

## CWNet Communication of Outages Policy

The purpose of this policy is to outline how CWNet communicates with customers in the event of a service outage. It ensures that customers are promptly informed, have access to the correct support channels, and understand how compensation is managed under the terms of their service agreement.

### Scope

This policy applies to all CWNet customers who are affected by planned or unplanned service outages, including residential and business services.

### Notification of Outages

- CWNet will notify affected customers of outages via our **SMS notification service**.
- SMS messages are issued on a **do-not-reply basis**. Any replies to the message will not be received or actioned.
- Customers who require further information or wish to discuss the outage must contact CWNet directly by telephone or SMS on **0429 659 220**.

### Planned Maintenance

Where outages are the result of scheduled maintenance, CWNet will provide customers with **reasonable prior notice** of the expected downtime and its duration.

### Unplanned Outages

In the event of an unplanned outage, CWNet will issue SMS notifications as soon as reasonably practicable once the issue is identified. Updates will be provided if the outage is expected to extend beyond initial repair timeframes.

### Emergency Outages and Repairs

- Emergency outages may occur when immediate work is required to protect the stability of the CWNet network or to address a safety risk to people, property, or equipment.
- In these circumstances, CWNet may be unable to provide advance notice.
- Customers will be notified by SMS as soon as possible after the outage has commenced, and an update will be provided once emergency repairs have been completed.
- Emergency repairs take precedence over scheduled works to restore service and protect network integrity.

### Compensation and Service Level Agreements (SLAs)

- Entitlements to credits or compensation for outages are governed by the **Customer Relationship Agreement (CRA)**.
- Compensation is applied only where an SLA has been purchased or is included in a plan (e.g. Business SLA).
- Residential customers may purchase SLA options as set out in the CRA, including:
  - \$10/month SLA for maximum **4-day repair**

- \$20/month SLA for **1-day repair**
- Business plans include a **1-day SLA** by default.
- All claims for SLA breach must be lodged in writing in accordance with the process set out in the CRA.

### **Customer Responsibilities**

- Customers must ensure their contact details are kept up to date so that outage notifications can be delivered.
- Customers should not rely on the SMS service for communication, as it is one-way only.
- Customers who require immediate clarification or assistance during an outage must call or SMS **0429 659 220**.

### **Limitations**

CWNet is not liable for service interruptions caused by events outside of its reasonable control, including but not limited to force majeure events, third-party carrier failures, or power outages, as outlined in the CRA.

### **Review**

This policy will be reviewed annually or when significant changes occur in CWNet's notification systems or service delivery processes.

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### **Contact Us**

If you are experiencing any difficulty with your financial obligations to CWNet then please reach out to the team to discuss your situation. It is always better to get on to these things sooner rather than later, let us help ease the pressure and walk through our options together before debt becomes a problem. Please know that we are here to help and will make every effort to assist you through any financial difficulties.

Please contact us to talk about any difficulties with your financial obligations to CWNet or a situation of Financial Hardship by contacting us using any of the following methods:

**Phone:** 0429 659 220

**Email:** [accounts@cwnet.com.au](mailto:accounts@cwnet.com.au)

**Social Media:** [www.facebook.com/CWNetwisp](http://www.facebook.com/CWNetwisp)

**The contact us form on our website:** [www.cwnet.com.au/contact](http://www.cwnet.com.au/contact)

Please note that CWNet team are available from **9am-5pm Monday to Friday and 10am – 3pm Saturday**.

## **Calling CWNet with a Hearing or Speech Impairment**

If you have a hearing or speech impairment, you can call us via the National Relay Service:

**TTY users:** Call 13 36 77, dial 0, then ask for 0429 659 220

**Speak and Listen users:** Call 1300 555 727 then ask for 0429 659 220

**Internet relay users:** Visit the [NRS website \(https://nrschat.nrscall.gov.au/nrs/internetrelay\)](https://nrschat.nrscall.gov.au/nrs/internetrelay) and enter 0429 659 220

## **Translation into Different Languages**

If you require this policy translated, you can contact the Translating and Interpreting Service (TIS National) via their website here - <https://www.tisnational.gov.au/> or call them on 13 14 50