Network Outages: Complaints and Communications

Beyond Broadband Group Pty Ltd (ABN 62 695 597 383) | Version 1.0 | Effective November 2026

This page explains how to report a service outage, how we handle network outage complaints (Part A), and how we communicate with you during major and significant local outages (Part B). It follows Part 2A of the Telecommunications (Consumer Complaints Handling) Industry Standard 2018 and the Telecommunications (Customer Communications for Outages) Industry Standard 2024.

> **Current outages:** beyondbroadband.com.au/outages
> **Report an outage:** 07 3881 9606 (Monday to Friday, 9:00 am to 5:00 pm AEST (excluding Queensland public holidays)) or support@beyondbroadband.com.au
> **Urgent help during a major or significant local outage, any time:** call 07 3881 9606. During these outages our main line is answered by a person at any hour.

Part A: Network outage complaints

1. How to report an outage

Tell us your service address or mobile number, when the problem started, what isn't working, and whether the outage creates a risk to your personal safety or a serious health risk, or affects a priority assistance service. Reporting an outage is free.

2. What happens next

When you contact us we check whether a network outage is affecting, or likely to be affecting, your service. If it is, we treat your report as a network outage complaint and tell you:

- your unique reference number;
- that our goal is to restore your service;
- how to get real-time help and where to find outage updates;
- that we will notify you when the outage is fixed; and
- where to find this process and how to ask for an individual remedy.

If your report is not a network outage complaint, we handle it under our Complaints Handling Policy.

3. Urgent outage complaints

If the outage creates a risk to your personal safety or a serious health risk, or affects a priority assistance service, tell us straight away. We will make all reasonable efforts to keep you connected during the outage, for example through an interim or alternative service.

4. Resolution: restoring your service

The standard outcome for a network outage complaint is restoring your service. When the outage is fixed we notify affected customers in writing, explain what to do if your service still isn't working, tell you about any offer that applies to affected customers, and explain how to make a further complaint if you want an individual remedy (handled under our Complaints Handling Policy).

For urgent outage complaints, we ask you to confirm your service is working within 2 calendar days of that notice, and if it isn't, we take further steps to restore it within 2 working days.

5. Closing a complaint

We do not close an urgent outage complaint until your service is restored. We do not close other outage complaints less than 3 working days after our restoration notice, unless you confirm your service is working.

6. Not satisfied?

Contact us using the details above. If we can't resolve it, contact the Telecommunications Industry Ombudsman (TIO): 1800 062 058 or tio.com.au.

Part B: Outage communications procedures

7. When we communicate

When our network or wholesale supplier tells us about a major outage or a significant local outage affecting our customers, we will, as soon as practicable:

- notify affected customers directly by SMS or email;
- publish outage information at beyondbroadband.com.au/outages; and
- make the same information available through our phone line.

8. What we tell you

As far as we know it: the scale and likely cause of the outage, the areas and services affected, when we expect to update you next and when we expect the outage to be fixed, and how to get help.

9. Updates and restoration notice

We update you as soon as practicable after any material change, and otherwise at least every 6 hours for the first 24 hours and then at least once every 24 hours until the outage is fixed, using the same method as our first notice. When services are restored we tell you as soon as practicable.

10. Urgent help during a major outage

During a major outage or significant local outage, call our main number, 07 3881 9606. It is answered by a person at any time, including nights, weekends and public holidays, until the outage is fixed. Urgent requests are answered immediately and are not handled by an automated or AI system.

11. Natural disasters

Where an outage is caused solely or mainly by a natural disaster, the network operator publishes outage information. We will still help you as quickly as we can and handle your complaint under this process or our Complaints Handling Policy.

12. Approval and review

This process is approved by our most senior responsible executive and reviewed at least every 12 months.