

# Overview

Last updated: 11 September 2025

The *Telecommunications (Customer Communications for Outages) Industry Standard 2024* (the **Standard**) requires carriers to issue notifications in relation to major outages and significant local outages when certain trigger events occur. Carriers 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 carrier 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
<b>Trigger 1:</b> You become aware of, or receive a notice from a carrier of a major outage or significant local outage	1A	Other carriers and carriage service providers  (major outage or significant local outage)	8
	1B	Public (website and social media)  (major outage)	9
	1C	Public (website)	9A

		(significant local outage)	
	1D	Relevant stakeholders (major outage or significant local outage)	10(a)
<b>Trigger 2:</b> You become aware of a material change that relates to a major outage or significant local outage	2A	Other carriers and carriage service providers (major outage or significant local outage)	14(3)(a)
	2B	Public (website and social media) (major outage)	14(3)(a)
	2C	Public (website) (significant local outage)	14(3)(a)
	2D	Relevant stakeholders (major outage or significant local outage)	10(b), 14(3)(a)
<b>Trigger 3:</b> 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"> <li>once every 6 hours for the first 24 hours of the outage; and</li> <li>once during each subsequent 24-hour period,</li> </ul>	3A	Other carriers and carriage service providers (major outage or significant local outage)	14(3)(b)(i), 14(3)(b)(ii)
	3B	Public (website and social media) (major outage)	14(3)(b)(i), 14(3)(b)(ii)
	3C	Public (website) (significant local outage)	14(3)(b)(i), 14(3)(b)(ii)
	3D	Relevant stakeholders (major outage or significant local outage)	10(b), 14(3)(b)(i), 14(3)(b)(ii)
<b>Trigger 4:</b> As soon as practicable after you consider	4A	Other carriers and carriage service providers	15(2)(a)(i)

that all relevant services affected by a major outage or significant local outage have been fully restored		(major outage or significant local outage)	
	4B	Public (website and social media) (major outage)	15(2)(a)(ii)
	4C	Public (website) (significant local outage)	15(2)(a)(ii)
	4D	Relevant stakeholders (major outage or significant local outage)	10(c)
Written Procedures to be included on your website	5	Written Procedures (website) (major outage or significant local outage)	18

**1A. Notice to other carriers and carriage service providers related to a major outage or significant local outage (Section 8)**

[by email]

[on Carrier's letterhead]

[Date]

Dear [Carriage Service Provider/Other Carriers],

**Notification of a [Major Outage/Significant Local Outage]**

We are writing to inform you of an outage that is currently affecting our network, or that we have received notification of, which may impact your services and the services you provide to your end-users. We understand the potential disruption this may cause and are actively working to resolve the issue as quickly as possible.

Below are the key details regarding this outage:

**1. Scale or suspected scale of the outage**

The 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 outage**

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

[Alternative: If there is a reason not to disclose the cause]

The cause of the outage is confidential.

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

The affected areas include: [Insert list of affected regions, states, or territories, for example, New South Wales, Victoria, Queensland].

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

The outage is impacting the following services: [Insert description of affected services, for example, mobile voice services, mobile data services, broadband services].

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

The responsible carrier is working actively to restore services, and full service restoration is expected within [insert number of hours] hours.

We are notifying you of this outage in compliance with Section 8 of the *Telecommunications (Customer Communications for Outages) Industry Standard 2024*, which requires us to inform other carriers and carriage service providers of major outages and significant local outages affecting their services. We encourage you to share this information with your teams and customer service representatives as necessary.

Please monitor your services closely and ensure that your end-users are kept informed. If you need further assistance or have any immediate questions, please contact us through the following channels:

- A. For real-time communication: Call us at **[insert phone number]**.
- B. For near real-time communication: Chat with us at **[insert live chat details]**.
- C. 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 cooperation and understanding during this time and will continue to provide updates as they become available.

Yours faithfully,

**[Name]**

**[Title]**

**[Carrier Name]**

## 1B. Notice to the public via website and social media related to a major outage (Section 9)

### A. Website

#### Major Outage Notification

We are currently experiencing a major outage that is affecting our network. This may impact some of the services you rely on. We are actively working to resolve the issue as quickly as possible and appreciate your patience during this time.

Below are the details regarding this outage:

#### 1. Scale or suspected scale of the major outage

The 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. We will provide updates as soon as we have more information.

**[Alternatively: The cause of the outage is confidential]**.

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

The affected areas include: **[Insert list of affected regions, states, or territories, for example, New South Wales, Victoria, Queensland]**.

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

The outage is impacting the following services: **[Insert description of affected services, 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 the restoration of the relevant services affected by the major outage

We are actively working to restore services, and full service restoration is expected within **[insert number of hours]** hours.

#### What You Can Do

We are closely monitoring the situation and will provide additional updates as more information becomes available.

- 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]**.

**[Note the following is not required if the sole or predominant cause of the outage is a natural disaster]**

For ongoing updates, please follow us on:

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

We apologise for the inconvenience and appreciate your understanding.

**[Note the following section B is not required if the sole or predominant cause of the outage is a natural disaster]**

## **B. Facebook and Instagram**

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

We are currently experiencing a major outage on our network, which may affect some services and your connection. Our team is working diligently to investigate the cause, and we will provide updates as soon as possible.

**Current details of the outage:** **[insert services affected]**.

We anticipate providing further updates in **[insert estimated number of hours]** hours and expect the outage to be resolved by **[insert estimated resolution time]**.

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

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

- A. Website **[insert website URL]**.
- B. For real-time communication: Call us at **[insert phone number]**.
- C. For near real-time communication: Chat with us at **[insert live chat details]**.
- D. 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 patience during this time.

**[Note the following section C is not required if the sole or predominant cause of the outage is a natural disaster]**

## **C. X (Condensed Version for X's 280-Character Limit)**

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

We're experiencing a major outage on our network, affecting **[insert services]**. Our team is working to resolve it. Updates in **[insert hours]**. Expected resolution by

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

**1C. Notice to the public via website related to a significant local outage (Section 9A)**

**A. Website**

**Significant Local Outage Notification**

We are currently experiencing a significant local outage that is affecting our network. This may impact some of the services you rely on. We are actively working to resolve the issue as quickly as possible and appreciate your patience during this time.

Below are the details regarding this outage:

**1. Scale or suspected scale of the outage**

The 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 outage**

The cause of the outage is currently under investigation. We will provide updates as soon as we have more information.

**[Alternatively: The cause of the outage is confidential]**.

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

The affected areas include: **[Insert list of affected regions, states, or territories, for example, New South Wales, Victoria, Queensland]**.

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

The outage is impacting the following services: **[Insert description of affected services, for example, mobile voice services, mobile data services, broadband services]**.

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

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

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

We are actively working to restore services, and full service restoration is expected within **[insert number of hours]** hours.

**What You Can Do**

We are closely monitoring the situation and will provide additional updates as more information becomes available.

- 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 apologise for the inconvenience and appreciate your understanding.

**1D. Notice to relevant stakeholders related to a major outage or significant local outage (Section 10(a))**

[by email]

[on Carrier's letterhead]

[Date]

Dear [insert relevant stakeholder]<sup>1</sup>,

**Notification of a [Major Outage/Significant Local Outage]**

We are writing to inform you of an outage that is currently affecting our network, or that we have received notification of, which may impact services critical to your operations. We understand the potential disruption this may cause and are actively working to resolve the issue as quickly as possible.

Below are the key details regarding this outage:

1. **Scale or suspected scale of the outage**  
The 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 outage**  
The cause of the outage is currently under investigation by the responsible carrier. We will provide updates as soon as we have more information.  
[Alternative: If there is a reason not to disclose the cause]  
The cause of the outage is confidential.
3. **Geographical areas impacted or likely to be impacted by the outage**  
The affected areas include: [insert list of affected regions, states, or territories, for example, New South Wales, Victoria, Queensland].
4. **Types of services impacted or likely to be impacted by the outage**  
The outage is impacting the following services: [insert description of affected services, for example, mobile voice services, mobile data services, broadband services].

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<sup>1</sup> **Drafting note - please delete from final communication:** relevant stakeholders include:

- (a) the emergency call person for 000 and 112 (i.e., the emergency call person who is the recognised person who operates an emergency call service for the emergency service numbers 000 and 112) and the emergency call person for 106 (i.e., the emergency call person who is the recognised person who operates the emergency call service for the emergency service number 106);
- (b) the Australian Communications and Media Authority (ACMA);
- (c) the Department administered by the Minister administering the Telecommunications Act 1997; and
- (d) the Telecommunications Industry Ombudsman.

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

The responsible carrier is working actively to restore services, and full service restoration is expected within **[insert number of hours]** hours.

We are notifying you of this outage in compliance with Section 8 of the *Telecommunications (Customer Communications for Outages) Industry Standard 2024*, which requires us to inform relevant stakeholders about **[major outages/significant local outages]**. We are monitoring the situation closely and will continue to provide updates as they become available.

Please share this information with the necessary teams within your organisation to manage any potential impact.

If you need further assistance or have any immediate questions, 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 cooperation and understanding during this time and will continue to keep you updated as the situation evolves.

Yours faithfully,

**[Name]**

**[Title]**

**[Carrier Name]**

**2A. Notice to other carriers and carriage service providers about a material change related to a major outage or significant local outage (Section 14(3)(a))**

Please use the appropriate Template A or B below.<sup>2</sup>

- 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]

[on Carrier's letterhead]

[Date]

Dear [Carriage Service Provider/Other Carriers],

**Notification of a Material Change to a [Major Outage/Significant Local Outage]**

We are writing to inform you of a material change regarding the outage that is currently affecting our network, or that we have received notification of. This update is crucial as it may impact the services you provide to your customers.

We understand the disruption this may cause and are working diligently with the responsible carrier to resolve the issue as quickly as possible. Please review the updated details below regarding this outage:

**1. Scale or suspected scale of the outage**

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

**2. Cause or likely cause of the outage**

The cause of the outage is currently under investigation by the responsible carrier. We will provide further updates as soon as more information is available.

**[Alternative: If there is a reason not to disclose the cause]**

The cause of the outage is confidential.

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

The affected areas now include: [Insert list of affected regions, states, or territories, 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 affected services, for example, mobile voice services, mobile data services, broadband services].

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<sup>2</sup> **Drafting note - please delete from final communication:** Pursuant to the definition of 'material change', in the Standard, the carrier 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.

**[Insert any new or additional affected services due to the material change, if applicable.]**

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

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

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

The responsible carrier is actively working to restore services, and full service restoration is now expected within **[insert number of hours]** hours due to the material change in the situation.

This notification is being sent in compliance with the relevant Standard requiring the carrier to inform all affected carriage service providers and other carriers of material changes related to the outage. We encourage you to share this updated information with your teams and customer service representatives to ensure they are aware of the current situation.

If you require any additional information or have questions regarding this change, 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:

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

We appreciate your cooperation and understanding as we work to resolve this issue and will continue to provide updates as they become available.

**Yours faithfully,**

**[Name]**

**[Title]**

**[Carrier 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]**

**[date]**

Dear **[Carriage Service Provider/Other Carriers]**,

**Material changes about the [major outage/significant local 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 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]**

**[Carrier Name]**

**2B. Notice to the public via website and social media about a material change related to a major outage (Section 14(3)(a))**

Please use the appropriate Template A or B below.<sup>3</sup>

- 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.**

a) **Website**

**Major Outage Notification (Updated Information)**

We are currently experiencing a major outage that is affecting our network. This may impact some of the services you rely on. We are actively working to resolve the issue and appreciate your patience during this time.

There has been a material change regarding the status of the outage, and we would like to provide you with the latest details:

**1. Scale or suspected scale of the major outage**

The outage is still affecting approximately [insert number] services across [insert specific area, for example, multiple regions or specific locations]. The scope of the issue has increased].

**2. Cause or likely cause of the major outage**

The cause of the outage has [changed/been identified/continued to be under investigation]. We will provide more detailed information as soon as we have further clarity.

[Alternatively: The cause remains confidential.]

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

The affected areas now include: [Insert updated list of affected regions, states, or territories].

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

The outage is still impacting the following services: [Insert description of affected services, for example, mobile voice services, mobile data services, broadband services] and there may be additional disruptions or recoveries to report as we monitor the situation.

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

We will continue to provide updates within the next [insert number of hours] hours as the situation progresses.

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<sup>3</sup> **Drafting note – please delete from final communication:** Pursuant to the definition of 'material change', in the Standard, the carrier must provide updates about both increases and decreases in the severity of the major outage.

## 6. Estimated timeframe for rectification of the major outage

We are actively working to restore services and full service restoration is now expected within **[insert updated number of hours]** hours.

### What You Can Do

We are closely monitoring the situation and will continue to update you as more information becomes available. Please stay informed through our communication channels below.

- 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 apologize for the inconvenience and appreciate your continued patience as we work on resolving this issue.

### **b) Social Media: Facebook and Instagram (Updated Information)**

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

We are still experiencing a major outage on **[insert]** network that is affecting some of the services you rely on. There has been a material change in the situation and we want to keep you informed with the latest updates.

#### **Current status:**

- Affected services: **[insert affected services]**
- Impacted areas: **[insert updated list of regions]**
- Cause: **[insert cause update if available]**
- Restoration time: full service restoration is now expected within **[insert updated number of hours]** hours

For 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:

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

We apologise for the inconvenience and thank you for your understanding.

**B. X (Condensed Version for X's 280-Character Limit)**

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

We're experiencing a major outage on our network. **Material change:** Impacting **[insert services]**. Restoration expected in **[insert hours]**. Updates in **[insert hours]**. For details: **[insert website URL]**. For real-time support, call us at **[insert phone number]**.

- 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.]**

**[on website]**

## **Important Update: Material changes to the major outage**

We are writing to inform you of several material changes related to the ongoing major 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 major 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 of rectification**

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 sooner than originally anticipated. The revised estimate for complete resolution 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]**  
**[Carrier Name]**

**2C. Notice to the public via website about a material change related to a significant local outage (Section 14(3)(a))**

Please use the appropriate Template A or B below.<sup>4</sup>

- 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 significant local outage]**

**[on website]**

**Significant Local Outage Notification (Updated Information)**

We are currently experiencing a significant local outage that is affecting our network. This may impact some of the services you rely on. We are actively working to resolve the issue and appreciate your patience during this time.

There has been a material change regarding the status of the outage, and we would like to provide you with the latest details:

**1. Scale or suspected scale of the outage**

The outage is still affecting approximately **[insert number]** services across **[insert specific area, for example, multiple regions or specific locations]**. The scope of the issue has increased.

**2. Cause or likely cause of the outage**

The cause of the outage has **[changed/been identified/continued to be under investigation]**. We will provide more detailed information as soon as we have further clarity.

**[Alternatively: The cause remains confidential.]**

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

The affected areas now include: **[insert updated list of affected regions, states, or territories]**.

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

The outage is still impacting the following services: **[insert description of affected services, for example, mobile voice services, mobile data services, broadband services]** and there may be additional disruptions or recoveries to report as we monitor the situation.

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<sup>4</sup> **Drafting note - please delete from final communication:** Pursuant to the definition of 'material change', in the Standard, the carrier must provide updates about both increases and decreases in the severity of the significant local outage or in the time taken to restore the relevant carriage services affected by the outage.

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

We will continue to provide updates within the next **[insert number of hours]** hours as the situation progresses.

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

We are actively working to restore services and full service restoration is now expected within **[insert updated number of hours]** hours.

### What You Can Do

We are closely monitoring the situation and will continue to update you as more information becomes available. Please stay informed through our communication channels below.

- 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 apologise for the inconvenience and appreciate your continued patience as we work on resolving this issue.

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

**[on website]**

### **Important Update: Material changes to the significant local outage**

We are writing to inform you of several material changes related to the ongoing significant 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 the 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 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, 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]**  
**[Carrier Name]**

**2D. Notice to relevant stakeholders about a material change related to a major outage or significant local outage (Section 10(b) and section 14(3)(a))**

**Please use the appropriate Template A or B below.<sup>5</sup>**

- 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]**

**[on Carrier's letterhead]**

**[Date]**

Dear **[insert relevant stakeholder]**<sup>6</sup>,

**Notification of Material Change Regarding [Major Outage/Significant Local Outage]**

We are writing to inform you of a **material change** regarding the outage previously notified to you on **[insert date of initial notification]**. The outage is ongoing, and new developments have occurred that may further impact services critical to your operations. We are actively working to resolve the issue and will continue to provide updates as the situation progresses.

Below are the updated details regarding the outage:

- 1. Scale or suspected scale of the outage**  
The outage is now affecting approximately **[insert updated number]** services across **[insert specific area, for example, multiple regions or specific locations]**. This is an increase in the affected services compared to previous reports.
- 2. Cause or likely cause of the outage**  
The cause of the outage is currently under investigation. We are working closely with the responsible carrier to identify the issue.

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<sup>5</sup> **Drafting note – please delete from final communication:** Pursuant to the definition of 'material change', in the Standard, the carrier 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.

<sup>6</sup> **Drafting note – please delete from final communication:** relevant stakeholders include:

- (e) the emergency call person for 000 and 112 (i.e., the emergency call person who is the recognised person who operates an emergency call service for the emergency service numbers 000 and 112) and the emergency call person for 106 (i.e., the emergency call person who is the recognised person who operates the emergency call service for the emergency service number 106);
- (f) the Australian Communications and Media Authority (ACMA);
- (g) the Department administered by the Minister administering the Telecommunications Act 1997; and
- (h) the Telecommunications Industry Ombudsman.

**[Alternative: If the cause is confidential]**

The cause of the outage remains confidential.

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

In addition to the areas previously reported, the following regions may also be impacted: **[insert new regions, states, or territories]**.

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

In addition to the services already impacted, the outage may now also affect the following services: **[insert any new or additional services affected]**.

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

We expect to provide further updates within the next **[insert number of hours]** hours or as new information becomes available.

**6. Estimated timeframe for to restore relevant services affected by the outage** The responsible carrier is actively working to restore services, and the new estimated timeframe for full service restoration is **[insert updated number of hours]** hours. We will continue to monitor the situation and provide updates as necessary.

We are notifying you of this material change in compliance with Sections 10(b) and 14(3) of the *Telecommunications (Customer Communications for Outages) Industry Standard 2024*, which requires us to inform relevant stakeholders about significant developments during outages. We are closely monitoring the situation and its potential impact.

Please continue to share this updated information with the necessary teams within your organisation to manage any potential impact.

If you need further assistance or have any immediate questions, 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 cooperation and understanding during this time and will continue to keep you updated as the situation evolves.

Yours faithfully,

**[Name]**

**[Title]**

**[Carrier 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]**

**[date]**

Dear **[insert relevant stakeholder]**<sup>7</sup>,

**Notification of Material Change Regarding [Major Outage/Significant Local 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 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

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<sup>7</sup> **Drafting note – please delete from final communication:** relevant stakeholders include:

- (i) the emergency call person for 000 and 112 (i.e., the emergency call person who is the recognised person who operates an emergency call service for the emergency service numbers 000 and 112) and the emergency call person for 106 (i.e., the emergency call person who is the recognised person who operates the emergency call service for the emergency service number 106);
- (j) the Australian Communications and Media Authority (ACMA);
- (k) the Department administered by the Minister administering the Telecommunications Act 1997; and
- (l) the Telecommunications Industry Ombudsman.

outage will be resolved and affected services will be restored sooner than originally anticipated. The revised estimate for complete resolution is **[insert new time estimate]**.

#### 5. Impact of the material change

These improvements in the outage, 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, 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]**

**[Carrier Name]**

**3A. Notice to other carriers and carriage service providers 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))**

[by email]

[on Carrier's letterhead]

[Date]

Dear [Carriage Service Provider/Other Carriers],

**Regular Update on [Major Outage/Significant Local Outage]**

We are writing to provide you with a regular update regarding the major outage affecting our network, or that we have received notification of. While there has been no material change in the status of the outage, we continue to work closely with the responsible carrier to resolve the issue as quickly as possible.

Please find the latest details below regarding this outage:

**1. Scale or suspected scale of the outage**

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

**2. Cause or likely cause of the outage**

The cause of the outage remains under investigation by the responsible carrier. We will provide further updates as soon as more information is available.

[Alternative: If there is a reason not to disclose the cause]

The cause of the outage remains confidential.

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

The affected areas continue to include: [Insert list of affected regions, states, or territories, 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 affected services, for example, mobile voice services, mobile data services, broadband services].

[Insert any new or additional affected services if applicable, but only if there is a change.]

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

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

**6. Estimated timeframe for to restore relevant services affected by the outage** The responsible carrier is still working to restore services, and full service restoration is expected within [insert number of hours] hours.

As there have been no material changes to the outage, this is a regular update to ensure that you remain informed. We continue to monitor the situation and will notify you of any significant changes or developments.

If you have any questions or need further information, please do not hesitate to 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 ongoing cooperation and understanding as we continue working to resolve the issue.

**Yours faithfully,**

**[Name]**

**[Title]**

**[Carrier Name]**

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

**A. Website**

**Major Outage Notification (Updated Information)**

We are continuing to experience an ongoing major outage that is affecting our network. This may impact some of the services you rely on. We are actively working to resolve the issue and appreciate your patience during this time.

**Current Status**

- Affected services: **[insert services still impacted]**
- Impacted areas: **[insert list of regions still affected]**
- Cause: the cause of the outage is still under investigation
- Restoration time: we expect service restoration within **[insert estimated number of hours]**

**What You Can Do**

Please continue to monitor the status and we will provide regular updates as the situation progresses.

- 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 apologise for the inconvenience and appreciate your continued patience as we work on resolving this issue.

**B. Facebook and Instagram (Updated Information)**

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

We are still experiencing a major outage on **[insert]** network, which is impacting some services. Our team is actively working with the responsible parties to restore services as soon as possible.

**Current status:**

- Affected services: **[insert affected services]**
- Impacted areas: **[insert affected regions]**
- Restoration time: service restoration is expected within **[insert number of hours]**

For 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]**

We will continue to provide regular updates as the situation progresses. Thank you for your patience.

### **C. X (Condensed Version for X's 280-Character Limit)**

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

Ongoing outage on **[insert]** network impacting **[insert services]**. Restoration expected in **[insert number of hours]**. Updates will follow shortly. For more info: **[insert website URL]**

For support: Call us at **[insert phone number]**.

**3C. Notice to the public via website about a regular update, with no material change, related to the significant local outage (Section 14(3)(b)(i) and Section 14(3)(b)(ii))**

**[on website]**

**Significant Local Outage Notification (Updated Information)**

We are continuing to experience an ongoing outage that is affecting our network. This may impact some of the services you rely on. We are actively working to resolve the issue and appreciate your patience during this time.

**Current Status**

- Affected services: **[insert services still impacted]**
- Impacted areas: **[insert list of regions still affected]**
- Cause: the cause of the outage is still under investigation
- Restoration time: we expect service restoration within **[insert estimated number of hours]**

**What You Can Do**

Please continue to monitor the status and we will provide regular updates as the situation progresses.

- 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 apologise for the inconvenience and appreciate your continued patience as we work on resolving this issue.

**3D. Notice to relevant stakeholders about a regular update, with no material change, related to the major outage or significant local outage  
(Section 10(b), Section 14(3)(b)(i) and Section 14(3)(b)(ii))**

**[on Carrier's letterhead]**

**[Date]**

Dear **[insert relevant stakeholder]**<sup>8</sup>,

**Regular Update on [Major Outage/Significant local outage]**

We are writing to provide you with a regular update regarding the outage previously notified to you on **[insert date of initial notification]**. The outage is still ongoing, and while there have been no significant changes to the situation, we are continuing to monitor and address the issue closely.

Below are the key details:

1. **Scale or suspected scale of the outage**  
The outage is still affecting approximately **[insert number]** services across **[insert specific area, for example, multiple regions or specific locations]**.
2. **Cause or likely cause of the outage**  
The cause of the outage is under investigation, and we continue to work with the responsible carrier to resolve the issue.  
**[Alternative: If the cause is confidential]**  
The cause of the outage remains confidential.
3. **Geographical areas impacted or likely to be impacted by the outage**  
The affected areas remain: **[Insert list of affected regions, states, or territories, for example, New South Wales, Victoria, Queensland]**.
4. **Types of services impacted or likely to be impacted by the outage**  
The following services are still impacted: **[Insert description of affected services, for example, mobile voice services, mobile data services, broadband services]**.
5. **Estimated timeframes for updates in relation to the outage**  
We will continue to provide updates every **[insert number of hours/days]** as new information becomes available.

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<sup>8</sup> **Drafting note - please delete from final communication:** relevant stakeholders include:

- (m) the emergency call person for 000 and 112 (i.e., the emergency call person who is the recognised person who operates an emergency call service for the emergency service numbers 000 and 112) and the emergency call person for 106 (i.e., the emergency call person who is the recognised person who operates the emergency call service for the emergency service number 106);
- (n) the Australian Communications and Media Authority (ACMA);
- (o) the Department administered by the Minister administering the Telecommunications Act 1997; and
- (p) the Telecommunications Industry Ombudsman.

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

The responsible carrier is actively working to restore services, and full service restoration is still expected within **[insert number of hours]** hours.

We appreciate your cooperation and understanding as we continue to work toward resolving this issue. If you have any immediate questions or 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]**

Thank you for your continued understanding. We will keep you informed of any further developments as soon as they occur.

Yours faithfully,

**[Name]**

**[Title]**

**[Carrier Name]**

**4A. Notice to other carriers and carriage service providers about the restoration of relevant services affected by the major outage or significant local outage (Section 15(2)(a)(i))**

**[on Carrier's letterhead]**

**[Date]**

Dear **[Carriage Service Provider/Other Carriers]**,

**Notification of Restoration of Services Following Outage**

We are pleased to inform you that the outage affecting our network has been fully resolved and all relevant services impacted by the outage have now been restored. Normal operations have resumed and no further disruptions are expected.

We appreciate your patience during this time. Should you encounter any issues or have questions regarding the restoration, please do not hesitate to reach out to us using the following contact methods:

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

For any further 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 understanding and continued cooperation.

**Yours faithfully,**

**[Name]**

**[Title]**

**[Carrier Name]**

**4B. Notice to the public via website and social media about the restoration of relevant services affected by the major outage (Section 15(2)(a)(ii))**

**A. Website**

**Outage Restored**

We are pleased to inform you that the major outage affecting the [insert] network has been fully resolved and all impacted services have now been restored. Normal operations have resumed and no further disruptions are expected.

**What was affected**

- Services impacted: [insert description of affected services]
- Areas affected: [insert list of regions affected]

We appreciate your patience during this time and thank you for your understanding as we worked to resolve this issue.

**If you continue to experience issues**

If you're still encountering any issues or need further assistance, please don't hesitate to contact us:

- 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].

Stay connected with us:

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

Thank you again for your patience and cooperation.

**B. Facebook and Instagram (Outage Restored)**

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

We are happy to announce that the major outage affecting the [insert] network has been fully resolved. All services are now restored and normal operations have resumed.

**What was affected:**

- Impacted services: [insert impacted services]
- Impacted areas: [insert impacted regions]

Thank you for your patience as we worked to resolve this issue. If you're still experiencing problems, please reach out to us through our support channels.

For 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 [\[insert email address\]](#).

Stay connected with us:

- Facebook: [\[insert Facebook URL\]](#)
- Instagram: [\[insert Instagram handle\]](#)
- X: [\[insert X handle\]](#)
- Website: [\[insert website URL\]](#)

### **C. X (Condensed Version for X's 280-Character Limit)**

**[\[insert the 'Alert' icon\]](#) Service Restored [\[insert the 'Alert' icon\]](#)**

The outage affecting the [\[insert\]](#) network has been fully resolved. All services are now restored and normal operations have resumed. If you're still experiencing issues, contact us at [\[insert phone number\]](#). Updates: [\[insert website URL\]](#)

**4C. Notice to the public via website about the restoration of relevant services  
affected by the significant local outage  
(Section 15(2)(a)(ii))**

**[on website]**

### **Outage Restored**

We are pleased to inform you that the significant local outage affecting the **[insert]** network has been fully resolved and all relevant services impacted by the outage have now been restored. Normal operations have resumed and no further disruptions are expected.

### **What was affected**

- Services impacted: **[insert description of affected services]**
- Areas affected: **[insert list of regions affected]**

We appreciate your patience during this time and thank you for your understanding as we worked to resolve this issue.

### **If you continue to experience issues**

If you're still encountering any issues or need further assistance, please don't hesitate to contact us:

- 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]**.

Stay connected with us:

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

Thank you again for your patience and cooperation.

**4D. Notice to relevant stakeholders about the restoration of relevant services affected by the major outage or significant local outage (Section 10(c))**

**[on Carrier's letterhead]**

**[Date]**

Dear **[insert relevant stakeholder]**<sup>9</sup>,

**Notification of Restoration of Services Following Outage**

We are pleased to inform you that the outage affecting our network has been fully resolved and all relevant services affected by the outage have now been restored. Normal operations have resumed and no further disruptions are expected.

We appreciate your patience and cooperation during this time. Should you have any questions or need further information regarding the restoration, please feel free to contact us using the following methods:

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

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 understanding and cooperation.

Yours faithfully,

**[Name]**

**[Title]**

**[Carrier Name]**

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<sup>9</sup> **Drafting note – please delete from final communication:** relevant stakeholders include:

- (q) the emergency call person for 000 and 112 (i.e., the emergency call person who is the recognised person who operates an emergency call service for the emergency service numbers 000 and 112) and the emergency call person for 106 (i.e., the emergency call person who is the recognised person who operates the emergency call service for the emergency service number 106);
- (r) the Australian Communications and Media Authority (ACMA);
- (s) the Department administered by the Minister administering the Telecommunications Act 1997; and
- (t) the Telecommunications Industry Ombudsman.



## 5. Written Procedures for Communicating During a Major Outage or Significant Local Outage (Section 18)

### Customer Communications for Outages Policy

#### 1. Purpose and application

- 1.1. This document sets out [Company Name]'s written procedures as a carrier<sup>10</sup> for the purposes of section 18 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 other carriers, carriage service providers, the public and **relevant stakeholders** during a **major outage or a significant local outage**, in compliance with the Standard.
- 1.2. Words in bold italics in this document shall have the same meaning as defined in the Standard.

#### 2. Notification procedures for major outages or significant local outages

##### 2.1. Process

- (a) Upon detecting a major outage or a significant local outage or receiving notification of such an outage, [Company Name] shall begin the notification process to the relevant parties as outlined below.

#### 3. Notification to other carriers and carriage service providers (section 8 of the Standard)

##### 3.1. Process

- (a) If [Company Name], as **the first carrier**, detects a major outage or a significant local outage, it shall immediately notify each other carrier and carriage service provider with whom it has a commercial arrangement for the supply of relevant carriage services.
- (b) Alternatively, if [Company Name] is not the first carrier but receives notification of an outage from another source, it shall promptly notify the relevant carriers and carriage service providers with whom it has a commercial arrangement, as soon as practicable.
- (c) As part of the communication process for any relevant outage and to support other carriers and carrier service providers, the public and relevant stakeholders, 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]
- (d) [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;

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<sup>10</sup> Unless otherwise specified, a reference to a carrier in this document is a reference to both a responsible carrier and a carrier notified by a responsible carrier.

- (iii) are capable of responding immediately to requests for urgent assistance; and
- (iv) allow end users to live chat, or talk to, a representative of the [Company's Name]; and
- (v) do not rely on artificial intelligence.

### 3.2. **Content**

The notification shall include the following information:

- (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; and
- (f) the estimated timeframe for restoration of the relevant services affected by the outage.

### 3.3. **Timing**

- (a) The notification shall be made as soon as practicable after the outage is detected or notified, ensuring that all impacted carriers and relevant carriage service providers are informed without delay.

## 4. **Communication with the public (section 9 and 9A of the Standard)**

### 4.1. **Process**

- (a) As soon as practicable after detecting a major outage or significant local outage or receiving notification about either one, [Company Name] shall communicate with the public using [Company Name]'s website and at least one of the following channels:
  - (i) [Company Name]'s primary **social media** account; or
  - (ii) one or more types of **other media**,  
(as applicable to the relevant outage under the Standard).

### 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 a major outage or significant local outage is detected or notified, ensuring the public is informed without delay.

## 5. **Communication with relevant stakeholders (section 10 of the Standard)**

### 5.1. **Process**

- (a) [Company Name] shall communicate with relevant stakeholders as soon as practicable after detecting a major outage or significant local outage.

### 5.2. **Content**

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

### 5.3. **Timing**

- (a) The notification shall be made as soon as practicable after a major outage or significant local outage is detected or notified, ensuring the public is informed without delay.

## **6. Requirements to provide regular updates (section 14 of the Standard)**

### **6.1. Process**

- (a) [Company Name] shall provide updates about a major outage or a significant local outage to the relevant parties in clauses 3, 4 and 5 above and in the same manner as the initial communication, at specified intervals as outlined in clause 6.3 below, until the relevant services affected by the outage are fully restored.

### **6.2. 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.

### **6.3. 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.

## **7. Notification of restoration (section 10(c) and section 15 of the Standard)**

### **7.1. 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 affected carriers, carriage service providers, the public and the relevant stakeholders, in the same manner as was previously provided.

### **7.2. Content**

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

### **7.3. Timing**

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

## **8. Written procedures compliance**

- 8.1. [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.

## **9. Written procedures updates**

- 9.1. 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.