Activ8me Network Outage Complaint Handling Policy

Introduction

This policy outlines Activ8me's process for handling complaints relating to network outages.

This process works in conjunction with our Outage Communications Policy and our Complaint Handling Policy.

The Network Outage Complaint Handling Policy outlines our minimum requirements for network outage complaints handling, which are service outage reports that we determine are the result of a network outage.

The Network Outage Complaint Handling Policy applies to all existing and former customers. You will not be charged for using this service.

We will always treat customers making a network outage complaint with fairness and courtesy.

All customers (including former customers) have the right to make a complaint if they are dissatisfied with our handling or communications relating to a network outage or how we have attempted to respond to a query regarding a network outage.

This policy may be amended from time-to-time at Activ8me's sole discretion, including where required to comply with legislative requirements.

Activ8me will ensure that the contact information on our website for making a complaint relating to a network outage (which can be found here) is updated no later than 2 hours after any changes are made to these communications channels.

What is a Service Outage Report?

A service outage report is an initial call or contact from a consumer to Activ8me indicating they cannot establish or maintain a connection with their service. You can make a service outage report and find the other channels through which you can submit a service outage report on our website here.

What is a Network Outage?

A Network Outage means a major outage or a significant local outage.

While we'll work to treat any disruption to your service with the same level of commitment, our obligations under the Standard apply to 'major outages' and 'significant local outage'.

A 'major outage' relates to any unplanned disruption to the supply of our services that results in customers being unable to establish or maintain an internet connection. It must also 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.

A 'significant local outage' relates to any unplanned disruption to the supply of our services that results in customers being unable to establish or maintain an internet connection. It must also affect 1,000 operating services in regional Australia, or 250 operating services in remote Australia. In addition, a

‘significant local outage’ must last (or be expected to last) for more than 6 hours for regional Australia, or 3 hours for remote Australia.

Our Network Operations Centre (NOC) monitor services across the country, and when a widescale drop in connections is detected they get to work immediately to determine the extent and cause of the dropouts. This includes contacting our wholesale providers to get as much information on the cause and timeframe of the disruption as possible.

Using the information from NOC and our wholesale providers, we inform our customer services teams of the situation and notify affected customers.

What is a Network Outage Complaint?

A Network Outage Complaint is a Service Outage Report where we determine a network outage is occurring that is affecting or likely to affect your service.

A network outage complaint does not apply to service faults unrelated to network outages, or outages caused by natural disasters. For outages resulting from natural disasters, please review and consider making an application for assistance under the terms of our Natural Disaster Assistance Policy.

Dissatisfied consumers in these situations still have the right to raise a complaint as per our Complaints Handling Process.

If you or your Authorised Representative contact us to report a service outage and we determine it is caused by a network outage, we’ll have your query managed as a network outage complaint in accordance with the Network Outage Complaints Handling Process set out below.

Authorised Representative and Staff

An Authorised Representative is a person approved by the Account Holder to deal directly with Activ8me on their behalf. An Authorised Representative can make a service outage report on behalf of an Account Holder (or obtain any information about) a network outage that may be affecting service(s) on the account.

You can view information about how to appoint an Authorised Representative online via the link below:

https://www.activ8me.net.au/policy/authorised-representatives

All staff members involved in network outage complaints handling are appropriately trained. They’re responsible for making themselves aware of and complying with this policy and the Complaints Handling Process.

The Network Outage Complaints Handling Process is available in writing to all personnel responsible for handling network outage complaints, as well as those involved with monitoring and analysing network outage complaints.

Types of Network Outage Complaints

Network outage complaints are classified into two categories. Some network outage complaints will be considered urgent, which means we will make all reasonable efforts to assist you staying connected, including considering interim or alternative service options (where available).

Urgent network outages relate to network outage complaints where:

- The customer indicates there is a risk to their personal safety or a serious health risk; or
- Which involves a priority assistance customer and the service for which they are receiving priority assistance.

Network Outage Complaints Handling Process

All service outage reports made by phone will immediately be acknowledged and assessed to determine if it's reasonable to suspect that the reported service outage is due to an applicable network outage.

Service outage reports made by other means (including email, post or lodged through our website) will be acknowledged within two business days of receipt and follow the same process to determine if the fault is due to an applicable network outage.

You can view current network disruptions on our website here.

Some situations may require further information from you regarding the network connection issue to determine if the cause is related to a network outage.

In cases where we determine there is reason to suspect a network outage is occurring that is affecting or likely to affect your service, and the sole or predominant cause of the outage is not a natural disaster, your service outage report will be treated as a Network Outage Complaint.

Receipt and Acknowledgement

Upon determination that the service outage report is to be treated as a Network Outage Complaint, you will be provided with written or verbal acknowledgement confirming the following information:

- The Service Outage Report is being treated as a Network Outage Complaint and will be handled under our Network Outage Complaints Handling Policy.
- A unique reference number for the complaint.
- That the default resolution is to restore access to affected services as soon as possible.
- Contact methods to enable you to seek further assistance and updates.
- We will notify you when services affected by the network outage have been restored.
- Where on our website further information can be found regarding our network outage complaint handling process, a summary of required communications, updates and impact of the network outage, and options available regarding other remedies or resolutions for you.

Default Resolution

We will always attempt to restore services affected by a network outage as soon as possible. The default resolution for Network Outage Complaints is the restoration of the service.

This means we will complete all necessary actions within our capacity to restore the service as soon as reasonably practicable. Should your network outage complaint be considered urgent, we'll make all reasonable efforts to assist you with staying connected, including by considering interim or alternative service options (where available).

In the time until the network outage has been resolved we will provide notifications on any changes relating to the scope or severity of the outage as soon as we are made aware.

If there are no updates, we'll still provide notifications stating there have been no changes to the outage at least once every six hours for the first 24 hours of the outage, and at least once during each subsequent 24-hour period.

Once we have confirmed that all services affected by the relevant outage have been restored, we will provide further notification your service(s) have been restored as soon as possible.

Closing Network Outage Complaints

A network outage complaint is considered resolved when the affected service is restored and we have provided written confirmation of the following:

- Notification of the restoration of your service.
- How you can make a complaint seeking a tailored resolution if you are not satisfied with the default resolution.
- What steps to take if the default resolution has not been successful and/or your service has not been restored.
- How to contact us if you require further assistance if your service has not been restored
- Any applicable details relating to a resolution offer and timeframes for accepting that offer.

Where applicable, we may also provide some advice on how to resolve common post-network outage technical issues, via a link to further information on our website.

The Network Outage Complaint will be closed once we receive confirmation from the customer that the default resolution has been successful, or if we do not receive a response within 3 business days from the date we send the confirmation of service restoration.

In the case of urgent Network Outage Complaints, we will not mark the complaint as resolved without first contacting you within 2 business days to confirm that the default resolution was successful. If you notify us that the default resolution was unsuccessful, the urgent Network Outage Complaint will remain open, and we will continue working to restore your service as soon as possible.

How to lodge a service outage report or network outage complaint

If you wish to report a service outage, or have received notification of a network outage currently affecting your service and wish to lodge a Network Outage Complaint directly, you can do so using any of the below options:

- **Phone:** 13 22 88 (Weekdays 8am – 8pm, Weekends 8am – 5pm AEST/AEDT – Vic time)
- **Email:** outagecomplaints@activ8me.net.au
- **Online:** https://www.activ8me.net.au/policy/network-outage-complaint-handling-policy/
- **Post:**
  Activ8me Complaints Department,
  279 Dundas Street,
  Preston Vic 3072
- Non-English-Speaking customers can call the Government Interpreter Service Line on 131 450 for assistance raising a network outage complaint
- If you have a disability and need help to make a network outage complaint or understanding our process, please call the National Relay Service on 133 677
- Individuals who are deaf or hard of hearing can also use the National Relay Service to communicate their network outage complaint by calling 133 677
- For payment assistance, please see our Payment Assistance Policy which can be found here: https://www.activ8me.net.au/policy/payment-assistance-policy

What happens if I'm not happy with the outcome of the default resolution?

If you believe the default resolution for your network outage complaint is unsatisfactory, you can make a complaint using any of the contact methods above.

If your complaint is not resolved within 30 calendar days from the date we received it and we haven't already done so, we'll inform you of your right to escalate the matter to the Telecommunications Industry Ombudsman (TIO). This information will be provided no later than the next working day after the 30-day period has ended.

If you're not satisfied with how we have handled your complaint at any stage, you have the right to contact the TIO, a free and independent dispute resolution service for telecommunications consumers.

You can lodge a complaint with the TIO by visiting www.tio.com.au or by calling 1800 062 058.
For broader telecommunications issues that may fall outside of the jurisdiction of the TIO, you can contact the Australian Communication and Media Authority (ACMA).

We won't cancel your service for the sole reason that we weren't able to resolve your network outage complaint and you pursued options for external dispute resolution.