Splice Internet Pty Ltd

ACN 682 918 083

Major Outage Policy

October 2025

1. Introduction

This policy explains how we will comply with our obligations in the *Telecommunications (Customer Communications for Outages) Industry Standard 2024* to communicate with end-users and the public during and following a major outage to a telecommunications network.

2. What is a major outage?

A major outage is any unplanned adverse impact to a telecommunications network used to supply carriage services to end-users that :

- results in in end-users being unable to establish and maintain a carriage service; and
- affects (or is likely to affect) 100,000 or more services, or all carriage services using the telecommunications network in a State or Territory; and
- is expected to be, or is, of a duration longer than 60 minutes.

3. How we will communicate about a major outage.

As soon as practicable after receiving notification of a major outage and based on what communication channel we consider most likely to reach the intended audience, we will:

- Attempt to notify (in an easily accessible form) via our app, email and/or SMS each of our end-users that are affected or likely to be affected by the major outage.
- Communicate information (in an easily accessible form) about the major outage to the public using our website, our call centres, our primary social media account and/or at least one other type of media.

Using the information available to us at the time and subject to our obligation to protect telecommunications network security and national security, our communications and notifications will include details about the scale or suspected scale of the major outage; its likely cause; the geographic areas and types of services affected or likely to be affected; and the estimated timeframes for updates and rectification of the major outage.

Our communications and notifications will explain how end-users can obtain further information or assistance during the major outage, including:

- Contact information such as an email address, phone number or social media account details;
- A publicly accessible website or webpage;
- Where available, easily accessible contact channels that enable an end-user to contact us for urgent assistance during the major outage using real-time communications such as a phone number or near real -time communications such as a live chat.

We will update our communications and notifications:

- If there is a material change to the major outage or otherwise at least every six hours for the first 24-hours of the major outage and at least once during each subsequent 24-hour period.
- As soon as practicable after all services affected by the major outage have been restored.

4. Major outage during natural disasters

If the major outage is caused by a natural disaster, we may not be able to provide the communications and notifications set out above.