

# Network Outage Complaints Handling Process

A guide on how AGL manages  
complaints relating to a  
network outage



## AGL Network Outage Complaints Handling Process

This document outlines how we will manage your complaint relating to a network outage and what you can expect from us.

A network outage means a major outage or a significant local outage as defined below; all other outage scenarios and where the sole or predominant cause of the outage is a natural disaster are excluded from this Network Outage Complaints Handling Process.

### Communicating with you during an outage

We believe in providing clear and timely information to keep you informed. We will attempt to notify you as soon as possible after becoming aware of a major or significant local outage and provide updates via:

- Email and SMS alerts: sending regular email updates to affected customers; and
- Public communication updates:
  - Media updates
  - Social Media updates
  - Website updates
  - Customer service channels through dedicated phone numbers

Updates will be provided:

- If there is any material change that relates to the outage, as soon as practicable after we become aware of the change; or
- Once every 6 hours for the first 24 hours of the outage; and
- Once every 24 hours after that.

### Having trouble with your telecommunications service?

If you experience loss of service with your mobile, internet or voice service and wish to complain, you can contact us. We will determine if a network outage is occurring and if there is, raise a network outage complaint.

A network outage can be a major outage or a significant local outage. Please note that if your complaint is related to outages caused by natural disasters, your complaint will be managed under our [Complaints Handling Policy](#).

### What is a network outage complaint?

A network outage complaint means a service outage raised by a customer where AGL has determined there is a reason to suspect a network outage is occurring that is affecting or likely to affect the consumer.

A major outage is any unplanned outage that impacts a telecommunications network used to supply services to users and results in a loss of service. This type of outage will also affect 100,000 individual services or all services in a State or Territory and is expected to be longer than 60 minutes.

A significant local outage is any unplanned outage that impacts a telecommunications network used to supply services to users and results in a loss of service. This type of outage will affect 1,000 or more individual services in regional Australia (with a duration of at least 6 hours) or 250 or more individual services in remote Australia (with a duration of at least 3 hours).

## **Want to raise a possible network outage issue or make a complaint?**

If you'd like to let us know about a possible network outage issue or make a complaint about a network service outage, you can contact us using the details below:

1. Call us 131 245 (7AM – 9PM AEST);
2. Email us on [telcocomplaints@agl.com.au](mailto:telcocomplaints@agl.com.au);
3. Visit us on [AGL network outages](#) for further information; or
4. Chat with us online (8am to 8pm).

With your permission, we'll also work with an authorised representative or advocate who can report a potential network outage and raise a complaint on your behalf.

You can find a copy of our network outage communications procedures [here](#).

## **What will we do when you report a loss of service?**

When you advise us of a service outage, we may send you a link to our Network Outage Complaints Handling Process via SMS or email if these contact details are available on your account.

## **How do we manage your network outage complaint?**

When you contact us about raising your complaint on a potential network outage, we will perform the following steps:

1. Determine if the service outage you're contacting us about should be treated as a network outage complaint. We may ask you questions to help us decide if your issue should be treated as a network outage complaint. For example, if you are aware of others in your street experiencing similar problems.
2. If your complaint is not treated as a network outage complaint, we may treat it as an ordinary complaint under our [Complaints Handling Policy](#).
3. If we determine your issue should be treated as a network outage complaint, we will:
  - Tell you it will be treated as a network outage complaint on first contact; and
4. Provide you with a unique reference number for the complaint.
5. Advise you on how you can monitor the status of your complaint.
  - Please note: You will be able to monitor the status of your complaint by reaching out to us through our dedicated phone numbers or contacting us via our online chat with your reference number ready.



6. We will take action to restore your service (s) affected by the network outages as soon as possible.
  - Please refer below- Resolving a network outage complaint
7. We will provide you with updates about the network outage until it is resolved and notify you as soon as practicable when we consider it has been resolved.
  - You can also reach out to us through our dedicated phone numbers or online chat for any queries or support.

## Resolving a network outage complaint

A network outage complaint is considered resolved when the affected services are restored (**default resolution**) and we have notified you that the network outage has been rectified.

Therefore, after we have acknowledged your complaint relating to a network outage, we will prioritise the restoration of your service(s) affected by the network outage(s) as soon as practicable.

We will notify you when your service is restored and as soon as practicable we will provide further information about:

- How you can make a complaint seeking a tailored resolution if you are not satisfied with the default resolution of the restoration of services;
- What steps to take if you believe that our attempt to implement the default resolution has been unsuccessful, i.e. your services have not been restored;
- How you can seek further assistance if your service has not been restored; and
- If we offer a bulk resolution offer, the details of the offer (for example a credit to your account) and any timeframes associated in accepting the bulk resolution offer.

Then, we will close the network outage complaint in our systems after 3 working days, or earlier if you tell us the default resolution has been successful.

If you are not satisfied with the default resolution, please contact us so we can find out what other issues may be affecting you. We will respond to you if you tell us that the restoration of your services has been unsuccessful.

## Urgent network outage complaints

If you tell us there is a risk to your personal safety or a serious health risk and want your network outage complaint to be treated as urgent, we will:

- If you have reasonable grounds for us to treat your complaint as urgent, we will complete all necessary actions to implement the default resolution which is to restore your services as soon as possible; and
- We will take all reasonable efforts to ensure you stay connected during a network outage including by considering alternative options or interim options where available.

Where we have implemented a default resolution for your urgent network outage complaint, we will seek confirmation from you whether this has been successful within 2 calendar days of notifying you that your service has been restored.

If you indicate to us that the default resolution has been unsuccessful, we will take steps to implement the default resolution within 2 working days after receiving that response.

### **What to expect after we restore your service(s)**

After we have restored your service(s) affected by the network outage, we will notify you in writing about:

- Any other resolution offer (bulk resolution offer) and the details of this offer and any related timeframes that may be involved in you accepting this offer.
- Steps to take if you believe that our attempt to implement the default resolution has been unsuccessful, i.e. your services have not been restored; and
- How you can make a complaint seeking a resolution other than that mentioned above if you are not satisfied with our restoration of your service(s) that were impacted as a result of the network outage.

### **Further help**

Most complaints can be handled through our internal processes. We ask that you allow us a reasonable opportunity to fully explore all options to address your issues.

If you've given us a reasonable opportunity to resolve your complaint but remained dissatisfied, you can seek advice from the external organisations listed below.

Additionally, you may refer your complaint to the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or via <https://www.tio.com.au/>. The TIO will expect that you have attempted to resolve the complaint with us first.

The following organisations are also available to help:

- Australian Communications and Media Authority (ACMA)
- Australian Competition and Consumer Commission (ACCC)
- State/ Territory Consumer Regulatory Body, e.g NSW Fair Trading or Consumer Affairs Victoria

Please note that we may provide information to the TIO or regulators such as ACMA in accordance with our obligations under the Privacy Act 1988 and the AGL Privacy Policy upon request.