Notifying you in the event of a major outage or significant local outage

OPTICOMM

Disclaimer

Change history

This document was first published on 19 December 2024. The following table provides details of changes to this document since its initial release.

Version	Effective date	Change summary	Details	
			Section(s)	Changes
1.0	December 2024	Document created	NA	NA
2.0	July 2025	New Obligations	All	Updated process to comply with new rules when managing major outages or significant local outages.

Table of contents

1   About this document

The *Telecommunications (Customer Communications for Outages) Industry Standard Variation 2025* (No.1) (*the Standard*) [1] requires Opticomm to have written procedures available on our website outlining how we communicate with you in the event of a major outage or significant local outage.

This document sets out those procedures.

2   What is a major outage?

A 'major outage' relates to any unplanned impact to the supply of services provided over a telecommunications network that results in customers being unable to establish or maintain access to those services.

A 'major outage' must also affect—or be likely to affect—100,000 operating services or all services that use a telecommunications network in an Australian state or territory.

In addition, a 'major outage' must last (or be expected to last) for more than 60 minutes [2].

3   What is a significant local outage?

A 'significant local outage' relates to any unplanned impact to the supply of services provided over a telecommunications network that results in customers being unable to establish or maintain access to those services.

A 'significant local outage' must also affect – or be likely to affect - 1,000 or more services in regional Australia; or 250 or more services in remote Australia.

In addition, a 'significant local outage' must last (or be expected to last) longer than 6 hours in regional Australia or 3 hours in remote Australia.

The Australian Statistical Geography Standard (ASGS) divides Australia into 5 classes of remoteness. On their interactive map (https://maps.abs.gov.au/index.html), select '2021 Remoteness Area (RA)' from the 'boundary type' drop-down menu in the top right corner to find out about a particular area.

4   What does Opticomm do to identify network outages?

Opticomm constantly monitors the Opticomm network. We also work closely with all internet service providers and other carriers with which we have a commercial relationship. This helps to ensure that:

♦ we are aware of any outages as soon as practicable

♦ we can inform relevant parties about any outages affecting them as effectively and efficiently as possible, and

♦ we can proactively address any outages at the earliest possible opportunity.

5   What will Opticomm do when a major outage or significant local outage occurs?

In the event of a major outage or significant local outage, Opticomm is committed to:

♦ resolving the outage as soon as possible;

♦ keeping you informed as soon as practicable after the outage starts;

♦ providing you with timely and informative updates during the outage, and

♦ informing you when the outage has been resolved.

As soon as possible after Opticomm becomes aware of a major outage or significant local outage, Opticomm will:

1. Publish details of the outage on Opticomm's 'Check network status' web page, at: https://opticomm.com.au/check-network-status/.

   This is a publicly available web page. The information provided on this page will help to ensure that affected and interested parties have access to detailed information about the outage[3].

2. Contact all affected internet service providers that have a commercial relationship with Opticomm directly, providing them with details of the outage. Opticomm will do this by sending an email to the internet service provider's nominated email address. As such, it is vitally important that all internet service providers notify Opticomm of their nominated email address changes.

3. Post a notification about the outage in Opticomm's RSP Portal for affected internet service providers[4].

   If you are an affected internet service provider that has a commercial relationship with Opticomm and have access to the RSP Portal, you will be able to see this notification in the RSP Portal. In addition, if you have outage notifications set up in the RSP Portal, you will receive outage notifications via email or API according to your preferences[5]. You can find more information about how we communicate with internet service providers about outages in *Opticomm's Operations Manual*[6].

4. Post notifications of major outages on supported social media platforms to ensure maximum coverage.

5. Contact relevant stakeholders directly, providing them with details of the outage. Relevant stakeholders include:

   a.   the Australian Communications and Media Authority (ACMA).

b. the Telecommunications Industry Ombudsman (TIO).

c. the department of the minister that administers telecommunications (currently, this is the Minister for Communications), and

d. the persons or organisations who operate the emergency service numbers (000[7], 112[8] and 106[9]).

> **Note:** Currently, Opticomm does not supply telecommunications services to other carriers, but as and when we do, we will ensure that we notify affected carriers of major or significant local outages, using one or more of the methods described above.

As the major outage or significant local outage progresses…

As the major outage or significant local outage progresses, Opticomm will provide regular updates about the outage to affected internet service providers, any affected carriers with which Opticomm has a commercial relationship, relevant stakeholders and the public.

Opticomm will do this using its website, the RSP Portal, via social media, by email and otherwise directly, as described above.

Updates will include information about any material changes to the outage. Material changes include significant changes that are likely to increase or decrease the severity of the outage or the time it will take to resolve it. These include changes to the scale of the outage, the geographic area, the number or type of services impacted and the timeframe to rectify the outage. Opticomm will provide information about any material changes as soon as possible after we become aware of the change.

Opticomm will also provide general updates about the outage, including updates about Opticomm's progress in resolving the outage. The frequency of these updates will vary depending on the nature of the outage; however, Opticomm will endeavour to provide these updates every 60 minutes, or whenever further information becomes available.

In addition, Opticomm will provide updates at least:

♦ once every six hours for the first 24 hours of the outage.

♦ once during each subsequent 24-hour period.

Once all services affected by the major outage or significant local outage are restored…

As soon as Opticomm believes that all services affected by the outage have been restored or fully rectified, Opticomm will notify affected and interested parties using its website, the RSP Portal, via social media, by email and otherwise directly, as described above.

Affected and interested parties include affected internet service providers, any affected carriers with which Opticomm has a commercial relationship, relevant stakeholders and the public.

6   What information is included in a major outage or significant local outage notification?

Opticomm is committed to providing you with as much information as is reasonably possible to help you manage the effects of a major outage or significant local outage. As such, major outage and significant local outage notifications will include the following content, wherever possible:

♦ a statement making it clear that this is a major outage or significant local outage, as defined in the *Telecommunications (Customer Communications for Outages) Industry Standard Variation 2025* (No.1) (*the Standard*)[10] and Opticomm must comply with *the Standard* in its communications to affected internet service providers and carriers with which Opticomm has a commercial relationship, as well as relevant stakeholders and the public.

♦ the outage start time.

♦ the scale or suspected scale of the outage, including the number of impacted services.

♦ the geographic areas impacted or likely to be impacted by the outage. This may include one or more Australian states or territories, regions or suburbs.

♦ the types of services affected or likely to be affected by the outage.

♦ the likely cause(s) of the outage, where known.

♦ the timeframe(s) for when Opticomm estimates it will be able to provide further updates about the outage.

♦ the timeframe(s) for when Opticomm estimates services will be restored.

♦ details of any material changes to the outage (as described above).

♦ if no material changes have occurred when Opticomm is obligated to provide you with an update, we will provide a statement that there has been no material change to the outage during the relevant timeframe.

♦ details of any actions taken in relation to the outage.

♦ a reference number for the outage.

> **Note:**   Opticomm has the right to withhold certain information if we have reasonable grounds to believe that providing that information could compromise Opticomm's telecommunications network security or national security.

7   Will I be notified if an outage is not a 'major outage' or 'significant local outage'?

Opticomm is committed to informing you about any outages that affect you.

As such, as soon as Opticomm becomes aware of an outage, we publish details of the outage on our 'Check network status' web page, at: https://opticomm.com.au/check-network-status/. This is a publicly available web page and can be accessed by anyone wanting to find out whether an outage is impacting[11].

Also, if you are an internet service provider that has a commercial relationship with Opticomm and you are affected by an outage, you will be able to view details of the outage in Opticomm's RSP Portal[12].

8   Will I be notified if a major outage or significant local outage is caused by a natural disaster?

Under *the Standard*, Opticomm is not required to meet its full communication obligations in the event of a natural disaster. Nonetheless, we will still publish as much information as we can on our website, as soon as practicable after we have detected a major outage or significant local outage[13].

Where possible, we will also post a notification in the RSP Portal that can be viewed by affected internet service providers[14].

---

[1] See https://www.legislation.gov.au/F2025L00527/asmade.

[2] See *Telecommunications (Customer Communications for Outages) Industry Standard Variation 2025* (No.1), https://www.legislation.gov.au/F2025L00527/asmade.

[3] To check if an outage is occurring in a particular area, on the **Check network status** web page, in the **What is your postcode** field, type the required postcode and then click **Submit**.

[4] To view an outage notification in the **RSP Portal**, from the **Navigation bar**, select **Network Outages**. The Network Outages pane is displayed, providing a summary of network outages. Next to the outage you want to view, from the **Tools** menu, select **View**. The Network Outage Details dialog box is displayed providing details of the outage. For more detailed steps, see 'View network outages' in the *RSP Portal Help Menu*.

[5] To set up a new notification in the **RSP Portal**, from the **Navigation bar**, select **Notifications**. The Notifications pane is displayed. Click **New**. The New Notification dialog box is displayed. From the **Type** list, select the type of notification you want to receive. If you want the notifications to be sent to individual RSP Portal users, from the **Users** list, select the email addresses of the RSP Portal users that you want to receive the notifications. If you want the notifications to be sent to all users that belong to a certain RSP Portal role (e.g. Super User), from the **Roles** list, select required role. If you want to receive the notifications yourself, from the **Notify Creator** list, select **Yes**. If you want other staff who are not RSP Portal users to receive the notifications, in the **Other (comma separated list)** field, type the email addresses of the other staff you want to receive the notifications. (You must separate each email address with a comma.) Click **Submit**. For information about notifications in general, see 'Manage notifications' in the *RSP Portal Help Menu*.

[6] The most recently published version of the *Operations Manual* is available at: www.opticomm.com.au/legal

[7] Australia's primary emergency telephone number to call for assistance in life threatening or time critical emergency situations.

[8] A secondary emergency service number that can be called from mobile phones in Australia. For more information, see Other emergency numbers.

[9] The Text Emergency Relay Service number that can only be dialled from a teletypewriter (TTY). For more information, see Other emergency numbers.

[10] See *Telecommunications (Customer Communications for Outages) Industry Standard Variation 2025* (No.1), https://www.legislation.gov.au/F2025L00527/asmade.

[11] For information about how to use this web page to check for outages, see Footnote 3.

[12] In addition, if you have outage notifications set up in the RSP Portal, you will receive outage notifications via email or API according to your preferences. For more information about setting up notifications, see Footnote 5. For more about how we communicate with internet service providers about outages, see *Opticomm's Operations Manual* (the most recently published version is available at: www.opticomm.com.au/legal).

[13] Opticomm's 'Check network status' web page is located at: https://opticomm.com.au/check-network-status/. For information about how to use this web page to check for outages, see Footnote 3.

[14] For information about how to view outages in the RSP Portal, see Footnote 4.

OPTICOMM