

Major Outage Policy

This policy outlines our procedures and responsibilities for communicating with our customers and the public during Major Outages, in compliance with the Telecommunications (Customer Communications for Outages) Industry Standard 2024.

Tangerine is committed to providing timely, accurate, and accessible information to customers, stakeholders and the public during Major Outages.

What is a Major Outage?

A Major Outage is any unplanned adverse impact to the telecommunications network used to supply a particular type of service to Tangerine customers (e.g. NBN or mobile) which:

- results in Tangerine customers being unable to connect to or use that telco service; and
- affects (or is likely to affect) 100,000 or more Tangerine customers, or all relevant telco services in a particular state or territory; and
- is expected to be, or is, longer than 60 minutes.

How will we keep you informed of Major Outages?

A robust major incident management process ensures swift responses to service disruptions. Tangerine's Major Outage Incident Management Plan aims to minimise downtime, maintain service continuity, and provide accurate communications during outages. This Plan helps quickly identify, escalate, and resolve incidents, reducing impacts on Tangerine customers and operations.

Upon identifying or receiving notification from our carrier network service providers of a Major Outage, we will promptly investigate the impact of the Major Outage on our customers and initiate our notification protocols.

Keeping you informed from the very beginning is important to us. We know that having timely and accurate information at the start of an outage helps you better plan and manage your service access. Our commitment is to provide clear and transparent updates right from the initial notification until the Major Outage is resolved.

We will provide the following timely notifications to our customers, and the general public:

1. Initial notifications

a. End User notification

As soon as practicable, we will send a notification to end users via SMS informing them of the Major Outage. If the nature of the Major Outage means our customers are unable to receive SMS, we will notify you via email.

b. Public notification

As soon as practicable, we will publish and provide details of the Major Outage on the following platforms:

- Our [website](#);
- Our customer service team by calling 1800 211 112 or via WhatsApp on +61 429637422; and
- Our [Instagram](#) and [Facebook](#) profiles.

2. Update notifications

As soon as practicable, we will provide regular updates on any material changes to the Major Outage using the same communication platforms utilised above.

If there are no material changes, we will provide updates every 6 hours during the first 24 hours of the Major Outage, and then once every 24 hours thereafter, using the same communication platforms utilised above.

3. Resolution notifications

As soon as practicable after the Major Outage is resolved, a notification of the resolution will be sent to affected customers and communicated to the public using the same methods utilised above.

What will the notifications contain?

Our notifications will include as much of the following information about the Major Outage as is available to us at the time of our notification:

- the scale or suspected scale of the Major Outage;
- the cause or likely cause of the Major Outage;
- the geographic areas impacted or likely to be impacted by the Major Outage;
- the types of services impacted or likely to be impacted by the Major Outage;
- the estimated timeframes for updates in relation to the Major Outage;
- the estimated timeframe for rectification of the Major Outage;
- our contact information; and
- our easily accessible contact channels to enable you to contact us using real or near-real time communications.

All communications will be made in an easily accessible format, ensuring that they are understandable to individuals with disabilities and those from culturally and linguistically diverse backgrounds. Guidance on accessing translation or interpretation services will be provided where necessary.

How can I seek real time or near-real time assistance?

During a Major Outage, our customer service team is prepared to offer real-time or near real-time assistance to affected customers. This assistance is available 24/7 by speaking to our customer service agents via our customer service team by calling 1800 317 519.

Effective Date: 31 December 2024