

# Moose Policies

## Customer Communications During Major Outages



At Moose, we are committed to keeping you informed during major outages affecting your services. This guide explains how we communicate with you during major outages, including real-time communication options for people in need of urgent assistance.

### What is a Major Outage?

A major outage is an unexpected problem with the network that:

- Prevents you from using your service;
- Affects 100,000+ services or all services in a state or territory, and
- Lasts (or is expected to last) more than 60 minutes.

### Our Communication Commitment

We'll keep you informed with clear and timely updates throughout a major outage.

#### We will:

- Notify affected customers as soon as practicable by:
  - Sending you an Email, and
  - Updating our [website](#)
- Share the following information:
  - What happened (if known).
  - Which geographic areas and services are affected.
  - Estimated time for updates and restoration.
  - Contact details for further assistance
- Provide real time support to our customers via our Customer Support Team if you call us on 1300 566 673.

### Keeping You Updated

We'll provide regular updates:

#### We will:

- Provide regular updates to affected customers by:
  - Sending you an email, and
  - Updating our [website](#)
- Update information when:
  - There is a significant change.
  - At least every 6 hours during the first day and once every 24 hours thereafter.

### After the Outage

When the outage is resolved:

#### We will:

- Notify customers through the same channels.
- Share details about:
  - The cause of the outage (if known).
  - Confirmation that services are back to normal.

### Special Situations: Natural Disasters

If a major outage is caused by a natural disaster:

#### We will:

- Provide updates on the [website](#) if feasible.
- Direct communication (e.g. email) may not be possible due to operational constraints.

### How to Stay Informed

To ensure you're always in the loop:

- Check our [website](#) for detailed information.
- Contact our Customer Support Team on 1300 566 673 for real-time assistance.