

1300 Australia Outage Notifications

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Change History

This document was first published on 20 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
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1. About this document

On the 14th of November 2024, the ACMA published the *Telecommunications (Customer Communications for Outages) Industry Standard 2024 (Industry Standard)*¹ (*the Standard*), which set new rules for the telecommunications industry relating to major network outages. These Industry Standards come into effect on 31 December 2024.

This standard requires 1300 Australia to have written procedures available on our website outlining how we communicate with our customers in the event of a major outage. This document outlines those procedures.

2. What is a major outage

1300 Australia's obligations under *the Standard* apply to 'major outages'. 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 minutes².

3. What does 1300 Australia do to identify network outages?

1300 Australia constantly monitors the network. We also work closely with our upstream carriers to identify and monitor for outages outside our control. This helps to ensure that:

- We are aware of 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.

¹ See <https://www.legislation.gov.au/F2024L01447>

² See *Telecommunications (Customer Communications for Outages) Industry Standard 2024 (Cth)*, s. 5, <https://www.legislation.gov.au/F2024L01447>

4. What will 1300 Australia do when a major outage occurs?

In the event of a major outage, 1300 Australia are committed to:

- Resolving the outage as soon as possible
- Keeping our customers informed as soon as practicable after the outage starts
- Providing our customers with timely and informative updates during the outage, and
- Informing our customers when the outage has been resolved.

As soon as possible after 1300 Australia becomes aware of a Major Outage, 1300 Australia will:

1. Publish details of the Major Outage on 1300Australia's network status page, at: <https://1300australia.com.au/status>

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

2. Once a Major Outage is published on the 1300 Australia network status page, all customers who have subscribed to the product which is impacted by the Major outage will receive a notification informing them of this outage. This notification will only be sent to customers with a valid email address registered.

1300 Australia will ensure each active customer has at least one contact subscribed to receive these notifications.

If customer would like to change their subscribed contact, please contact support@1300australia.com.au call 1800 WE HELP / 1800 934 357 to request this change.

3. Post notifications on supported social media platforms for 1300 Australia.
4. 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 (000³, 112⁴ and 106⁵).

As the major outage progresses, 1300 Australia will provide regular updates about the outage to affected customers, relevant stakeholders and the public.

1300 Australia will do this using our status page website, email updates and via social media updates 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
- geographical area impacted by the outage
- type of services impacted
- the issues being experienced by this outage
- the timeframe to rectify the outage

1300 Australia will provide information about any material changes as soon as possible after information becomes available.

1300 Australia will also provide general updates about the outage, including updates about 1300 Australia's or our upstream providers progress in resolving this outage. The frequency of these updates will vary depending on the nature of the outage; however, 1300 Australia will endeavour to provide updates every 60 minutes, or whenever further information becomes available.

In addition, 1300 Australia will provide updates at least:

- once every six (6) hours for the first 24 hours of the outage
- once during every subsequent 24-hour period

Once all services affected by the major outage are restored, 1300 Australia will notify affected and interested parties using our status page, email updates and social media platforms as described above.

³ Australia's primary emergency telephone number to call for assistance in life threatening or time critical emergency situations.

⁴ A secondary emergency service number that can be called from mobile phones in Australia. For more information, see [Other emergency numbers](#).

⁵ The Text Emergency Relay Service number that can only be dialled from a teletypewriter (TTY). For more information, see [Other emergency numbers](#).

5. What information is included in a major outage notification?

1300 Australia is committed to providing our customers with as much information as is reasonably possible to help you manage the effects of a major outage. As such, major outage notifications will include the following content, wherever possible:

- the outage start time
- the scale or suspected scale of the outage
- the geographic areas impacted or likely to be impacted by the outage.
- the types of services affected or likely to be affected by the outage
- the root cause(s) of the outage, where known
- the timeframe(s) for when 1300 Australia estimates it will be able to provide further updates about the outage
- the timeframe(s) for when 1300 Australia estimates services will be restored
- details of any material changes to the outage (as described above)
- if no material changes have occurred when 1300 Australia 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
- a contact number and email address for contacting 1300 Australia if you require further assistance with this major outage.

6. Frequently Asked Questions:

- Will I be notified if an outage is not a 'major outage'?
1300 Australia is committed to informing our customers about any outages that affect their services.
As such, as soon as 1300 Australia become aware of an outage, we will publish details of the outage on our status page, at: <https://1300australia.com.au/status>. This is a publicly available web page.
- How can I change the contact subscribed for outage notifications?
If customer would like to change their subscribed contact, please contact support@1300australia.com.au or call 1800 WE HELP / 1800 934 357 to request this change.
- Can I unsubscribe to getting notifications for outages?
1300 Australia require at least one contact for all active customers to receive notifications about outages. Customers will only receive notifications about outages for the products they purchase from 1300 Australia.

- How do I get more information about the outage or major outage?
If an active 1300 Australia customer requires further support or has additional questions about an ongoing or historical outage, they can contact 1300 Australia support on support@1300australia.com.au by calling 1800 WE HELP / 1800 934 357.