How we communicate about outages

31 October 2025

Keeping you informed during outages

This document outlines how we'll communicate with our customers, other carriers, service providers, relevant stakeholders and the public during certain network outages, in accordance with the Telecommunications (Customer Communications for Outages) Industry Standard 2024.

Optus understands the importance of staying connected. That's why in the event of an outage, we're committed to keeping you informed with the most up to date information that we have available, so you know what to expect.

The Optus 'Check network status' (https://www.optus.com.au/living-network/service-status) page on our website includes information on planned upgrades, maintenance, outages or any other unexpected events that may affect your Optus internet, home phone or mobile services. Search for your address in the map to see if your services are being affected by an outage.

Depending on the circumstances of the outage we may use a variety of channels to communicate with you, including as outlined below.

How Optus communicates about major outages and significant local outages

Major outages and significant local outages are covered by the Telecommunications (Customer Communications for Outages) Industry Standard 2024.

A major outage is an unplanned outage affecting 100,000 services or more (or all services in a state/territory) that lasts or is expected to last for more than an hour.

A significant local outage is an unplanned outage affecting:

- 1,000 or more services in a regional area, that lasts or is expected to last for 6 hours or longer; and
- 250 services in a rural area, that lasts or is expected to last for 3 hours or longer.

1. Initial communication

When a major outage or significant local outage occurs, either through detection by Optus or notification from another carrier, we'll share as much information as we know with our customers as soon as possible via email and/or SMS. (How we will communicate in the event of an outage caused by a natural disaster is set out on the following page).

We'll also update the 'Check network status' (https://www.optus.com.au/living-network/service-status) page on our website, which can be searched by address, to show information about the outage that may be affecting services at that location and ensure our call centres are informed of the outage.

Enterprise and Wholesale customers will be informed via their dedicated channels and we'll also inform relevant government stakeholders.

Where there is a major outage (that is not caused by a natural disaster), we'll also communicate via media and/or our social media channels, including Optus or Optus Help on Facebook or X.

2. Ongoing updates

Optus is committed to keeping customers and others informed throughout outages. We'll provide updates whenever there is a significant change in the situation. For major outages and significant local outages, if there's no new information, we'll provide updates every 6 hours during the first 24 hours and once a day thereafter, and we'll let you know if there is no new information about the outage. Once services are restored, we'll send updates to advise that services are back to normal.

3. Information to be communicated

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

- The estimated number of services affected
- The possible cause of the outage
- The location or area affected or likely to be affected by the outage
- The types of services affected
- When to expect updates and resolution
- Emergency Service Call impacts

We'll also provide contact details if you need urgent assistance during an outage.

Outages caused by natural disasters

In the unfortunate event of a major or significant local outage caused by a natural disaster (such as cyclones, floods or fires) impacting services, we'll communicate via our website about any outages and provide details as soon as they're available. The most up-to-date information will be found via the network status map (https://www.optus.com.au/living-network/service-status). We're dedicated to providing transparent, timely communication so you can stay informed and know what to expect. If you need further assistance, we're always here to help. For more information, go to our Disaster Relief (https://www.optus.com.au/about/specialist-care/disaster-relief) page.