FROM THE UNIDEN VOICE TEAM · 2026

Fed Up With Overseas Providers Who Don't Care?

Why it keeps happening to Australian businesses, what Australian ownership does and doesn't fix, and what to do if you're stuck right now.

> It usually isn't the person on the phone. It's a setup where the people who answer **can't fix anything**, the people who can are **asleep in another time zone**, and Australia is a small line on someone else's spreadsheet.

Why it keeps happening

- Frontline staff measured on call time, not fixes
- No access to the systems that could help
- Tickets cross time zones, one question a day
- Decisions made a long way from Australia

What they often don't know

- ACMA number porting and quarantine
- How nbn faults and bookings work
- 000 and the Privacy Act
- Consumer guarantees up to $100,000

To be fair

Plenty of overseas companies are great, and some Australian ones aren't. Ask: who answers, can they fix it, where is my data, and who actually runs the platform?

If you're stuck with one right now

1. **Keep a log:** date, name, reference number, what was promised.
2. **Put it in writing:** follow every call with a short email.
3. **Ask for a complaint,** not another ticket.
4. **Phone or internet?** Small businesses can go to the Telecommunications Industry Ombudsman for free.
5. **Leaving?** Port the number first. Never cancel the old service before the port finishes.

The one mistake you can't undo

A disconnected number goes into quarantine and can't be ported. General information only, not legal advice.

Uniden Voice

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