



QCN Outage Communications Procedure

Title:	QCN Outage Communications Procedure
Approved by:	CEO
Responsible lead:	Technical Director
Brief description:	The purpose of this document is to define the systems and processes QCN has in place to communicate major and significant network outages to customers, key stakeholders and the public.
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Version History

Version	Date	Section(s)	Summary of Amendment
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Contents

Version History	2
1 Introduction	4
2 Communication Principles	4
3 Outage Communications and Notifications	5
4 Definitions	6

1 Introduction

1.1 Purpose

This procedure sets out how Queensland Capacity Network Pty Ltd (QCN) communicates about major outages and significant local outages. It is intended to give customers, relevant stakeholders and the public a clear understanding of the communication channels QCN may use, the type of information QCN will provide, and how updates will be made available.

1.2 Scope

This procedure applies when QCN is required to communicate about a Major Outage or Significant Local Outage (see definition in Section 4 – Definitions) affecting relevant carriage services supplied using a telecommunications network for which QCN has communication obligations.

This procedure is public facing. It does not describe QCN's internal operational response, technical investigation steps, security arrangements or detailed escalation processes.

2 Communication Principles

QCN will communicate outage information in plain language and in an easily accessible form. Information will be provided based on what is known to QCN at the time of communication and may be updated as further information becomes available.

QCN may withhold information about the cause or likely cause of an outage where QCN has reasonable grounds to believe disclosure could compromise telecommunications network security or national security.

2.1 Communication Channels

QCN may use one or more of the following channels, depending on the nature of the outage and the communication required:

- QCN website, including any dedicated outage or network status page;
- direct customer notification, such as email or SMS;
- QCN social media channels, such as LinkedIn, where required or appropriate; and
- other media or stakeholder communications where appropriate.

2.2 Information QCN Will Provide

Where information is available at the time, QCN outage communications will include:

- the scale or suspected scale of the outage, including the number of relevant carriage services impacted where known;
- the cause or likely cause of the outage, unless disclosure is not appropriate for security reasons;
- the geographic areas impacted or likely to be impacted;
- the types of relevant carriage services impacted or likely to be impacted;
- the estimated timing for further updates; and
- the estimated timeframe for restoration of affected services, where known.

2.3 Updates During an Outage

QCN will provide updates until the affected relevant carriage services are restored. Updates will be provided:

- as soon as practicable after QCN becomes aware of a material change relating to the outage;
- at least once every six hours during the first 24 hours of the outage, unless a more frequent update is required; and
- at least once during each subsequent 24-hour period until restoration.

If there has been no material change, QCN may state this in its update.

3 Outage Communications and Notifications

Where QCN is required to communicate directly with affected customers, QCN will use available customer contact details and appropriate communication channels. QCN will also provide contact information for customers seeking further information or urgent assistance during the outage, where reasonably practicable.

3.1 Communications with Other Carriers, Carriage Service Providers and Relevant Stakeholders

Where required, QCN will notify other carriers, carriage service providers and relevant stakeholders about a major outage or significant local outage. QCN will provide information and updates in accordance with applicable regulatory obligations and the information available at the time.

3.2 Restoration Notification

As soon as practicable after QCN considers that all affected relevant carriage services have been restored, QCN will communicate restoration information through the same or equivalent channels used for the outage communication.

3.3 Outage Register

QCN will maintain and publish an outage register for relevant outages where required. The outage register will include historical information about relevant major outages and significant local outages and will be made available through QCN's website.

4 Definitions

The following definitions apply to this procedure and any related policy documents.

Term	Definition
Major Outage	As per the <i>'Telecommunications (Customer Communications for Outages) Industry Standard 2024'</i>, including defined exemptions: Major Outage means any unplanned adverse impact to a telecommunications network used to supply relevant carriage services to end-users that: a) results in an end-user being unable to establish and maintain a carriage service; and b) affects, or is likely to affect: i. 100,000 or more services in operation; or ii. all carriage services supplied using the telecommunications network in a State or Territory; and (c) is expected to be, or is, of a duration longer than 60 minutes.
Significant Local Outage	Significant Local Outage means any unplanned adverse impact to a telecommunications network used to supply relevant carriage services to end-users, that: a) results in an end-user being unable to establish and maintain a relevant carriage service; b) affects, or is likely to affect: i. 1,000 or more services in operation in regional Australia; or ii. 250 or more services in operation in remote Australia; and c) is expected to be, or is, of a duration longer than: i. if the services in operation are in regional Australia – 6 hours; or ii. if the services in operation are in remote Australia – 3 hours; and d) is not a major outage.
Natural Disaster	Natural disaster means an emergency event caused by a natural hazard (such as a fire, flood, storm, cyclone or an earthquake) that causes, or is likely to cause, widespread disruption to: (a) a community; and (b) the provision of relevant carriage services. As per <i>The Telecommunications (Customer Communications for Outages) Industry Standard 2024</i>, if a carriage service provider receives a notification about a major outage or a significant local outage, and the sole or predominant cause of the outage is a natural disaster, the provider must, as soon as practicable after receiving the notification, make information (in an easily accessible form) about the outage available to the public using the carriage service provider's website. The information communicated must include the information set out in subsection 13(1) of the Industry Standard – for example, the scale, likely cause, affected area, expected timeframes, etc.