



## Major Outage Customer Communication Policy

This policy details how we will keep our customers and the public informed of, and updated, during a major outage. It is formed in accordance with the Telecommunications (Customer Communications for Outages) Industry Standard 2024 and is effective from 31<sup>st</sup> December 2024.

For the purpose of this policy, 'major outage' means an unplanned impact to The Telstra Wholesale Mobile network that is already or is expected to be, longer than 60 minutes in duration and affects the ability to connect and stay connected to the network by:

- (a) 100,000 or more of our mobile services or
- (b) All mobile services in a State or Territory.

### How we will initially communicate the major outage

As soon as practicable after Telstra Wholesale advises us of a major outage:

- We will notify all customers who we believe may be impacted. The notification will be made by SMS or email or via the Konec Mobile app and we will consider the nature of the major outage in our choice of communication methods.
- We will also make information about the major outage publicly available on our website, via our Call Centre and via Facebook.

### Information we will initially communicate about the major outage

The information we will communicate will be determined by what is known by and provided by Telstra Wholesale at the time of becoming aware of the outage and will include where possible:

- The scale of the outage
- The cause of the outage, unless disclosure could compromise network/national security
- The areas impacted or likely to be impacted
- The types of telecommunications services impacted or likely to be impacted
- An estimate for how often updates will be provided
- An estimate of the timeframe for rectification
- How customers can contact us for additional information or assistance

### When and how we will provide updates on the major outage

As soon as practicable after receiving details of a material change in the major outage from Telstra Wholesale, we will notify our impacted customers via the same method used in the initial communication of the major outage and notify the public via our website, call centre and Facebook:

- Once every 6 hours for the first 24 hours of the major outage and then
- Once every 24 hours.

### Information we will provide in the updates

We will provide details of any material change that will have a significant increase or decrease in the severity of the major outage or in the time taken to rectify it.

If there has been no material change, this is what we will advise.

### When and how we will provide notification of a resolution of a major outage

As soon as practicable after receiving notification from Telstra Wholesale that all mobile services impacted by a major outage have been restored or rectified, we will notify our impacted customers via the same method used in the initial communication of the major outage and notify the public via our website, call centre and Facebook.

### How to request assistance during a major outage

Customers requiring further assistance during a major outage can contact us via:

**Our Call Centre:** 1300 4 KONEC (1300456 632) Monday to Friday 10am-7pm Sydney time.

**Email:** [help@konec.com.au](mailto:help@konec.com.au) (at all times)

**Support ticket:** From the Support page of their Konec Mobile account, app and website account (at all times).