



Spriggy Mobile Network Outage Communication Procedures



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1. Overview

This document outlines our procedures and responsibilities for communicating with our customers and the public during Major and Significant Local Outages in accordance with the *Telecommunications (Customer Communications for Outages) Industry Standard 2024*.

We are committed to keeping our customers, stakeholders and the public informed with timely, accurate, and accessible information during Major and Significant Local Outages.

2. What is a Major Outage

A Major Outage means any unplanned adverse impact to the telecommunications network used to supply a particular type of service to our customers (e.g. mobile or wearable plan) that:

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

3. What is a Significant Local Outage

A Significant Local Outage means any unplanned adverse impact to the telecommunications network in a distinct location in regional or remote Australia used to supply a particular type of service to our customers (e.g. mobile or wearable plan) that:

- (a) results in customers being unable to connect to or use that service;
- (b) affects (or is likely to affect):
 - (i) 1,000 or more Spriggy Mobile services in regional Australia; or
 - (ii) 250 or more Spriggy Mobile services in remote Australia; and
- (c) is expected to be, or is:
 - (i) longer than 6 hours for services affected in regional Australia; or
 - (ii) longer than 3 hours for services affected in remote Australia.

Regional or remote Australia refers to areas located outside major metropolitan centres, as classified under the Australian Statistical Geography Standard (ASGS).

4. How we will keep you informed of Major Outages and Significant Local Outages

4.1 Initial notifications

(a) End user notification

As soon as practicable, we will send a notification to customers who are affected, or are likely to be affected, by a Major or Significant Local Outage.

We may contact affected customers using one or more of the following:

- (a) the Spriggy Mobile app;
- (b) phone;
- (c) email; and/or
- (d) SMS.

We will use the method, or combination of methods, that we consider most likely to reach affected customers based on the nature of the outage.

(b) Public notification

As soon as practicable, we will also make details of the Major Outage or Significant Local Outage available to the public. Depending on the outage, we will make information available via the following platforms:

- (a) our website;
- (b) phone support;
- (c) the Spriggy Mobile app; and
- (d) Spriggy Mobile's Instagram and Facebook pages.

In the event a natural disaster causes a Major Outage or Significant Local Outage, we will notify the public via our website as soon as practicable.

4.2 Ongoing updates

We will provide regular updates until the Major or Significant Local Outage is resolved. Updates will be provided:

- (a) as soon as practicable if there is a material change to the outage;
- (b) once every 6 hours for the first 24 hours of the outage; and
- (c) once every 24 hours after that until services are restored.

Where possible, we will provide updates using the same method or channel we used to first notify customers or the public about the outage.

If there has been a material change, the update will explain that change. If there has been no material change, the update may simply confirm that there has been no material change since the last update.

Once all relevant affected services have been restored, we will notify affected customers and update the public as soon as practicable.

4.3 Information we will provide

Our outage communications will include as much information as we have available to us at the time, such as:

- (a) the scale or suspected scale of the outage, including the number of the relevant carriage services impacted;
- (b) the cause, or likely cause, of the outage (to the extent we can share this information);
- (c) the geographical areas impacted or likely to be impacted;
- (d) the services impacted or likely to be impacted;
- (e) the estimated timeframes for updates on the outage; and
- (f) the estimated timeframe for restoring your service.

When we contact affected customers directly, we will also tell them how they can get more information or support during the outage, including:

- (a) how to contact us;
- (b) where to find outage information online; and
- (c) where available, how to contact us using real-time or near real-time support channels if urgent help is needed.

4.4 How to seek real-time or near real-time assistance

During a Major Outage or Significant Local Outage, we will, as far as reasonably practicable, make one or more contact methods available for customers who need assistance during the outage.

Any contact method we make available for assistance will be easy to access, appropriately resourced and capable of responding promptly to customers who need help.

This may include real-time or near real-time support, such as in-app chat in the Spriggy Mobile app, live agent monitored phone support, as well as any other contact channel we make available at the time of the outage.

We will let customers know the contact methods available during the outage and how to access them via our website.

5. Contact us

If you need help or have a question about an outage, you can contact us by:

In-app chat: in the Spriggy Mobile app, Monday to Sunday 9am to 5pm, and 10am to 4pm on NSW public holidays (AEST/AEDT)

Email: support@spriggy.com.au

Post: Spriggy Mobile, PO Box Q56, Queen Victoria Building NSW 1230