco
- assessing if the breach caused the loss, you are claiming
- determining the amount of loss.