

Customer Communications for Outages Policy

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1. Purpose and application

- 1.1. This document sets out My Net Pty Ltd's written procedures as a carrier¹ for the purposes of section 18 of Part 3 of the Telecommunications (Customer Communications for Outages) Industry Standard 2024 (the **Standard**), outlining the steps My Net Pty Ltd 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, My Net Pty Ltd 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 My Net Pty Ltd, 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 My Net Pty Ltd 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, My Net Pty Ltd 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:

¹ 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.

- (i) Real-time communication: (08) 8490 7100
 - (ii) Email: help@mynet.au
 - (iii) Website: status.mynet.au
- (d) My Net Pty Ltd will ensure that these contact methods:
 - (i) are easily accessible to end-users or the public as applicable;
 - (ii) are adequately resourced to handle requests;
 - (iii) are capable of responding immediately to requests for urgent assistance; and
 - (iv) allow end users to talk to, a representative of the My Net Pty Ltd; 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 My Net Pty Ltd 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, My Net Pty Ltd shall communicate with the public using My Net Pty Ltd's website and at least one of the following channels:
 - (i) My Net Pty Ltd'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) My Net Pty Ltd 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) My Net Pty Ltd 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, My Net Pty Ltd 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 My Net Pty Ltd considers that all relevant services affected by an outage have been restored.

8. Written procedures compliance

- 8.1. My Net Pty Ltd 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 My Net Pty Ltd's website. My Net Pty Ltd may update or revise them periodically to reflect changes in legal requirements. Any updates will be made available on this page.