

Communication of Major Outages and Significant Local Outages

We understand the inconvenience unplanned outages can cause and are committed to communicating with our customers when these outages occur, in accordance with the Telecommunications (Customer Communications for Outages) Industry Standard 2024.

1. Communicating with our Customers and the Public

a) Initial Notification:

We will notify our impacted or potentially impacted customers and the public as soon as practicable on being notified of a major outage or significant local 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

b) 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 outage, and once during each following 24-hour period.

Even where there is no new information, we will issue an update confirming there has been no material change.

As soon as practicable after we consider that all services affected by a major outage or significant local outage have been restored or fully rectified, we will notify our customers and the public through the same channels used for the initial notification.

c) Communication Channels

For our customers, our notifications will be provided through email or SMS. We will also make information available more broadly through our website, call centre, and (for major outages) our social media or other media.

As far as reasonably practicable, our call centre and live chat will be available to customers requiring urgent assistance during an outage. These channels are staffed by trained support agents — we do not use artificial intelligence as the sole means of responding to urgent assistance requests.

OCCOM provides support in English, 简体中文, 繁體中文 and हिन्दी. For other languages, please call the free Translating and Interpreting Service (TIS National) on 131 450 and ask to be connected to OCCOM.

d) Natural Disasters

Where an outage is caused by a natural disaster, we may be limited to providing information on our website. Urgent assistance contact channels will remain available where reasonably practicable.

2) What type of outages are covered by this procedure?

This communication procedure covers major outages and significant local outages as defined in the Telecommunications (Customer Communications for Outages) Industry Standard 2024 ('Standard').

a) Major Outages:

As defined in the Standard, a major outage is any unplanned adverse impact to a telecommunications network used to supply relevant carriage services to end-users that:

- (i) results in an end-user being unable to establish and maintain a relevant carriage service; and
- (ii) affects or is likely to affect:

- 100,000 or more services in operation; or
- all relevant carriage services supplied using the telecommunications network in a State or Territory; and

- (iii) is expected to be, or is, of a duration longer than 60 minutes.

b) Significant Outages:

As defined in the Standard, a significant local outage is any unplanned adverse impact to a telecommunications network used to supply relevant carriage services to end-users that:

- (i) results in an end-user being unable to establish and maintain a relevant carriage service;
- (ii) affects, or is likely to affect:
 - 1,000 or more services in operation in regional Australia; or
 - 250 or more services in operation in remote Australia; and
- (iii) is expected to be, or is, of a duration longer than:
 - if the services in operation are in regional Australia – 6 hours; or
 - if the services in operation are in remote Australia – 3 hours; and
- (iv) is not a major outage.

c) Natural Disasters

As defined in the Standard, a natural disaster means an emergency event caused by a natural hazard (such as a fire, flood, storm, cyclone or earthquake) that causes, or is likely to cause, widespread disruption to:

- (i) a community; and
- (ii) the provision of relevant carriage services.

Contact OCCOM: 1300 299 999 | support@occom.com.au | occom.com.au/outage-network-status/