



# Network Outage Complaints Handling Policy

This policy outlines our procedures and responsibilities for handling network outages complaints, including the steps we take to resolve your network outage complaint, in accordance with the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018*.

## What is a service outage?

A service outage occurs when you're unable to establish or maintain a connection with your More service. When you report this issue to us using one of the contact methods below, you are making a service outage report.

After you make a service outage report, if we determine that the cause of your service outage is due to a known or suspected major outage or a significant local outage we will treat your report as a network outage complaint, unless the sole or predominant cause of the service outage is due to a natural disaster.

For more information on how we communicate with customers during major and/or significant local outages, see our [Major Outage Policy](#).

## How do I report a service outage?

If you're experiencing issues establishing or maintaining connection with your Tangerine service, you can lodge a service outage report through the channels outlined in the table below.

Channels to submit and monitor a service outage report
<b>Phone:</b> Tech Support: 1800 733 368 (Anytime) Complaints Team: 03 9123 0929 (8:30AM-6PM AEST Monday – Friday)
<b>Live chat</b> <a href="https://www.more.com.au/contact">https://www.more.com.au/contact</a> (Anytime)
<b>Email:</b> <a href="mailto:complaints@moretelecom.com">complaints@moretelecom.com</a> (Monitored 8:30AM-6PM AET Monday – Friday)
<b>Website:</b> <a href="https://more.com.au/make-a-complaint">https://more.com.au/make-a-complaint</a> (Form submissions monitored 8:30AM-6PM AET Monday – Friday)

## What happens after I report a service outage?

- 1. We will determine whether your service outage report is a network outage complaint**

After we receive your service outage report, we will:

- review the details you have provided, including what services are affected;
- check for any known outages in your area to assess whether you are affected, or are likely to be affected, by a significant local and/or major network outage; and
- make a determination about whether your service outage report should be treated as a network outage complaint because your service is, or is likely to be, affected by a significant local and/or major network outage.

If we determine that your service outage report does not need to be handled as a network outage complaint, we will still help you by running diagnostics to identify any line faults, equipment issues, or address other account-related problems.

## **2. Acknowledging your network outage complaint**

If we determine that your service outage report is being treated as a network outage complaint, we will acknowledge and notify you of this either verbally during the phone call, or in writing by email. We will issue you with a unique reference number for your network outage complaint and instructions on how to monitor your complaint.

## **3. Implementing a default resolution**

Our default resolution for a network outage complaint is to restore access to your affected services. Your network outage complaint will be considered resolved when:

- your service impacted by the significant local and/or major outage have been restored;
- we have notified you in writing that your service had been restored (as required by our [Outage Policy](#), and in compliance with the *Telecommunications (Customer Communications for Outages) Industry Standard 2025*);
- as soon as possible after you receive the restoration notification, separately, we have notified you:
  - about how you can make a complaint if you're not satisfied with the default resolution;
  - what to do if you believe our attempt to restore your service hasn't worked;
  - how to easily request further help if your service still isn't working; and
  - if at our discretion, we have a bulk resolution offer for your network outage complaint, of the details and timeframes for accepting that offer.

If after receiving the notices outlined above, you are still unable to establish and/or maintain connection with your impacted services, please let us know by calling 1800 733 368 (available 24/7). We will attempt to help you by running diagnostics to identify any line faults, equipment issues, or other account-related problems.

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## **4. Closing your network outage complaint**

Once your network outage complaint has been resolved (as outlined in section 3 above), we will attempt to contact you to confirm that your services have been restored. Once you have confirmed that your services are up and running again, we will close your network outage complaint. If we have been able to contact you, we may close the network outage complaint 3 business days after you receive the notices outlined in section 3 above.

## What updates will I receive during an outage?

If your service outage has been caused by a major outage and/or significant local outage, we will communicate with you in compliance with our [Outages Policy](#), and the *Telecommunications (Customer Communications for Outages) Industry Standard 2025*. As soon as practicable after we identify a major outage and/or significant local, we will communicate by:

- sending an SMS to end users informing them of the outage to their service and details of that outage;
- publishing details of the outage on our website, and our Instagram and Facebook profiles;
- sending regular updates via SMS to impacted end users on material changes as soon as practicable, or where there are no material changes, sending updates every 6 hours during the first 24 hours and then once per 24 hours thereafter; and
- as soon as practicable after the outage has been resolved, we will send a notification of resolution to affected end users.

The communications above will be sent if you are impacted by a major and/or significant local outage, regardless of whether you have contacted us to report you service is not working. Please see more information in our [Outages Policy](#). In addition to the above communications, customers who have submitted a service outage report, which we deem should be treated as a network outage complaint will receive:

- an email to acknowledge that your service outage report will be handled as a network outage complaint; and
- an email to acknowledge that your network outage complaint has been resolved as the impacted services have been restored.

## Urgent Network Outage Complaints

A network outage complaint is considered urgent if:

- you rely on our service for medical reasons, and you have priority assistance.
- the outage creates a safety risk, or risk to your personal safety.

If you believe your network outage complaint should be treated as urgent, please contact us on 1800 733 368.

If your network outage complaint is urgent, we will make all reasonable efforts to assist you to stay connected to a service during the network outage, including by considering alternative or interim options (where available).

After we contact you to acknowledge that your urgent network outage complaint has been resolved, we will attempt to contact you within 2 calendar days to confirm that the default resolution has been successful, and your services have been restored. If you indicate that the default resolution has been unsuccessful, we will take steps to implement the default resolution no later than 2 working days after



you let us know. We will not close your urgent network outage complaint until your impacted service has been restored.

## Do you need help to make a network outage complaint?

We are committed to making our network outage complaints process accessible to everyone, including people with disabilities or language barriers. If you need assistance to report a service outage or enquire about the status of your network outage complaint, please see below.

### Appointing an Advocate or Authorised Representative

You can appoint an Advocate or Authorised Representative to speak with us on your behalf during the resolution of your complaint. For information on appointing an Advocate or Authorised Representative view our [policy](#).

### Translating and interpreting services

For assistance making or discussing a complaint in your language, call the Australian Government Translating & Interpreting Service (TIS National) on 131 450.

### Disability services

The National Relay Service offers several text-to-voice/voice-to-text, text-to-AUSLAN/voice-to-AUSLAN, and supported voice call services that can help you if you're d/Deaf or find it hard to hear or speak to hearing people on the phone. For assistance making or discussing a complaint through the National Relay Service call 133 677 or visit <https://www.accesshub.gov.au/about-the-nrs>.

### Let us know if you need additional assistance

If you need extra help to make or progress a complaint we can assist. Contact us using the details in the section 'How can you submit and monitor a complaint?'. If you are suffering financial hardship, please read our [Financial Hardship Policy](#) for information on additional assistance that may be available to you.

## What if you're unhappy with our decision or Complaint process?

### Requesting escalation of your complaint

If at any stage you are unhappy with our network complaint handling process, the progress or the outcome of the network outage complaint, you can let us know and we will lodge a standard complaint for you. Find out more about our complaints that are not network outage complaints in our [Complaints Handling Policy](#).

## External dispute resolution services

If, after providing us a reasonable opportunity to resolve your complaint, you are not satisfied with our response you can contact an external dispute resolution service such as the Telecommunications Industry Ombudsman.

We will never suspend or cancel your More service(s) for the sole reason that your complaint was not resolved directly with us, and you decided to pursue external dispute resolution.

## Telecommunications Industry Ombudsman

At any time, you can contact the Telecommunications Industry Ombudsman (TIO) for assistance. The TIO is a free, independent service that helps with phone and internet complaints. The TIO may be able to assist you where you are unhappy with the information we have given you, the time it takes for us to respond, or the way we respond.

To find out more about how the TIO can assist you, you can visit the TIO's webpage '[What we can help with](#)' or contact the TIO:

- Phone: 1800 062 058
- Online: '[online complaint form](#)' webpage
- Email: [tio@tio.com.au](mailto:tio@tio.com.au)
- Post: PO Box 276, Collins Street West, VIC 8007
- Fax: 1800 630 614

Access using a language interpreter, Auslan interpreter or the National Relay Service – '[Interpreters and accessibility](#)' webpage.