

Communication of Major
Outages Our commitment to
you

From time to time unplanned or unexpected major outages can occur. These can occur for many reasons, such as technical issues and natural disasters, including severe storms and bushfires.

We understand the inconvenience unplanned major outages can cause and are committed to communicating with our customers and other stakeholders when these outages occur.

What is a Major Outage?

As defined in the *Telecommunications (Customer Communications for Outages) Industry Standard 2024*, a major outage is *any unplanned adverse impact to a telecommunications network used to supply carriage services to end-users that:*

- (a) results in an end-user being unable to establish and maintain a carriage service; and*
- (b) affects or is likely to affect:
 - i. 100,000 or more services in operation; or*
 - ii. all carriage services supplied using the telecommunications network in a State or Territory; and**
- (c) is expected to be, or is, of a duration longer than 60 minutes.*

Communicating with our customers and the public

Initial notification

We will notify our impacted, or potentially impacted, customers and the public as soon as practicable upon being notified of a major outage.

We will provide as much of the following information as possible in our notification:

- The scale or suspected scale of the outage
- The cause or likely cause of the outage
- The geographic areas impacted or likely to be impacted by the outage
- The types of services impacted or likely to be impacted by the outage
- The estimated timeframes for updates in relation to the outage
- The estimated timeframe for rectification of the outage
- Further information such as website locations, social media accounts and contact options
- Where available, contact channels that enable customers requiring urgent assistance to contact us.

Status updates

We will provide status updates to our customers and the public if there is a material change that relates to the outage as soon as practicable after we become aware of the change. Otherwise, we will provide status updates at least once every six hours for the first 24 hours of the major outage, and once during each following 24-hour period.

As soon as practicable after we consider that all services affected by a major outage have been restored or fully rectified, we will notify our customers and the public.

Communication channels

For our customers, our notifications will be provided through our mobile app, email, or SMS.

We will also make information available more broadly through our website, call centre, and social media.

As far as reasonably practicable, our call centre or live chat will be available to customers requiring assistance during a major outage.

Natural disasters

Where a major outage is caused by a natural disaster, we may be limited to providing information on the major outage on our website.

Communicating with our telecommunication commercial partners (Our role as a Carrier and/or Wholesaler)

Initial notification

As soon as practicable after we detect or receive a notification about a major outage, we will notify each of our partners (including other carriers or carriage service providers), where the partner's network or end users are affected by the major outage, and the public.

We will provide as much of the following information as possible in our notification:

- The scale or suspected scale of the outage
- The cause or likely cause of the outage
- The geographic areas impacted or likely to be impacted by the outage
- The types of services impacted or likely to be impacted by the outage
- The estimated timeframes for updates in relation to the outage
- The estimated timeframe for rectification of the outage.

We will also make information about the outage available through our website and social media.

Where the major outage is caused by our own network, we will also notify relevant stakeholders (including the Australian Communications and Media Authority and the Telecommunications Industry Ombudsman).

Status updates

We will provide a notification if there is a material change that relates to the outage as soon as practicable after we become aware of the change. Otherwise, we will provide status updates at least once every six hours for the first 24 hours of the major outage, and once during each following 24-hour period.

As soon as practicable after we consider that all services affected by a major outage have been restored or fully rectified, we will notify and communicate to our partners (including other carriers or carriage service providers), where the partner's end users were affected by the outage.

Natural disasters

Where a major outage is caused by a natural disaster, we may be limited to providing information on the major outage on our website