

Outage Communications Procedure

1. About Us and Our Services

Access4 is a wholesale carriage service provider. We supply telecommunications services to business partners only. Our partners supply services to the end customer.

Access4 is committed to supporting our partners during a major and significant local outage.

2. What This Procedure Covers

This procedure explains what we will do to communicate with our partners in the event of a major outage or significant local outage affecting services we supply in accordance with the Telecommunications (Customer Communications for Outages) Industry Standard 2024 (Standard).

2.1 What is a major outage?

A major outage is an unplanned outage to a telecommunications network that:

- results in an end user being unable to establish and maintain a relevant carriage service and affects or is likely to affect:
 - 100,000 or more services in operation; or
 - all services in a State or Territory; and
 - is expected to last 60 minutes or longer

2.2 What is a significant local outage?

A significant local outage is an unplanned outage to a telecommunications network that:

- results in an end user being unable to establish and maintain a relevant carriage service and affects or is likely to affect:
 - 1,000 or more services in regional Australia that lasts or is expected to last for 6 hours or longer; or
 - 250 or more services in remote Australia that lasts or is expected to last for 3 hours or longer

2.3 What if the outage is caused by a natural disaster?

Where a major outage or significant local outage is caused by a natural disaster, we may not send direct notifications to partners, and the best place to check for information and updates will be on our website.

2.4 What is not covered by this procedure?

This procedure covers our obligations as a carriage service provider under the Standard. Our upstream carriers (the carriers whose networks carry our services) have their own separate notification obligations to regulators, emergency call persons, and other stakeholders under the Standard.

3. How We Find Out About an Outage

Our obligations under this procedure are triggered when we receive notification from our upstream carrier of a major outage or significant local outage affecting services we supply.

We may also detect an outage ourselves through:

- Automated monitoring alerts from our network monitoring systems
- Reports from our partners
- Internal detection by our Operations Team (Technical Assistance Centre — TAC)

When we detect an outage ourselves, we will also notify any applicable upstream carriers and confirm whether the outage is on our platform or on their network.

4. How We Will Communicate During an Outage

4.1 Who we will notify

Because we are a wholesale provider, our direct customers are our business partners — not individual end users. Under section 12(5) of the Standard, where we supply relevant carriage services to a person other than an individual, that person (our partner) is treated as the end user for the purposes of our notification obligations.

This means our obligation is to notify our partners promptly. Our partners in turn have their own independent obligations to notify their end users under the Standard.

4.2 How we will notify our partners

We will notify affected partners by publishing outage information to our Access4 Service Status page and our SASBOSS platform as soon as practicable after becoming aware of a qualifying outage. Partners who have subscribed will automatically receive SMS and email notifications when outage information is published. The Access4 Service Status page is also publicly accessible — see Section 4.4.

Channel	How to access it	When we use it
Access4 Service Status page	Access4 Service Status page Our network status page (Access4 Service Status) at https://status.access4.com	Primary source of outage information; all major outages and significant local outages are published here, and partners can subscribe for SMS and email notifications (see below).
SASBOSS portal alert	Our partner portal / platform https://www.sasboss.com.au	Alert via our partner portal / platform
Email	Email notification to the subscribed contact address(es) for each affected partner account, sent when an outage event is published	For major outages and significant local outages
SMS	SMS notification to the subscribed mobile number(s) for each	For major outages and significant local outages

Channel	How to access it	When we use it
	affected partner account, sent when an outage event is published	

4.3 What information we will include in notifications

Our notifications to partners will include as much of the following information as is available to us at the time:

- The scale or suspected scale of the outage, including the number of services impacted
- The cause or likely cause of the outage (unless we have reasonable grounds to believe disclosing this could compromise network or national security)
- The geographic areas affected or likely to be affected
- The types of services impacted or likely to be impacted
- The estimated timeframe for updates
- The estimated timeframe for restoration of services
- Our contact details if you need urgent assistance during an outage
- Details of our real-time or near-real-time assistance channel (see Section 4.6 below)

4.4 How we will communicate with the public

In addition to notifying our partners, we will also make information about the outage available to the public using the channels below. We will use the same channels for major outages and significant local outages, with the differences noted.

Channel	How to access it	When we use it
Our website	www.access4.com	For all major outages, significant local outages, and natural disaster outages. We will publish information about the outage on our website as soon as practicable. Our website will include links to our outage pages and to the outage registers of upstream carriers.
Our call centres	1300 518 063 — available 24/7 for critical incidents and outages	For major outages and significant local outages providing partners with immediate assistance and outage status updates during qualifying events.

Channel	How to access it	When we use it
Access4 Service Status page	Access4 Service Status page https://status.access4.com	Primary source of outage information; all major outages and significant local outages are published here

4.5 How frequently we will provide updates

We will provide updates until all affected services are fully restored. Updates will be provided:

- As soon as practicable after any material change to the outage
- Otherwise, at least once every 6 hours during the first 24 hours of the outage
- At least once during each subsequent 24-hour period

Updates will be provided through the same channels used for the initial notification.

4.6 Restoration notification

As soon as practicable after all affected services are restored, we will notify our partners and communicate to the public that services have been restored. Restoration notifications will be provided through the same channels used during the outage.

5. Real-Time and Near-Real-Time Assistance During Outages

We will provide immediate assistance to partners who need it during an outage. Our support teams are ready to help with any urgent issues. If you have any questions or concerns during outages you can contact us at 1300 518 063.