



Swoop Policies

Customer Communications During Major Outages

At Swoop, we are committed to keeping you informed during major outages affecting your services.

This guide explains how we communicate with you during major outages, including real-time communication options for people in need of urgent assistance. Our obligations differ depending on whether Swoop is acting as a Carrier or a Carriage Service Provider (CSP).

What is a Major Outage?

A major outage is an unexpected problem with the network that:

- Prevents you from using your service;
- Affects 100,000+ services or all services in a state or territory, and
- Lasts (or is expected to last) more than 60 minutes.

Our Communication Commitment

We'll keep you informed with clear and timely updates throughout a major outage, including options for real-time communication if you require urgent assistance.

If Swoop is the Carrier, we will:

- Notify other carriers and CSPs affected as soon as possible.
- Share the following information:
 - o What happened (if known)
 - o Which geographic areas and services are affected
 - o Estimated time for updates and restoration
- Communicate publicly via:
 - o The Network Status page on our website:
 - [Swoop Network Status](#)
 - [NodeOne Network Status](#)
 - o Our [Facebook](#) page
- Communicate with relevant government agencies and emergency services

If Swoop is the CSP, we will:

- Notify affected customers as soon as practicable via:
 - o Email or SMS
 - o Updates on the Network Status page on our website:
 - [Swoop Network Status](#)
 - [NodeOne Network Status](#)
 - o Our [Facebook](#) page
- Share the following information:
 - o What happened (if known).
 - o Which geographic areas and services are affected.
 - o Estimated time for updates and restoration.
 - o Contact details for further assistance
- Provide real time support to our customers via our Customer Support Team:
 - o Swoop 1300 66 55 75
 - o NodeOne 1300 166 331

Keeping You Updated

We'll provide regular updates:

If Swoop is the Carrier

- Notify other affected Carriers, CSPs, government agencies and emergency services at least every 6 hours during the first day and once every 24 hours thereafter.
- Share updates if there is a significant change or confirm that no significant changes have occurred.

If Swoop is the CSP

- Provide regular updates to customers via:
 - Our website:
 - **Swoop Network Status**
 - **NodeOne Network Status**
 - Our Facebook page
 - Direct communications like email or SMS
 - Our Customer Support Team, for those calling us
- Provides updates where:
 - There is a significant change.
 - At least every 6 hours during the first day and once every 24 hours thereafter.

After the Outage

When the outage is resolved, we will:

If Swoop is the Carrier

- Notify affected carriers, CSPs, stakeholders and the public of the resolution, sharing details about:
 - The cause of the outage (if known).
 - Confirmation that services are restored.

If Swoop is the CSP

- Notify customers, sharing details about:
 - The cause of the outage (if known)
 - Confirmation that services are back to normal.

Special Situations: Natural Disasters

If a major outage is caused by a natural disaster, we will publish available information and updates on our website, if feasible. Direct communications such as email or SMS may not be possible due to operational constraints.

Outages that are not Major Outages

If the outage is not classified as a major outage then Swoop will use best efforts to provide regular updates to customers via:

- Our network status pages
- Direct communications like email or SMS
- Our Customer Support Team, should you call us.

How to Stay Informed

To ensure you're always in the loop:

- Check our website outage page for detailed information
- Follow us on Facebook for live updates
- Contact our Customer Support Team for real-time assistance.