

CUSTOMER POLICY

Network Outage Complaints Handling Process

DOCUMENT VERSION

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IS YOUR SERVICE DOWN RIGHT NOW?

Call us on **1300 266 439**, available 24 hours a day, 7 days a week. If you can't call, text **0430 222 000**, email support@flexruc.com.au or use our web form at flexruc.com.au/report-a-fault.

Reporting an outage is free. In an emergency, call **000** from any phone that works.

What this process covers

This process explains what we do when your FlexrUC service stops working because of a network outage.

- **Service outage report:** the first time you contact us to tell us you can't connect to, or stay connected to, your service.
- **Network outage:** a major or significant local outage on a telecommunications network.
- **Network outage complaint:** a service outage report where we have reason to suspect a network outage is happening and that it is affecting you, or is likely to.

Using this process is free. You can nominate a representative to report the outage and handle the complaint for you. Just tell us who they are.

How to report an outage or ask about one

You can use any of these contacts to report a service outage or to ask about a network outage.

METHOD	DETAILS
Phone	1300 266 439. Available 24 x 7 for outages.
SMS	0430 222 000
Email	support@flexruc.com.au
Web form	flexruc.com.au/report-a-fault
National Relay Service	If you are deaf or hard of hearing, or have a speech impairment, contact the NRS at accesshub.gov.au/about-the-nrs and ask for 1300 266 439.
During an outage	To talk to someone straight away, call 1300 266 439 (24 x 7) or text 0430 222 000.

If your FlexrUC phone service is down, use another phone or a mobile, or email us from any device with internet access.

What happens after you report an outage

1 We check for a network outage

We check whether there is reason to suspect a network outage, and whether it is affecting you. We may ask you for information, such as:

- which service or phone number isn't working, and the service address
- when the problem started and what is happening (for example, no dial tone, calls dropping)
- whether the outage puts your safety or health at risk
- the best way to reach you while your service is down

We aim to decide this on your first contact with us.

2 We confirm it's a network outage complaint

If it is, we aim to tell you on first contact, by phone or in writing. We will confirm:

- that your report is being treated as a network outage complaint, handled under this process
- your unique reference number. Quote it whenever you contact us about the outage.
- that the default resolution is to restore your affected service
- the contact methods available to you during the outage
- that we will try to tell you when your service is restored
- where on our website you can find this process, outage updates, and any other remedies on offer

As soon as practicable, we will also send you a link to this process using a method that works during the outage. If we can't send a link, we will tell you how to find it.

3 We restore your service

The **default resolution** is to restore your access to the affected service, so you can connect and stay connected. We do this in line with section 17D of the Telecommunications (Consumer Complaints Handling) Industry Standard 2018, as soon as reasonably practicable.

While we work on it, we keep you updated as set out in [How we communicate during an outage](#).

4 We tell you it's fixed

When services are back, we notify you. Then, as soon as practicable, we send you a **written restoration notice** that explains:

- what to do if your service still isn't working, and how to get more help
- how to make a complaint if you want a different outcome
- details of any offer we make to all affected customers, and the deadline to accept it

5 If your service still isn't working

Contact us using any method above and quote your reference number. We will keep working to restore your service.

6 We close your complaint

We won't close your complaint until at least **3 working days** after we send the written restoration notice, unless you tell us your service is working.

Urgent network outage complaints

We treat your complaint as urgent if you tell us there is a **risk to your personal safety** or a **serious health risk**. If this applies, tell us when you report the outage. For urgent complaints:

- We make all reasonable efforts to keep you connected during the outage, including interim options where available, such as forwarding your calls to another number.
- We contact you within **2 calendar days** of sending the written restoration notice to check your service is working.
- If you tell us it isn't working, we take steps to restore it within **2 working days**.
- We won't close your complaint until your service is restored.

Asking for something else, like compensation

Restoring your service is the default resolution. If you want another remedy, such as compensation or a credit for lost business, you can make a separate complaint. We link it to your outage reference number and handle it under our Complaints Handling Process, available at flexruc.com.au/terms-and-conditions.

Outages caused by natural disasters

This process doesn't apply if an outage is caused solely or mainly by a natural disaster, such as a bushfire, flood or storm. In that case, we will still consider whether your report should be handled as a complaint under our Complaints Handling Process, and we will still work to restore your service.

If you're not satisfied

Ask us to escalate your complaint and we will refer it to a senior team member for review.

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service.

- Website: www.tio.com.au
- Phone: 1800 062 058

How we communicate during an outage

These are our network outage communications procedures. We follow them when a major or significant local outage affects FlexrUC customers.

- **Telling you about the outage:** if you are affected, or likely to be, we contact you by SMS or email as soon as practicable.
- **Public information:** we publish outage information on our website and social media, and our support team can tell you about it on 1300 266 439.
- **What we tell you:** where known, the likely cause, the areas and services affected, and an estimated fix time.
- **How often:** at least every 6 hours for the first 24 hours, then at least once a day until services are restored, and as soon as practicable if anything significant changes.
- **When it's fixed:** we tell you, and the public, as soon as practicable after services are restored, using the same methods as our earlier updates.
- **Urgent help:** call 1300 266 439 (24 × 7) or text 0430 222 000 to reach a team member during the outage. We respond to urgent requests immediately.

More information

- Complaints Handling Process: flexruc.com.au/terms-and-conditions