



## Major and Significant Local Outage Policy

At TPG Internet, we are committed to supporting our customers during major and significant local outages.

In the event of a major outage or a significant local outage, we will seek to keep you supported and informed about what is happening with your service.

### What is a 'major or significant local outage'?

A *major outage* is as a large-scale unplanned impact to a telecommunications network that:

- means a customer is unable to establish and maintain a telecommunications service; and
- affects, or is likely to affect:
  - 100,000 or more services; or
  - all services in a state or territory; and
- is expected last 60 minutes or longer.

A *significant local outage* is a small-scale unplanned impact to a telecommunications network that:

- means a customer is unable to establish and maintain a telecommunications service; and
- affects, or is likely to affect:
  - 1,000 or more services in Regional Australia; or
  - 250 or more services in Remote Australia; and

And is expected to last longer than

- 6 hours in Regional Australia; or
- 3 hours in Remote Australia.

### Communication of 'major or significant local outage' information

Here's what you can expect if a major outage or significant local outage occurs:

#### Major Outage or Significant Local Outage Detection and Incident Management

We continuously monitor our network to detect any issues.

If a major outage or significant local outage is identified, we immediately assess the situation to understand its impact. Our incident management teams, comprising



experts from various departments, are promptly activated to manage the outage and ensure a coordinated response.

### Outage Communications

As soon as practicable, we will send direct notifications to affected customers via email and/or SMS, depending on the timing and nature of the outage and the services impacted. These messages will include details about the outage and estimated resolution times where possible.

Relevant social media channels, websites and apps will be regularly updated with the latest information about the outage. We will also inform stakeholders as soon as practicable after detecting a major or significant local outage, including other telcos, the government, regulatory bodies, emergency call services, and the Telecommunications Industry Ombudsman, to ensure a coordinated response. Information about the outage will also be shared with the public through media channels to keep everyone informed.

### Regular Updates and Outage Restoration

Our communications will be updated upon any material change in the situation, or at least every six hours for the first 24 hours, and once every 24 hours after the initial period, to ensure you have access to real-time updates. Finally, we will provide information and send notifications regarding service restoration across all channels to ensure you are made aware of the resumption of your service as quickly as possible.

### Natural disasters

Where a major outage or significant local outage is caused by a natural disaster, we may not send direct notifications to affected customers, and the best place to check for information and updates will be on our websites.

### **Where can I get further help?**

We will provide immediate assistance to customers who need it during the outage. Our support teams are ready to help with any urgent issues. If you have any questions or concerns, please [contact us](#)

While we will seek to provide quick support, please be aware that our teams will be busy and response times may be longer than normal.

For most customers, the best place to keep up to date will be our [network page](#).



### More information

For more information, please refer to [Telecommunications \(Customer Communications for Outages\) Industry Standard 2024](#).

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