

Overview

Last updated: 11 September 2025

The *Telecommunications (Customer Communications for Outages) Industry Standard 2024* (the **Standard**) requires carriage service providers to issue notifications in relation to major outages and significant local outages when certain trigger events occur. Carriage service providers should familiarise themselves with the requirements of the Standard. This kit, including the table below has been designed to make it easy for you as a carriage service provider to identify which notifications need to be issued and when. Broadly, there are 4 separate triggers, as you can see in column 1 of the table.

Different rules apply depending on whether the network outage is a ‘major outage’ or ‘significant local outage’. Please see the below definitions:

Major outage: *unplanned adverse impact to a telco network supplying carriage services to end-users, which results in an end-user being unable to establish and maintain a carriage service; and*

- *affects, or is likely to affect:*
 - *100,000 or more services in operation; or*
 - *all carriage services supplied using the network in a state or territory; and*
- *is expected to be, or is, longer than 60 minutes.*

Significant local outage: *unplanned adverse impact to a telco network supplying carriage services to end-users that is not a major outage, which results in an end-user being unable to establish and maintain a relevant carriage service; and*

- *affects or is likely to affect:*
 - *250 or more services in operation in remote Australia that is expected to last for 3 or more hours*
 - *1,000 or more services in operation in regional Australia that is expected to last for 6 or more hours.*

Trigger	Kit Template	Notification or Communication goes to	Standard Section Reference
Trigger 1: You receive a notice from a carrier of a major outage or significant local outage under section 8 of the Standard (that is not solely or predominantly caused by a natural disaster)	1A	End-User (major outage)	12(1)(a)
	1B	End User (significant local outage)	12A(1)(a)
	1C	Public <ul style="list-style-type: none"> • Website • Call centre • Social media 	12(1)(b)

		(major outage)	
	1D	Public <ul style="list-style-type: none"> • Website • Call centre • Social media (significant local outage)	12A(1)(b)
Trigger 2: You receive a notice from a carrier of a major outage or significant local outage that is caused solely or predominantly by a natural disaster	1E	Public - information to be made available on your website (major outage or significant local outage)	12B(1)
Trigger 3: You become aware of a material change that relates to a major outage or significant local outage	2A	End-user (major outage or significant local outage)	14(3)(a)
	2B	Public <ul style="list-style-type: none"> • Website • Call centre • Social media (major outage or significant local outage)	
Trigger 4: As frequently as you consider an update is necessary, even where there has been no material change, but at least: <ul style="list-style-type: none"> • once every 6 hours for the first 24 hours of the outage; and • once during each subsequent 24-hour period 	3A	End-user (major outage or significant local outage)	14(3)(b)(i); 14(3)(b)(ii)
	3B	Public <ul style="list-style-type: none"> • Website (major outage or significant local outage) • Call centre (major outage or significant 	

		local outage) <ul style="list-style-type: none"> • Social media (major outage) 	
Trigger 5: As soon as practicable after a carriage service provider considers that all services affected by a major outage or a significant local outage have been fully restored	4A	End-user (for an outage that is not solely or predominantly caused by a natural disaster) (major outage or significant local outage)	15(2)(b)(i)
	4B	Public <ul style="list-style-type: none"> • Website • Call centre • Social media (major outage or significant local outage)	15(2)(b)(ii)
Written Procedures to be included on your website	5	Written Procedures (website) (major outage or significant local outage)	19

1A. Notice to end-users related to a major outage (Section 12(1)(a))

If you wish to communicate with your end-users via email (pursuant to section 12(2)(b)), please use this template below.

[By email]¹

Dear **[End User]**²,

Notification of a Major Outage

We are writing to inform you of a major outage currently affecting some of our services which may impact your connection. We understand the inconvenience this may cause and we are working closely with our carrier to resolve the issue and restore service as quickly as possible.

Below are the key details regarding this outage:

1. Scale or suspected scale of the major outage

This outage is affecting approximately **[insert number]** services across **[insert specific area, for example, multiple regions or specific locations]**.

2. Cause or likely cause of the major outage

The cause of the outage is currently under investigation by our carrier and we will provide updates as soon as we have more information.

[Alternative: Carriage service provider is not required to give information about the cause or likely cause of a major outage if it has reasonable grounds to believe that disclosing this information could compromise its telecommunications network security or national security. If this applies, delete the above sentence and use the below sentence instead.]

The cause of the outage is confidential.

3. Geographical areas impacted or likely to be impacted by the major outage

[Insert list of affected regions, states or territories impacted. For example, New South Wales, Victoria, Queensland.]

4. Types of carriage services impacted or likely to be impacted by the major outage

[Insert description of the types of services affected or likely to be affected. For example, mobile voice services, mobile data services, broadband services.]

5. Estimated timeframes for updates in relation to the major outage

We expect to provide further updates within the next **[insert number of hours]** hours.

6. Estimated timeframe for restoration of relevant services affected by the major outage

¹ **Drafting note – please delete from final communication:** Pursuant to section 12(2), the carriage service provider must attempt to notify its end-users using at least one of the following methods of communications: email, SMS, and an application.

² **Drafting note – please delete from final communication:** The standard uses the word ‘end-user’ instead of ‘customer’.

Our carrier is actively working on resolving the outage and service is expected to be fully restored within **[insert number of hours]** hours.

We understand the inconvenience and frustration this outage may cause and are working closely with our carrier to restore service as quickly as possible. We encourage you to check your service regularly for updates. If issues persist or you need further assistance, please contact us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.

Yours faithfully,

[Name]

[Title]

[Carriage Service Provider Name]

1B. Notice to end-users related to a significant local outage (Section 12A(1)(a))
If you wish to communicate with your end-users via email (pursuant to section 12A(2)(b) (significant local outage), please use this template below.

[By email]³

Dear **[End User]**⁴,

Notification of a Significant Local Outage

We are writing to inform you of a significant local outage currently affecting some of our services which may impact your connection. We understand the inconvenience this may cause and we are working closely with our carrier to resolve the issue and restore service as quickly as possible.

Below are the key details regarding this outage:

1. Scale or suspected scale of the significant local outage

This outage is affecting approximately **[insert number]** services across **[insert specific area, for example, multiple regions or specific locations]**.

2. Cause or likely cause of the significant local outage

The cause of the outage is currently under investigation by our carrier and we will provide updates as soon as we have more information.

[Alternative: Carriage service provider is not required to give information about the cause or likely cause of a significant local outage if it has reasonable grounds to believe that disclosing this information could compromise its telecommunications network security or national security. If this applies, delete the above sentence and use the below sentence instead.]

The cause of the outage is confidential.

3. Geographical areas impacted or likely to be impacted by the significant local outage

[Insert list of affected regions, states or territories impacted. For example, New South Wales, Victoria, Queensland.]

4. Types of carriage services impacted or likely to be impacted by the significant local outage

[Insert description of the types of services affected or likely to be affected. For example, mobile voice services, mobile data services, broadband services.]

5. Estimated timeframes for updates in relation to the significant local outage

We expect to provide further updates within the next **[insert number of hours]** hours.

³ **Drafting note – please delete from final communication:** Pursuant to section 12A(2), the carriage service provider must attempt to notify its end-users using at least one of the following methods of communications: email, SMS, and an application.

⁴ **Drafting note – please delete from final communication:** The standard uses the word ‘end-user’ instead of ‘customer’.

6. Estimated timeframe for resolution of the significant local outage

Our carrier is actively working on resolving the outage and service is expected to be fully restored within **[insert number of hours]** hours.

We understand the inconvenience and frustration this outage may cause and we are working closely with our carrier to restore service as quickly as possible. We encourage you to check your service regularly for updates. If issues persist or you need further assistance, please contact us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.

Yours faithfully,

[Name]

[Title]

[Carriage Service Provider Name]

1C. Notice to the public related to a major outage (Section 12(1)(b))

To communicate with the public via your website (pursuant to Section 12(3)(a), please use the template below.

[on website]

Notification of a Major Outage

We are currently experiencing a major outage on [insert] network, affecting some of our services which may impact your connection.

Below are the key details regarding this outage:

1. Scale or suspected scale of the major outage

This outage is affecting approximately [insert number] services across [insert specific area, for example, multiple regions or specific locations].

2. Cause or likely cause of the major outage

The cause of the outage is currently under investigation by our carrier and we will provide updates as soon as we have more information.

[Alternative: Carriage service provider is not required to give information about the cause or likely cause of a major outage if it has reasonable grounds to believe that disclosing this information could compromise its telecommunications network security or national security. If this applies, delete the above sentence and use the below sentence instead.]

The cause of the outage is confidential.

3. Geographical areas impacted or likely to be impacted by the major outage

[Insert list of affected regions, states or territories impacted. For example, New South Wales, Victoria, Queensland.]

4. Types of carriage services impacted or likely to be impacted by the major outage

[Insert description of the types of services affected or likely to be affected. For example, mobile voice services, mobile data services, broadband services.]

5. Estimated timeframes for updates in relation to the major outage

We expect to provide further updates within the next [insert number of hours] hours.

6. Estimated timeframe for restoration of relevant services affected by the major outage

Our carrier is actively working on resolving the outage and service is expected to be fully restored within [insert number of hours] hours.

We understand the inconvenience and frustration this outage may cause and are working closely with our carrier to restore service as quickly as possible. We encourage you to check your service regularly for updates. If issues persist or you need further assistance, please contact us through the following channels:

- For real-time communication: Call us at [insert phone number].
- For near real-time communication: Chat with us at [insert live chat details].

- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.

1C. Notice to the public via call centres (Section 12(1)(b) and 12(3)(b))

To communicate with the public via call centres (pursuant to Section 12(3)(b), please use the script below.

[Call centre script to communicate a major outage]

[Insert the usual opening the call script]

Minimum requirements

A. Mandatory content

1. Scale or suspected scale of the major outage

Agent: “This outage is impacting approximately [insert number] services across [insert specific regions or areas]. You may be affected if you are located in these areas or if you use the services we have identified as impacted.”

2. Cause or likely cause of the major outage

Agent: “The cause of this outage is currently under investigation by our carrier. Unfortunately, we do not have full details yet but we are working closely with them to resolve it as soon as possible.”

Alternatively,

Agent: “At this time, the cause of the outage is confidential for security reasons but rest assured that we are prioritising the resolution.”

3. Geographical areas impacted or likely to be impacted by the major outage

Agent: “The affected regions include: [insert list of regions or states affected. For example, New South Wales, Victoria, Queensland]”

4. Types of carriage services impacted or likely to be impacted by the major outage

Agent: “The outage is affecting the following services: [insert specific services impacted. For example, mobile voice services, mobile data, broadband]”

5. Estimated timeframes for updates in relation to the major outage

Agent: “We expect to provide further updates within the next [insert number of hours] hours. We recommend checking your service regularly for any improvements or updates.”

6. Estimated timeframe for restoration of relevant services affected by the major outage

Agent: “We are working diligently with our carrier to resolve the outage and we anticipate full restoration of relevant services affected by the outage within [insert number] hours.”

B. Provide additional contact information

Agent: “We understand the inconvenience and frustration this outage may cause and are working closely with our carrier to restore relevant services affected by the outage as quickly as possible. We encourage you to check your service regularly for updates. If issues persist or you need further assistance, please contact us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- Twitter: **[insert Twitter handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.”

[Insert the usual closing the call script]

1.

1C. Notice to the public via social media (Section 12(1)(b))⁵

If you wish to communicate with the public via your company's social media account(s) (pursuant to Section 12(3)(c), please use one of the relevant templates below.

A. Facebook and Instagram

[insert the 'Alert' icon] Notification of a Major Outage [insert the 'Alert' icon]

We are currently experiencing a major outage on [insert] network, affecting some of our services which may impact your connection. Our team is working closely with our carrier to investigate the cause and we will provide updates as soon as possible.

Current details of the outage are as follows: [insert services affected].

We anticipate providing further updates within [insert estimated number of hours] hours and expect relevant services affected by the outage to be restored by [insert estimated restoration time].

We appreciate your understanding and patience as we work with our carrier to restore services as quickly as possible.

If you need further information, please contact us through the following channels:

- For real-time communication: Call us at [insert phone number].
- For near real-time communication: Chat with us at [insert live chat details].
- For email: Send us an email at [insert email address].

For ongoing updates, please follow us on:

- Facebook: [insert Facebook URL]
- Instagram: [insert Instagram handle]
- Twitter: [insert Twitter handle]
- Website: [insert website URL]

B. X (condensed version to fit X's 280-character limit per post)

[insert the 'Alert' icon] Major Outage Alert [insert the 'Alert' icon]

We're experiencing a major outage on [insert] network, affecting [insert services].

Our team is working with our carrier to resolve it. Updates in [insert hours].

Resolution expected by [insert time]. For details: [insert website URL]

For real-time support, call us at [insert phone number].

⁵ **Drafting note - please delete from final communication:** Pursuant to section 12(3)(c), in addition to making information available on its website and via call centres, the carriage service provider must also make information available via at least one of the following: its primary social media account, or one or more types of other media.

1D. Notice to the public related to a significant local outage (Section 12A(1)(b))
To communicate with the public via your website (pursuant to Section 12A(3), please use the template below.

[website]

Notification of a Significant Local Outage

We are currently experiencing a significant local outage on **[network]** affecting some of our services which may impact your connection.

Below are the key details regarding this outage:

1. Scale or suspected scale of the significant local outage

This outage is affecting approximately **[insert number]** services across **[insert specific area, for example, multiple regions or specific locations]**.

2. Cause or likely cause of the significant local outage

The cause of the outage is currently under investigation by our carrier and we will provide updates as soon as we have more information.

[Alternative: Carriage service provider is not required to give information about the cause or likely cause of a significant local outage if it has reasonable grounds to believe that disclosing this information could compromise its telecommunications network security or national security. If this applies, delete the above sentence and use the below sentence instead.]

The cause of the outage is confidential.

3. Geographical areas impacted or likely to be impacted by the significant local outage

[Insert list of affected regions, states or territories impacted. For example, New South Wales, Victoria, Queensland.]

4. Types of carriage services impacted or likely to be impacted by the significant local outage

[Insert description of the types of services affected or likely to be affected. For example, mobile voice services, mobile data services, broadband services.]

5. Estimated timeframes for updates in relation to the significant local outage

We expect to provide further updates within the next **[insert number of hours]** hours.

6. Estimated timeframe for restoration of relevant services affected by the significant local outage

Our carrier is actively working on resolving the outage and service is expected to be fully restored within **[insert number of hours]** hours.

We understand the inconvenience and frustration this outage may cause and we are working closely with our carrier to restore service as quickly as possible. We encourage you to check your service regularly for updates. If issues persist or you need further assistance, please contact us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.

Yours faithfully,

[Name]

[Title]

[Carriage Service Provider Name]

1D. Notice to the public via call centres related to a significant local outage (Section 12A(1)(b) and 12A(3))

To communicate with the public via call centres (pursuant to Section 12A(3), please use the script below.

[Call centre script to communicate a significant local outage]

[Insert the usual opening the call script]

Minimum requirements

A. Mandatory content

1. Scale or suspected scale of the significant local outage

Agent: “This outage is impacting approximately **[insert number]** services across **[insert specific regions or areas]**. You may be affected if you are located in these areas or if you use the services we have identified as impacted.”

2. Cause or likely cause of the significant local outage

Agent: “The cause of this outage is currently under investigation by our carrier. Unfortunately, we do not have full details yet but we are working closely with them to resolve it as soon as possible.”

Alternatively,

Agent: “At this time, the cause of the outage is confidential for security reasons but rest assured that we are prioritising the resolution.”

3. Geographical areas impacted or likely to be impacted by the significant local outage

Agent: “The affected regions include: **[insert list of regions or states affected. For example, New South Wales, Victoria, Queensland]**”

4. Types of carriage services impacted or likely to be impacted by the significant local outage

Agent: “The outage is affecting the following services: **[insert specific services impacted. For example, mobile voice services, mobile data, broadband]**”

5. Estimated timeframes for updates in relation to the significant local outage

Agent: “We expect to provide further updates within the next **[insert number of hours]** hours. We recommend checking your service regularly for any improvements or updates.”

6. Estimated timeframe for restoration of relevant services affected by the significant local outage

Agent: “We are working diligently with our carrier to resolve the outage, and we anticipate full restoration of relevant services affected by the outage within **[insert number]** hours.”

B. Provide additional contact information

Agent: “We understand the inconvenience and frustration this outage may cause and are working closely with our carrier to restore relevant services affected by the outage as quickly as possible. We encourage you to check your service regularly for updates. If issues persist or you need further assistance, please contact us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- Twitter: **[insert Twitter handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.”

[Insert the usual closing the call script]

2.

**1D. Notice to the public via social media related to a significant local outage
(Section 12A(1)(b))⁶**

If you wish to communicate with the public via your company's social media account(s) please use one of the relevant templates below.

A. Facebook and Instagram

[insert the 'Alert' icon] Notification of a **Significant Local Outage** **[insert the 'Alert' icon]**

We are currently experiencing a significant local outage on [insert] network, affecting some of our services which may impact your connection. Our team is working closely with our carrier to investigate the cause and we will provide updates as soon as possible.

Current details of the outage are as follows: [insert services affected].

We anticipate providing further updates within [insert estimated number of hours] hours and expect relevant services affected by the outage to be restored by [insert estimated restoration time].

We appreciate your understanding and patience as we work with our carrier to restore services as quickly as possible.

If you need further information, please contact us through the following channels:

- For real-time communication: Call us at [insert phone number].
- For near real-time communication: Chat with us at [insert live chat details].
- For email: Send us an email at [insert email address].

For ongoing updates, please follow us on:

- Facebook: [insert Facebook URL]
- Instagram: [insert Instagram handle]
- Twitter: [insert Twitter handle]
- Website: [insert website URL]

B. X (condensed version to fit X's 280-character limit per post)

[insert the 'Alert' icon] **Significant Local Outage Alert** **[insert the 'Alert' icon]**

We're experiencing a significant local outage on [insert] network, affecting [insert services]. Our team is working with our carrier to resolve it. Updates in [insert hours]. Resolution expected by [insert time]. For details: [insert website URL]. For real-time support, call us at [insert phone number].

⁶ **Drafting note - please delete from final communication:** Pursuant to section 12A(3), the carriage service provider is required to communicate via website and call centre and does not specify social media communication for significant local outage. However, we have included this as an option.

1E. Notice to the public related to a major outage or significant local outage caused by a natural disaster (Section 12B(1)(a))

To communicate with the public via your website (pursuant to Section 12B(1), please use the template below.

[website]

Notification of a [Major Outage/Significant Local Outage] caused by a Natural Disaster

We are currently experiencing an outage that has been caused by **[insert the natural disaster]** affecting some of our services which may impact your connection.

Below are the key details regarding this outage:

7. Scale or suspected scale of the outage

This outage is affecting approximately **[insert number]** services across **[insert specific area, for example, multiple regions or specific locations]**.

8. Cause or likely cause of the outage

We have been notified that the main cause of the outage is considered to be the **[insert natural disaster]**, however, the outage is under investigation by our carrier and we will provide updates as soon as we have more information.

[Alternative: Carriage service provider is not required to give information about the cause or likely cause of a significant local outage if it has reasonable grounds to believe that disclosing this information could compromise its telecommunications network security or national security. If this applies, delete the above sentence and use the below sentence instead.]

The cause of the outage is confidential.

9. Geographical areas impacted or likely to be impacted by the outage

[Insert list of affected regions, states or territories impacted. For example, New South Wales, Victoria, Queensland.]

10. Types of carriage services impacted or likely to be impacted by the outage

[Insert description of the types of services affected or likely to be affected. For example, mobile voice services, mobile data services, broadband services.]

11. Estimated timeframes for updates in relation to the outage

We expect to provide further updates within the next **[insert number of hours]** hours.

12. Estimated timeframe for restoration of relevant services affected by the outage

Our carrier is actively working on resolving the outage and service is expected to be fully restored within **[insert number of hours]** hours.

We understand the inconvenience and frustration this outage may cause and we are working closely with our carrier to restore service as quickly as possible. We encourage you to check

your service regularly for updates. If issues persist or you need further assistance, please contact us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.

Yours faithfully,

[Name]

[Title]

[Carriage Service Provider Name]

2A. Notice to end-users about a material change related to the major outage or significant local outage⁷

If you wish to communicate with your end-users via email (pursuant to sections 12(2)(b) (major outage) or 12A(2)(b) (significant local outage), please use the appropriate template below.

(Section 14(3)(a))

- A. **[Template A (Increase): Use this template if the material change involves an increase in the severity of the outage or time taken to restore the relevant services affected by the outage. This template can be used for a major outage or a significant local outage]**

[By email]⁸

Dear **[End User]**⁹,

Material changes about the outage

We are writing to inform you that there have been several material changes related to the outage. We apologise for the inconvenience this may cause and are working diligently with our carrier to resolve the issue and restore service as quickly as possible.

Below are the key details regarding this outage:

1. Change in the scale of the outage

This scale of the outage has expanded to affect approximately **[insert number]** services across **[insert specific area, for example, multiple regions or specific locations]**. This represents a significant increase in the scope of the outage compared to our previous communication.

2. Change in the geographical areas impacted

The outage has now spread to the additional regions. Previously, we reported issues in **[insert geographical areas previously reported]** but we now expect the outage to also affect **[insert newly impacted regions or states]**. This change may result in a wider disruption of services for more end-users.

3. Change in the types or number of carriage services impacted

⁷ **Drafting note – please delete from final communication:** Pursuant to the definition of ‘material change’, in the Standard, the carriage service provider must provide updates about both increases and decreases in the severity of the major outage or the significant local outage or in the time taken to restore the relevant carriage services affected by the outage.

⁸ **Drafting note – please delete from final communication:** Pursuant to section 12(2) and/or 12A(2), the carriage service provider must attempt to notify its end-users of updates using at least one of the following methods of communications: email, SMS, and an application.

⁹ **Drafting note – please delete from final communication:** The standard uses the word ‘end-user’ instead of ‘customer’.

Due to the evolving nature of the outage, the number and types of services impacted have also changed. In addition to the previously reported impact on **[insert affected services previously reported]**, we are now seeing disruptions in **[insert newly impacted services]**. This change may affect a broader range of service features and functionality.

4. Change in the estimated time to restore relevant services affected by the outage

Our initial estimates indicated the services would be restored within **[insert original time estimate]**. However, due to unforeseen complexities, the estimated restoration time has been revised and we now expect the services to be restored within **[insert new time estimate]**.

5. Impact of the material change

These changes to the outage, including the increase in the affected areas, services and extended timeframe for restoration, represent a material change in the severity and duration of the disruption. We acknowledge the increased impact on your service and assure you that our teams are prioritising the resolution of this issue.

We encourage you to check our website and social media regularly for updates. If you continue to experience issues or need further assistance during this outage, please do not hesitate to contact us.

You can reach us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.

Yours faithfully,

[Name]

[Title]

[Carriage Service Provider Name]

- B. **[Template B (Decrease): Use this template if the material change involves a decrease in the severity of the outage or time taken to restore the relevant services affected by the outage. This template can be used for a major outage or a significant local outage]**

[By email]¹⁰

Dear **[End User]**¹¹,

Material changes about the outage

We are writing to provide you with an update regarding the ongoing outage. While the outage is still affecting services, we are seeing positive progress as we continue to work with our carrier to address the issue. The situation is improving and we are committed to restoring full service as quickly as possible.

Below are the key updates regarding this outage:

1. Improvement in the scale of the outage

The scale of the outage has been reduced and the number of affected services is now approximately **[insert number]** across **[insert specific area, for example, fewer regions or specific locations]**. While the outage continues to affect services, its scope has decreased compared to our earlier communication.

2. Improvement in the geographical areas impacted

The outage has been contained in several regions where it was previously affecting services. We had initially reported issues in **[insert geographical areas previously reported]** but improvements are underway and the outage has now been reduced in these areas. The remaining impact is limited to **[insert remaining impacted regions or states]**.

3. Improvement in the number or types of carriage services impacted

The number and types of services affected have also decreased. While disruptions in **[insert affected services previously reported]** are still ongoing, we are now seeing fewer disruptions in **[list areas of improvement]**. This means fewer features and functions are impacted as we continue to work with our carrier to resolve the issue.

4. Revised estimated time to restore the relevant services affected by the outage

Our initial estimates indicated that services would be restored within **[insert original time estimate]**. Although full restoration is still in progress, we are now confident that the outage will be resolved sooner than originally anticipated. The revised estimate for complete restoration of services affected by the outage is **[insert new time estimate]**.

5. Impact of the material change

These improvements in the outage, including the reduced impact on affected areas and

¹⁰ **[Drafting note - please delete from final communication]**: Pursuant to section 12(2) or 12A(2), the carriage service provider must attempt to notify its end-users of updates using at least one of the following methods of communications: email, SMS, and an application.

¹¹ **[Drafting note - please delete from final communication]**: The standard uses the word 'end-user' instead of 'customer'.

services, represent a positive change in the severity and scope of the disruption. Although the outage is still ongoing, progress is being made and we are focused on resolving the remaining issues.

We encourage you to check our website and social media regularly for updates. If you continue to experience issues or need further assistance during this outage, please do not hesitate to contact us.

You can reach us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We appreciate your patience as we continue to work with our carrier to resolve the situation.

Yours faithfully,

[Name]

[Title]

[Carriage Service Provider Name]

2B. Notice to the public about a material change related to the major outage or significant local outage (Section 14(3)(a))

To communicate with the public via your website (pursuant to Sections 12(3)(a) (major outage) or Section 12A(3) significant local outage), please use the appropriate template below.

- A. **[Template A (Increase): Use this template if the material change involves an increase in the severity of the outage or the time taken to restore the relevant services affected by the outage. This template can be used for a major outage or a significant local outage.]**

[on website]

Important Update: Material changes to the outage

There have been several material changes related to the ongoing outage. We apologise for any inconvenience this may cause and are working diligently with our carrier to resolve the issue and restore service as quickly as possible.

Key details regarding this outage:

1. Change in the scale of the outage

This scale of the outage has expanded to affect approximately **[insert number]** services across **[insert specific area, for example, multiple regions or specific locations]**. This represents a significant increase in the scope of the outage compared to our previous communication.

2. Change in the geographical areas impacted

The outage has now spread to the additional regions. Previously, we reported issues in **[insert geographical areas previously reported]** but we now expect the outage to also affect **[insert newly impacted regions or states]**. This change may result in a wider disruption of services for more customers.

3. Change in the types or number of carriage services impacted

Due to the evolving nature of the outage, the number and types of services impacted have also changed. In addition to the previously reported impact on **[insert affected services previously reported]**, we are now seeing disruptions in **[insert newly impacted services]**. This change may affect a broader range of service features and functionality.

4. Change in the estimated time of restoration of relevant services affected by the outage

Our initial estimates indicated the services would be restored within **[insert original time estimate]**. However, due to unforeseen complexities, the estimated restoration time has been revised and we now expect the outage to be resolved and relevant services affected by the outage restored within **[insert new time estimate]**. We apologise for any inconvenience this may cause and are working diligently to expedite the resolution process.

5. Impact of the material change

These changes to the outage, including the increase in the affected areas, services and extended timeframe for restoration, represent a material change in the severity and duration of the disruption. We acknowledge the increased impact on your service and assure you that our teams are prioritising the resolution of this issue.

We encourage you to check our website and social media regularly for updates. If you continue to experience issues or need further assistance during this outage, please do not hesitate to contact us.

You can reach us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.

Yours faithfully,

[Name]

[Title]

[Carriage Service Provider Name]

- B. **[Template B (Decrease): Use this template if the material change involves a decrease in the severity of the outage or the time taken to restore the relevant services affected by the outage. This template can be used for a major outage or a significant local outage.]**

[on website]

Important Update: Material changes to the outage

We are writing to inform you of several material changes related to the ongoing outage. We are pleased to report that the situation has improved and we are working closely with our carrier to resolve the issue and restore service as soon as possible.

Key details regarding this outage:

1. Decrease in the scale of the outage

The scale of the outage has been reduced and it is now affecting approximately **[insert number]** services across **[insert specific area, for example, fewer regions or specific locations]**. This represents a significant decrease in the scope of the outage compared to our previous communication.

2. Decrease in the geographical areas impacted

The outage has been contained in several regions previously impacted. We had previously reported issues in **[insert geographical areas previously reported]** but we are now seeing improvements and the outage has been reduced in these areas. The remaining impact is now limited to **[insert remaining impacted regions or states]**.

3. Decrease in the types or number of carriage services impacted

The number and types of services impacted have also decreased. While disruptions in **[insert affected services previously reported]** are still ongoing, we are now seeing fewer disruptions in **[list areas of improvement]**. This means fewer service features and functions are affected as the situation improves.

4. Revised estimated time to restore relevant services affected by outage

Our initial estimates indicated that services would be restored within **[insert original time estimate]**. However, due to the improvements being made, we are now confident that the outage will be resolved and relevant services affected by the outage restored sooner than originally anticipated. The revised estimate for complete resolution and restoration of affected services is **[insert new time estimate]**.

5. Impact of the material change

These improvements, including the reduced impact on affected areas and services, represent a positive change in the severity and scope of the disruption. Although the outage is still ongoing, the situation is improving and we are focused on resolving the remaining issues as quickly as possible.

We encourage you to check our website and social media regularly for updates. If you continue to experience issues or need further assistance during this outage, please do not hesitate to contact us.

You can reach us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We appreciate your patience as we continue to work with our carrier to resolve the situation.

Yours faithfully,

[Name]

[Title]

[Carriage Service Provider Name]

2B. Notice to the public about a material change related to the outage (Section 14(3) (a))

To communicate with the public via call centres (pursuant to Sections 12(3)(b) (major outage) or 12A(3) (significant local outage), please use the appropriate script template below.

- A. **Template A (Increase): Use this template if the material change involves an increase in the scale, impact or severity of the outage or the time taken to restore relevant services affected by the outage. This template can be used for a major outage or a significant local outage.**

[Call centre script for handling calls about material changes relating to the outage]

[Insert the usual opening the call script]

Minimum requirements for material change update

A. Mandatory content for material change

1. Scale or suspected scale of the outage

Agent: “This outage has significantly expanded and is now impacting approximately [insert number] services across [insert specific regions or newly affected areas or regions]. This is a notable increase in the scope of the outage compared to previous communications. You may be affected if you are located in these areas or if you use the services we have identified as impacted.”

2. Cause or likely cause of the outage

Agent: “The cause of this outage is still under investigation by our carrier. Unfortunately, we do not have full details yet but we are working closely with them to resolve it as soon as possible.”

Alternatively,

Agent: “At this time, the cause of the outage is confidential for security reasons but rest assured that we are prioritising the resolution.”

3. Geographical areas impacted or likely to be impacted by the outage

Agent: “The outage has now expanded to affect the following regions include: [insert list of regions or states affected]. Previously, we reported impact in [insert original areas]. This change means that more customers across a wider area may experience service disruption.”

4. Types of carriage services impacted or likely to be impacted by the major outage

Agent: “The outage is now impacting [additional] services beyond what was previously reported. In addition to the [insert originally affected services], we are also seeing

disruptions in **[insert newly impacted services]**. This change means a broader range of services may be disrupted.”

5. Estimated timeframes for updates in relation to the outage

Agent: “We are still actively monitoring the situation and expect to provide further updates within the next **[insert number]** hours. Please continue to check for improvements or updates during this time.”

6. Estimated timeframe for restoration of relevant services affected by the outage

Agent: “Our initial estimates for restoration have changed. Due to unforeseen complexities, we now anticipate the restoration of relevant services affected by the outage will be restored within **[insert new number]** hours. We apologise for an inconvenience this extended timeframe may cause and we assure you that we are prioritising the restoration of service.

B. Provide additional contact information

Agent: “We understand the inconvenience and frustration this outage may cause and are working closely with our carrier to restore service as quickly as possible. We encourage you to check your service regularly for updates. If issues persist or you need further assistance, please contact us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.”

[Insert the usual closing the call script]

- B. **[Template B (Decrease): Use this template if the material change involves a decrease in the severity of the outage or the time to restore relevant services impacted by the outage. This template can be used for a major outage or a significant local outage.]**

[Call centre script for handling calls about material changes relating to the outage]

[Insert the usual opening the call script]

Minimum requirements for material change update

A. Mandatory content for material change

1. Scale or suspected scale of the outage

Agent: “The scale of the outage has significantly reduced. It’s now affecting approximately **[insert number]** services across **[insert specific regions or areas]**. This is a notable improvement compared to what we reported earlier. While things are getting better, you may still be affected if you’re in these remaining areas or using the services we’ve identified as impacted.”

2. Cause or likely cause of the outage

Agent: “The exact cause of the outage is still under investigation by our carrier. Unfortunately, we don’t have all the details yet, but we’re working closely with them to resolve it as soon as possible.”

Alternatively,

Agent: “At this time, the cause of the outage is confidential for security reasons but rest assured that we are prioritising the resolution.”

3. Geographical areas impacted or likely to be impacted

Agent: “The outage has been contained to fewer areas now. Earlier, we reported issues in **[insert original areas]**, but the impact has reduced and we’ve seen improvements there. The remaining disruption is mainly in **[insert remaining impacted areas]**.”

4. Types of carriage services impacted or likely to be impacted

Agent: “The number and types of services impacted have decreased as well. While some disruptions are still happening in **[insert affected services]**, we’re seeing fewer issues in **[insert services that are improving]**. We’re working closely with our carrier to resolve the remaining issues and overall, fewer services are affected now.”

5. Estimate timeframes for updates

Agent: “We’re continuing to monitor the situation closely and expect to provide further updates within the next **[insert number]** hours. Please continue to check for any improvements or new information during this time.”

6. Estimated timeframe for restoration of relevant services affected by the outage

Agent: “Initially, we expected the outage to be resolved within **[insert original time estimate]**. However, with the improvements we’ve seen, we’re now confident that the outage will be resolved sooner. We now anticipate full resolution of relevant services affected by the outage within **[insert new time estimate]**. We apologise for any inconvenience this extended time may have caused and we assure you that we’re doing everything we can to restore service as quickly as possible.”

B. Provide Additional Contact Information

Agent: “We understand this outage has been frustrating and we appreciate your patience. If you need any further updates or assistance, you can reach us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We truly appreciate your patience and understanding as we work to restore services affected the outage.”

[insert the usual closing the call script]

**2B. Notice to the public about a material change related to the major outage
(Section 14(3)(a))¹²**

If you wish to communicate with the public via your company's social media account(s) (pursuant to Section 12(3)(c), please use one of the relevant templates below, depending on whether the material change involves a material increase in the scope and severity of the outage or a material decrease in the scope and severity of the outage.

A. Templates A (Increase): Use these templates if the material change involves an increase in the severity of the outage or the time to restore relevant services affected by the outage. You can only use this template for major outages.

A. Facebook and Instagram

[insert the 'Alert' icon] Major Outage – Material Update [insert the 'Alert' icon]

There have been several material changes related to the ongoing major outage. We apologise for any inconvenience this may cause and are working diligently with our carrier to resolve the issue and restore service as quickly as possible.

This outage is now affecting approximately **[insert updated number]** services across **[insert expanded regions or areas]**. We are working closely with our carrier to investigate the cause and restore services promptly.

Impacted services include: **[insert updated list of affected services]**. Please note that the number of impacted services has increased since our last update.

We anticipate providing further updates within the next **[insert updated estimate number of hours]** hours. Due to unforeseen complexities, we now expect relevant services affected by the outage to be restored by **[insert updated resolution time]**.

We appreciate your understanding and patience as we work with our carrier to resolve this issue.

If you need further information, please contact us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

¹² **Drafting note – please delete from final communication:** Pursuant to section 12(3)(c), the carriage service provider must also make information available via at least one of the following: its primary social media account, or one or more types of other media.

B. X (condensed version to fit X's 280-character limit per post)

[insert the 'Alert' icon] Update about Major Outage [insert the 'Alert' icon]

There have been material changes to the ongoing outage, now affecting **[insert updated number]** services across **[insert regions]**. Our team is working closely with our carrier to resolve the issue. Updates in **[insert hours]**. Resolution expected by **[insert time]**. More info: **[insert website URL]**

B. **[Templates B (Decrease): Use these templates if the material change involves a decrease in the severity of the outage or time to restore relevant services affected by the outage]**

A. **Facebook and Instagram**

[insert the 'Alert' icon] Major Outage – Material Update [insert the 'Alert' icon]

We are pleased to announce significant progress in resolving the ongoing outage. The situation has improved and services are now being progressively restored.

The outage which previously impacted approximately **[insert previous number]** services, has now decreased and is affecting **[insert updated number]** services across **[insert areas or regions]**. We are continuing to work with our carrier to ensure full restoration of services.

Impacted services include: **[insert updated list of affected services]**. The scope of the outage has reduced since our last update. We expect the outage to be fully resolved and relevant services affected by the outage restored by **[insert updated resolution time]**. Thank you for your patience as we work to restore normal service.

For more information, please contact us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

B. **X (condensed version to fit X's 280-character limit per post)**

[insert the 'Alert' icon] Update about Major Outage [insert the 'Alert' icon]

The outage affecting **[insert number]** services has decreased significantly. We're working with our carrier to restore service fully. Updates in **[insert hours]**. Full resolution expected by **[insert time]**. More info: **[insert website URL]**.

3A. Notice to end-users about a regular update, with no material change, related to the major outage

If you wish to communicate with your end-users via email (pursuant to sections 12(2)(b) (major outage) or 12A(2)(b) (significant local outage), please use this template below.

(Section 14(3)(b)(i) and Section 14(3)(b)(ii))

[By email]¹³

Dear **[End User]**¹⁴,

Ongoing Outage: Regular Updates

We are writing to provide you with an update regarding the ongoing outage affecting some of our services, which may impact your connection. We understand the inconvenience this may cause and appreciate your continued patience as we work closely with our carrier to resolve the issue.

Key information related to the ongoing outage

1. Scale or suspected scale of the outage

This outage continues to affect approximately **[insert number]** services across **[insert specific area, for example, multiple regions or specific locations]**. We are actively monitoring the situation and working towards a resolution.

2. Cause or likely cause of the outage

The cause of the outage is still under investigation by our carrier and we are continuing to collaborate with them to address the issue. We will provide further details as soon as we have more information.

[Alternative: Carriage service provider is not required to give information about the cause or likely cause of a major outage if it has reasonable grounds to believe that disclosing this information could compromise its telecommunications network security or national security. If this applies, delete the above sentence and use this instead:] [The cause of the outage is confidential.]

3. Geographical areas impacted or likely to be impacted by the outage

The affected regions include: **[Insert list of affected regions, states or territories impacted. For example, New South Wales, Victoria, Queensland.]** We are working to restore services in these areas as quickly as possible.

4. Types of carriage services impacted or likely to be impacted by the outage

The following services continue to be impacted: **[Insert description of the types of services affected or likely to be affected.]** We are addressing the issue and expect a resolution soon.

¹³ **Drafting note - please delete from final communication:** Pursuant to section 12(2) and 12A(2), the carriage service provider must attempt to notify its end-users using at least one of the following methods of communications: email, SMS, and an application.

¹⁴ **Drafting note - please delete from final communication:** The standard uses the word 'end-user' instead of 'customer'.

5. Estimated timeframes for updates in relation to the outage

We anticipate providing further updates within the next **[insert number of hours]** hours.

6. Estimated timeframe for to restore relevant services affected by the outage

We are working diligently with our carrier to resolve the outage and service is expected to be fully restored within **[insert number]** of hours.

We encourage you to check our website and social media regularly for updates. If you continue to experience issues or need further assistance during this outage, please do not hesitate to contact us.

You can reach us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.

Yours faithfully,

[Name]

[Title]

[Carriage Service Provider Name]

Yours faithfully,

[Name]

[Title]

[Carriage Service Provider Name]

3B. Notice to the public about a regular update, with no material change, related to the major outage or significant local outage (Section 14(3)(b)(i) and Section 14(3)(b)(ii))

To communicate with the public via your website (pursuant to Sections 12(3)(a) (major outage) or 12A(3) (significant local outage), please use the template below.

[on website]

Important Update: Ongoing Outage

We are still experiencing an outage affecting approximately **[insert number]** services across **[insert affected regions]**. We continue to work closely with our carrier to resolve the issue and restore services as quickly as possible.

Key details regarding this outage:

1. Scale or suspected scale of the outage

This outage is still affecting approximately **[insert number]** services **[insert specific area, for example, across multiple regions]**. We continue to monitor the situation closely.

2. Cause or likely cause of the outage

The cause of the outage is currently under investigation by our carrier and we will provide updates as soon as we have more information.

[Alternative: Carriage service provider is not required to give information about the cause or likely cause of a major outage if it has reasonable grounds to believe that disclosing this information could compromise its telecommunications network security or national security. If this applies, delete the above sentence and use the below sentence instead.]

The cause of the outage is confidential.

3. Geographical areas impacted or likely to be impacted by the outage

The affected regions remain: **[Insert list of the regions, states or territories impacted. For example, New South Wales, Victoria, Queensland.]**

4. Types of carriage services impacted or likely to be impacted by the outage

The outage continues to impact the following services: **[insert description of the types of services affected. For example, mobile voice services, mobile data services, broadband services.]**

5. Estimated timeframes for updates in relation to the outage

We will provide another update within **[insert number of hours]** hours.

6. Estimate timeframe for restoration of relevant services affected by the outage

We anticipate that the outage will be resolved and affected services restored within **[insert number of hours]** hours.

We encourage you to check our website and social media regularly for updates. If you continue to experience issues or need further assistance during this outage, please do not hesitate to contact us.

You can reach us through the following channels:

- For real-time communication: Call us at [**insert phone number**].
- For near real-time communication: Chat with us at [**insert live chat details**].
- For email: Send us an email at [**insert email address**].

For ongoing updates, please follow us on:

- Facebook: [**insert Facebook URL**]
- Instagram: [**insert Instagram handle**]
- X: [**insert X handle**]
- Website: [**insert website URL**]

We appreciate your patience during this time.

Yours faithfully,

[**Name**]

[**Title**]

[**Carriage Service Provider Name**]

3B. Notice to the public about a regular update, with no material change, related to the major outage or significant local outage (Section 14(3)(b)(i) and Section 14(3)(b)(ii))

To communicate with the public via call centres (pursuant to Sections 12(3)(b) (major outage) or 12A(3) (significant local outage), please use the script below.

[Call centre script for handling calls relating to an outage]

[Insert the usual opening the call script]

Minimum requirements

A. Mandatory content

1. Scale or suspected scale of the outage

Agent: “This outage is still impacting approximately **[insert number]** services across **[insert specific regions or areas]**. You may be affected if you are located in these areas or if you use the services identified as impacted.”

2. Cause or likely cause of the outage

Agent: “The cause of this outage is currently under investigation by our carrier. Unfortunately, we do not have full details yet but we are working closely with them to resolve it as soon as possible.”

Alternatively,

Agent: “At this time, the cause of the outage remains confidential for security reasons but rest assured that we are prioritising the resolution.”

3. Geographical areas impacted or likely to be impacted by the outage

4. Agent: “The affected regions include: **[insert list of regions or states affected. For example, New South Wales, Victoria, Queensland]**”

5. Types of carriage services impacted or likely to be impacted by the outage

Agent: “The outage is continuing to affect the following services: **[insert specific services impacted. For example, mobile voice services, mobile data, broadband]**”

6. Estimated timeframes for updates in relation to the outage

Agent: “We expect to provide another update within the next **[insert number]** hours. I recommend checking your service regularly for any improvements or updates.”

7. Estimated timeframe for restoration of relevant services affected by the outage

Agent: “We are working diligently with our carrier to resolve the outage and we anticipate full restoration or affected services within **[insert number]** hours.”

B. Provide additional contact information

Agent: “We understand the inconvenience and frustration this outage may cause and are working closely with our carrier to restore service as quickly as possible. We encourage you to check your service regularly for updates. If issues persist or you need further assistance, please contact us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- Twitter: **[insert Twitter handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.”

[Insert the usual closing the call script]

3.

3B. Notice to the public about a regular update, with no material change, related to the major outage (Section 14(3)(b)(i) and Section 14(3)(b)(ii))

If you wish to communicate with the public via your company's social media account(s) (pursuant to Section 12(3)(c), please use one of the relevant templates below.¹⁵

A. Facebook and Instagram

[insert the 'Alert' icon] Major Outage – Regular Update [insert the 'Alert' icon]

We are still experiencing a major outage on [insert] network, which continues to affect some of our services. Our team is working closely with our carrier to resolve the issue and restore service as quickly as possible.

Current details of the outage:

[insert services affected]

Estimated updates in **[insert number of hours]**.

Expected restoration of affected services by **[insert estimated restoration time]**.

We appreciate your patience and understanding during this time.

If you need further information, please contact us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- Twitter: **[insert Twitter handle]**
- Website: **[insert website URL]**

B. X (condensed version to fit X's 280-character limit per post)

[insert the 'Alert' icon] Update about Outage [insert the 'Alert' icon]

The outage on [insert] network is still affecting **[insert services]**. Our team is working with our carrier. Updates in **[insert hours]**. Resolution expected by **[insert time]**. For details: **[insert website URL]**

For real-time support, call us at **[insert phone number]**.

¹⁵ **Drafting note – please delete from final communication:** Pursuant to section 12(3)(c), the carriage service provider must also make information available via at least one of the following: its primary social media account, or one or more types of other media.

4A. Notice to end-users about the restoration of relevant services affected by the major outage or significant local outage (Section 15(2)(b)(i))

[By email]¹⁶

Dear **[End User]**¹⁷,

Outage Resolved – Service Restored

We are pleased to inform you that the outage that was affecting some of our services has been fully resolved. All relevant services affected by the outage have been restored and normal operation has resumed.

Here's what you need to know:

1. Services restored

All previously affected services, including **[insert affected services]**, have been fully restored as of **[insert time/date]**.

2. Resolution time

We are happy to report that the outage has been rectified ahead of our anticipated resolution time. Services were fully restored by **[insert resolution time]**.

3. Cause of the outage

The cause of the outage has resolved. **[Alternative and if appropriate, provide a brief explanation of the cause]**.

We understand the disruption this outage may have caused and we truly appreciate your patience and understanding as we worked to resolve it. If you are still experiencing any issues or need further assistance, please do not hesitate to contact us.

You can reach us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

Thank you once again for your patience.

¹⁶ **Drafting note – please delete from final communication:** Pursuant to section 12(2) and 12A(2), the carriage service provider must attempt to notify its end-users using at least one of the following methods of communications: email, SMS, and an application.

¹⁷ **Drafting note – please delete from final communication:** The standard uses the word 'end-user' instead of 'customer'.

Yours faithfully,

[Name]

[Title]

[Carriage Service Provider Name]

4B. Notice to the public about the restoration of relevant services affected by the major outage or significant local outage (Section 15(2)(b)(ii))

To communicate with the public via your website, please use the template below.

[on website]

Outage Notification – Service Fully Restored

We are pleased to inform you that the major outage affecting **[insert number]** services across **[insert affected regions]** has been fully resolved. All relevant services affected by the outage have been restored as of **[insert time/date]**.

Here's what you need to know:

1. Services restored

All previously affected services, including **[insert affected services]**, have been fully restored as of **[insert time/date]**.

2. Resolution time

We are happy to report that the outage has been rectified ahead of our anticipated resolution time. Services were fully restored by **[insert resolution time]**.

3. Cause of the outage

The cause of the outage has been resolved **[Alternative and if appropriate, provide a brief explanation of the cause]**.

We understand the disruption this outage may have caused and we truly appreciate your patience and understanding as we worked to resolve it. If you are still experiencing any issues or need further assistance, please do not hesitate to contact us.

You can reach us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**
- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

Thank you for your continued patience and support.

4B. Notice to the public about the restoration of relevant services affected by the major outage or significant local outage (Section 15(2)(b)(ii))

To communicate with the public via call centres, please use the script below.

[Call centre script for handling calls once service has been restored]

[Insert the usual opening the call script]

Minimum requirements

A. Mandatory content

1. Scale or suspected scale of the outage

Agent: “Thank you for calling. We’re happy to inform you that the outage has been fully resolved and all impacted services have been restored.”

2. Cause or likely cause of the outage

Agent: “The issue has been addressed and services are back up and running.”

3. Geographical areas impacted or likely to be impacted by the outage

Agent: “Some areas were impacted by the outage, including **[insert areas]**. However, all services in these areas are now fully restored.”

4. Types of carriage services impacted or likely to be impacted by the outage

Agent: “The outage affected services such as **[insert services]** but we’re pleased to say all of these services are now up and running again.”

5. Estimated timeframes for updates or for restoration of relevant services affected by the outage

Agent: “The issue was resolved and services were fully restored by **[insert resolution time]**. Everything is back to normal now.”

B. Provide additional contact information

Agent: “If you need additional information or further assistance, you can reach us through the following channels:

- For real-time communication: Call us at **[insert phone number]**.
- For near real-time communication: Chat with us at **[insert live chat details]**.
- For email: Send us an email at **[insert email address]**.

For ongoing updates, please follow us on:

- Facebook: **[insert Facebook URL]**

- Instagram: **[insert Instagram handle]**
- X: **[insert X handle]**
- Website: **[insert website URL]**

We appreciate your patience during this time.”

[Insert the usual closing the call script]

4B. Notice to the public about the restoration of relevant services affected by the major outage (Section 15(2)(b)(ii))

If you wish to communicate with the public via your company's social media account(s), please use one of the relevant templates below.¹⁸

A. Facebook and Instagram

[insert the 'Alert' icon] Major Outage Resolved [insert the 'Alert' icon]

We are pleased to inform you that the major outage affecting approximately [insert number] services in [insert regions] has been fully resolved. All services, including [insert impacted services] have been fully restored as of [insert resolution time].

We appreciate your patience and understanding during this outage. Thank you for staying with us as we worked to restore services.

If you need further information, please contact us through the following channels:

- For real-time communication: Call us at [insert phone number].
- For near real-time communication: Chat with us at [insert live chat details].
- For email: Send us an email at [insert email address].

For ongoing updates, follow us on:

- Facebook: [insert Facebook URL]
- Instagram: [insert Instagram handle]
- Twitter: [insert Twitter handle]
- Website: [insert website URL]

B. X (condensed version to fit X's 280-character limit per post)

[insert the 'Alert' icon] Major Outage Resolved [insert the 'Alert' icon]

We're pleased to announce that the outage affecting approximately [insert number] services in [insert regions] has been fully resolved. All services are now back to normal. Thanks for your patience! For details: [insert website URL]. For real-time support, call us at [insert phone number].

¹⁸ **Drafting note – please delete from final communication:** Pursuant to section 12(3)(c), the carriage service provider must also make information available via at least one of the following: its primary social media account, or one or more types of other media.

5. Written Procedures for Communicating During a Major Outage or Significant Local Outage (Section 19)

Customer Communications for Outages Policy

1. Purpose and application

- 1.1. This document sets out [Company Name]'s written procedures as a carriage service provider for the purposes of section 19 of Part 3 of the Telecommunications (Customer Communications for Outages) Industry Standard 2024 (the **Standard**), outlining the steps [Company Name] will follow to communicate with end-users¹⁹ and the public during a **major outage or significant local outage**, in compliance with the Standard. These procedures also specify how [Company Name] will manage **real-time communications** or **near real-time communications** with end-users requiring urgent assistance during a major outage or significant local outage.
- 1.2. Words in bold italics in this document shall have the same meaning as defined in the Standard.

2. Notification procedures for outages

2.1. Process

- (a) Upon receiving notification of a relevant outage from a carrier, [Company Name] shall begin the notification process to the relevant parties as outlined below.
- (b) As part of the communication process for a relevant outage and to support end-users and the public who may require urgent assistance, [Company Name] will make the following contact methods available during the outage for real-time communications and near real-time communications, as far as is reasonably practicable. These methods will include:
- (i) Real-time communication: **[insert phone number]**
 - (ii) Near real-time communication: **[insert details about live chat]**
 - (iii) Email: **[insert email address]**
 - (iv) Website: **[insert URL]**
 - (v) Social Media: **[insert social media account/handle]**
- (c) [Company Name] will ensure that these contact methods:
- (i) are easily accessible to end-users or the public as applicable;
 - (ii) are adequately resourced to handle requests;
 - (iii) are capable of responding immediately to requests for urgent assistance;
 - (iv) allow an end-user to live chat with, or talk to, a representative of [Company's Name]; and
 - (v) do not rely on artificial intelligence.

3. Notification to end-users (section 12(1)(a) and 12A(1)(a) of the Standard)

¹⁹ End-users refers to customers of [Company Name] receiving carriage services. Pursuant to sections 12(5) and 12A(5) of the Standard, where [Company Name] supplies relevant carriage services to a person other than an individual (relevant customer), the relevant customer is taken to be the end-user for the purposes of complying with notification requirements.

3.1. **Process**

- (a) [Company Name] shall notify each affected end-user as soon as practicable after receiving notification of a major outage or significant local outage from a carrier.
- (b) The notification shall be made using at least one of the following communication methods:
 - (i) a service application made available to end-users by [Company Name];
 - (ii) email; or
 - (iii) SMS.

3.2. **Content**

- The notification shall include the following information, as available at the time:
- (a) the scale or suspected scale of the outage including the number of relevant services impacted;
 - (b) the cause or likely cause of the outage (however, this is not required to be given if [Company Name] has reasonable grounds to believe that disclosing this information could compromise its telecommunications network security or national security);
 - (c) the geographic areas impacted or likely to be impacted by the outage;
 - (d) the types of carriage services impacted or likely to be impacted by the outage;
 - (e) the estimated timeframes for updates in relation to the outage;
 - (f) the estimated timeframe for restoration of the relevant services affected by the outage; and
 - (g) contact details for obtaining further assistance, such as phone number, email or **social media** account.

3.3. **Timing**

- (a) The notification shall be sent as soon as practicable after the receipt of the carrier's notification of the outage.

4. Communication with the public (sections 12(1) (b) and 12A(1)(b) of the Standard)

4.1. **Process**

- (a) As soon as practicable after receiving notification about a major outage or significant local outage from a carrier, [Company Name] shall communicate with the public using:
 - (i) [Company Name]'s website;
 - (ii) [Company Name]'s call centres;
 - (iii) at least one of the following communications channels:
 - A. [Company Name]'s primary social media account for major outages; or
 - B. One or more types of **other media** for major outages.
- (b) In making notifications to end-users, [Company Name] shall take reasonable steps to ensure that the method or channel used in communicating with the public is the one most likely to reach the public based on [Company Name]'s understanding of the major outage or significant local outage.

4.2. **Content**

- (a) The communication shall include the same information as per clause 3.2 above.

4.3. **Timing**

- (a) The notification shall be made as soon as practicable after [Company Name] receives a notification of a major outage or significant local outage from a carrier.

5. Requirements to provide regular updates (section 14 of the Standard)

5.1. Process

- (a) [Company Name] shall provide updates about the major outage or significant local outage to the relevant parties in clauses 3 and 4 above and in the same manner as the initial communication, at specified intervals as outlined in clause 5.3 below until the relevant services affected by the outage are fully restored.

5.2. Content

The updates shall include:

- (a) if there is a **material change** regarding the outage, details about the material change; or
- (b) if there has been no material change to the outage, a statement that there has been no material change to the outage.

5.3. Timing

The notification shall be provided:

- (a) if there is a material change, as soon as practicable after becoming aware of the material change;
- (b) otherwise:
 - (i) every six hours for the first 24 hours after the outage is detected; and
 - (ii) once every 24 hours thereafter until the relevant services affected by the major outage or significant local outage are fully restored.

6. Notification of restoration (section 15 of the Standard)

6.1. Process

- (a) As soon as practicable after relevant services affected by a major outage or significant local outage have been restored, [Company Name] shall notify the public and each end-user that [Company Name] was required to notify under clauses 3, 4 and 5 above, in the same manner as was previously provided.
- (b) However, notice under this paragraph is not required to be provided to end-users for outages that are solely or predominantly caused by a natural disaster.

6.2. Content

- (a) The communication shall confirm that the relevant services affected by the outage have been restored.

6.3. Timing

- (a) The notification shall be made as soon as [Company Name] considers that all services affected by a major outage have been restored.

7. Written procedures compliance

- 7.1. [Company Name] shall always comply with these written procedures. If any inconsistency arises between these written procedures and the requirements under the Standard, the requirements under the Standard shall take precedence.

8. Written procedures updates

- 8.1. These written procedures are current as of the date they are published on [Company Name]'s website. [Company Name] may update or revise them periodically to reflect changes in legal requirements. Any updates will be made available on this page.