

Network Outage Complaints Handling Process

How we handle your report or complaint when a major outage or significant local outage affects your service

1. About this process

This process explains what happens when you tell us your service is not working and the cause is, or may be, a **network outage**. It follows Part 2A and Part 3A of the Telecommunications (Consumer Complaints Handling) Industry Standard 2018.

A **network outage** means a **major outage** or a **significant local outage**, as defined in the Telecommunications (Customer Communications for Outages) Industry Standard 2024. How we keep you informed during these outages is set out in our [Outage Communication Procedure](#).

This process is **free** to use. For any other complaint, please see our general Complaint Handling Policy in clause 24 of our [Standard Terms and Conditions](#), or visit our [Make a complaint page](#).

If the sole or main cause of an outage is a **natural disaster**, the specific rules for network outage complaints in this process do not apply. We will still help you. We will consider whether your contact should be handled as a complaint under our general Complaint Handling Policy, and we will keep communicating about the outage as set out in our Outage Communication Procedure.

2. Key terms

Term	What it means
Service outage report	Your first call or contact telling us that you cannot connect to, or stay connected to, your Occom service.
Network outage complaint	A service outage report that we treat as a complaint because we have reason to suspect a network outage is affecting, or is likely to affect, your service. You do not need to use the word 'complaint'.
Urgent network outage complaint	A network outage complaint where you tell us there is a risk to your personal safety or a serious health risk .
Default resolution	Restoring your access to the affected service so that you can connect to and stay connected to it again.
Bulk resolution offer	An offer we may make to all, or a group of, affected customers, for example a credit to their accounts.
Working day	A day that is not a Saturday, Sunday or gazetted public holiday where your premises (or principal place of business) are located.
Calendar day	Any day, including Saturdays, Sundays and public holidays.

3. How to report a service outage

You can contact us using any of the following:

Channel	Details	Hours
Phone	1300 299 999	Daily 8:00 am - 10:00 pm Sydney time (AEST/AEDT)
Live chat	occ.com.au	Daily 8:00 am - 10:00 pm Sydney time (AEST/AEDT)
WhatsApp	+61 492 931 670	Daily 8:00 am - 10:00 pm Sydney time (AEST/AEDT)
WeChat	Via the WeChat link on our website	Daily 8:00 am - 10:00 pm Sydney time (AEST/AEDT)
Email	support@occ.com.au	Monitored during the hours above
Complaints	escalation@occ.com.au	Customer Relations team
Online	Make a complaint form	Available any time; we respond during the hours above

- If a contact method is not working because of the outage, please use another one, for example email or chat from a mobile phone.
- Between 10:00 pm and 8:00 am you can leave a phone message or send a chat, WhatsApp, WeChat or email message. We will respond from 8:00 am, starting with urgent requests. In a life-threatening emergency, call **000**.
- **Hearing or speech impairment:** contact us through the National Relay Service (NRS). Choose your preferred NRS channel at accesshub.gov.au and ask for 1300 299 999.
- **Languages:** we support English, 简体中文, 繁體中文 and हिन्दी. For other languages, call the Translating and Interpreting Service (TIS National) on 131 450 and ask to be connected to Occom.
- **Someone acting for you:** you can nominate a representative, such as a family member, advocate or financial counsellor, to report the outage and handle the complaint for you. Our Appointment of Advocate or Authorised Representative form is on our All Policies page.

4. What happens after you contact us

Step 1 - We check whether a network outage is affecting you

When you report that your service is not working, we check whether there is reason to suspect a network outage. For example, we check whether the network owner has notified us of an outage, or told us its network is experiencing one. We then check whether your service is, or is likely to be, affected.

To help us decide, we may ask you for information such as:

- your service address and the type of service (for example nbn® internet, fibre, home phone or mobile);
- when the problem started and what you are seeing (for example no internet, no dial tone, no mobile signal, or the lights on your modem);
- whether you have already restarted your modem or device; and
- the best number or email address to contact you while your service is down.

If the network owner's outage notice matches your service, your address and the problem you are experiencing, and there is no reliable evidence to the contrary, we will treat your service as affected or likely to be affected. We will not decide this only because you are near the outage area.

We aim to make this check, and tell you the outcome, **on your first contact with us**. If we find no network outage, we will still help you: we will run checks for problems with your line, equipment or

account and handle it as a normal fault or service request. If you are unhappy, you can make a complaint under our general Complaint Handling Policy.

Step 2 - We confirm we are treating it as a network outage complaint

If a network outage is affecting your service, we will tell you, by phone, chat or in writing:

- that your report is being treated as a **network outage complaint**;
- your **reference number** (ticket number). To check progress, quote your ticket number by phone, by replying to your ticket email, or through our other customer service channels;
- that network outage complaints are handled under this process;
- that the default resolution is to **restore your service**;
- the contact methods you can use for urgent help during the outage (see our Outage Communication Procedure, section 4);
- that we will let you know when your service has been restored; and
- where on our website you can find this process, a summary of how we communicate during outages, the latest information about the outage, and any remedies we offer (see section 9).

If you contact us by phone, live chat, WhatsApp or WeChat, we will tell you the key points and your reference number straight away, and send the rest by email. If you contact us by email or leave a message, we will reply in writing.

We will also send you a link to this process by SMS or email, or tell you how to find it on our website if a link cannot be sent.

Step 3 - We keep you updated

While the outage continues, we send you updates by **SMS and email**. We also post information on our [outage page](#) and in a recorded message on 1300 299 999. For major outages, we also post on our social media accounts. Updates include as much of the following as we know: how big the outage is and the number of services affected, the likely cause, the areas and types of services affected, when we expect to give the next update, and when we expect services to be restored.

We send an update as soon as practicable after any material change. Otherwise, we send one at least every 6 hours for the first 24 hours, and then at least once every 24 hours. Full details are in our Outage Communication Procedure.

Step 4 - We work to restore your service (default resolution)

We do everything within our capacity, including working with the network owner, to restore your service as soon as reasonably practicable. Restoring your service is the **default resolution** for every network outage complaint.

Step 5 - We tell you when your service is restored

As soon as practicable after we consider that all affected services have been restored, we will let you know by SMS and email. The same message will also include a **written notice** that explains:

- how to make a complaint seeking a different (tailored) outcome if you are not satisfied with the default resolution;
- what to do if you believe your service has not been restored;
- how to ask for further help easily if your service has not been restored; and
- details of any bulk resolution offer and how long you have to accept it.

Step 6 - If your service is still not working

If your service is still not working after we tell you it has been restored, contact us and quote your reference number. We will check your service, help you with troubleshooting and, if needed, raise a fault with the network owner. We will work to restore your service as soon as reasonably practicable and tell you any estimated restoration time we know.

For an **urgent** network outage complaint: if you tell us, in reply to our written notice or our check-in call or message (Step 7), that your service is still not working, we will take steps to restore it **no later than 2 working days** after receiving your response.

Step 7 - When your network outage complaint is closed

Your network outage complaint is resolved once your service has been restored and we have sent you the restoration notice and written notice (Step 5). Unless you tell us your service is working again, we will not close your complaint until at least **3 working days** after we send the written notice.

For an **urgent** network outage complaint, we will contact you within **2 calendar days** of sending the written notice to check whether your service has been restored, and we will not close your complaint until your service has been restored.

5. Urgent network outage complaints

Please tell us straight away if there is a **risk to your personal safety** or a **serious health risk** because your service is not working. We will treat your complaint as **urgent**: it is handled first and escalated to a team leader.

We will make all reasonable efforts to help you stay connected during the outage, including by considering alternative or interim options where available. After assessing your situation, we may be able to:

- provide a free mobile data SIM; or
- assess whether your service can be moved to a different underlying network.

Whether these options are suitable depends on practical factors such as coverage, your equipment and how quickly they can be set up, so they may not be available in every case. If moving your service to another network would change your costs or your service, we will explain this to you and ask for your agreement first.

In a life-threatening emergency, always call 000 (or 112 from a mobile). If your home phone or nbn® service is down, use a mobile phone. If your Occom Mobile service is down, your phone may still be able to call 000 through another mobile network.

6. If you are not satisfied with the default resolution

Restoring your service may not fully address your concerns. If you want a different outcome, for example a credit or other remedy, you can make a complaint seeking a **tailored resolution**. We will handle it under our general Complaint Handling Policy (clause 24 of our Standard Terms and Conditions) and link it to your network outage complaint reference number.

- Email our Customer Relations team: escalation@occom.com.au
- Call 1300 299 999 and ask for your contact to be treated as a complaint.
- Find out more on our [Make a complaint page](#).

If you are still not satisfied after we have tried to resolve your complaint, you can contact the **Telecommunications Industry Ombudsman (TIO)** on 1800 062 058 or at tio.com.au.

7. Bulk resolution offers

After some network outages, we may make an offer to all affected customers, or a group of them, for example a credit to your account. If we make a bulk resolution offer, we will tell affected customers about it, including any timeframe for accepting it, in the written notice in Step 5 and on our outage page.

8. Timeframes

Step	Our timeframe
Check whether a network outage is affecting you (Step 1)	On your first contact with us, where reasonably possible.
Confirm it is a network outage complaint and give you a reference number (Step 2)	On your first contact with us, where reasonably possible. For messages received between 10:00 pm and 8:00 am: when we respond from 8:00 am.
Send you a link to this process	As soon as practicable after we confirm it is a network outage complaint.
Tell you about the outage (Step 3)	As soon as practicable after the network owner notifies us, by SMS and email.
Updates during the outage (Step 3)	As soon as practicable after a material change; otherwise at least every 6 hours for the first 24 hours, then at least once every 24 hours.
Restore your service (Step 4)	As soon as reasonably practicable.
Restoration notice and written notice (Step 5)	Sent together, as soon as practicable after all affected services are restored.
If your service is still not working (Step 6)	As soon as reasonably practicable, with any known estimated restoration time. Urgent: steps taken no later than 2 working days after your response.
Urgent check-in (Step 7)	Within 2 calendar days of sending the written notice.
Closing your complaint (Step 7)	Not earlier than 3 working days after the written notice, unless you tell us your service is working. Urgent: not closed until your service is restored.

9. Where to find information on our website

- **This process and our general complaints information:** occom.com.au/make-a-complaint/
- **Outage Communication Procedure (how we communicate during outages):** files.occom.com.au/terms/Occom-Outage-Procedure.pdf
- **Current outages and network owners' outage registers:** occom.com.au/outage-network-status/
- **Remedies we offer to affected customers, including any bulk resolution offer:** our outage page and the written notice in Step 5
- **Standard Terms and Conditions (clause 24, Complaint Handling Policy):** files.occom.com.au/terms/Terms-and-Conditions.pdf

We use plain language. If you need this process in another format, or help understanding it, please contact us.