Network Outage Communications Policy

nbn and Australian mobile services

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If a network outage affects your BambooSIM nbn or Australian mobile service, we will explain what is known, where to get updates and how to ask for help. This policy covers Home, Fixed Wireless and Business nbn plans and Australian mobile plans. It sets out our public communications procedures for major and significant local network outages.

Get help during an outage

Channel	Contact details and hours
Live chat	bamboosim.com/support | messages accepted any time
Email	support@bamboosim.com | messages accepted any time
Support tickets	Support Centre, web portal or BambooSIM app | messages accepted any time
Phone	02 6422 6266 | 9am-5pm Monday to Friday (Melbourne time)
Post	BambooSIM Pty. Ltd., 470 St Kilda Road, Melbourne VIC 3004, Australia

You can send a digital message at any time. Request a person through chat or call during the phone contact hours above. Human assistance is subject to availability; if a person is unavailable, a message is taken for follow-up. Tell us if your request is urgent. A message or automated acknowledgement is not confirmation that a person has reviewed the issue or taken action. If an outage affects a usual channel, we publish available alternatives on our website.

Tell us if the outage creates a personal safety risk or a serious health risk. We discuss practical interim options and escalate urgent matters. If you are in immediate danger, call 000 using another available connection. BambooSIM nbn plans provide internet only and do not include a phone service, emergency calls or a medical priority-assistance service.

Which outages this policy covers

A major outage is an unplanned network disruption preventing services from working, affecting or likely to affect at least 100,000 services or all relevant services using that network in a state or territory, and lasting or expected to last longer than 60 minutes.

A significant local outage is an unplanned disruption outside the major-outage category affecting or likely to affect at least 1,000 services in regional Australia for six hours or more, or at least 250 services in remote Australia for three hours or more. These thresholds concern the affected network, including services supplied through other retailers.

We also investigate individual faults and smaller outages. Their communications are managed through the relevant support case. Planned maintenance is handled through the notices applicable to that work; it is not automatically a major or significant local outage.

Our first notice

When notified of a qualifying outage by the network provider, we communicate as soon as practicable. We use the network information available and explain any uncertainty. We do not wait for every detail to be known before issuing the information we have.

Where we publish updates

Public outage notices are available through the BambooSIM Support Centre. You can also request outage information on 02 6422 6266, 9am-5pm Monday to Friday (Melbourne time); a message is taken if a person is unavailable. For a major outage, we also use an appropriate social or other media channel. We select accessible channels likely to reach affected people and provide plain-language information.

For outages not predominantly caused by a natural disaster, we attempt direct notifications using the listed account email address and phone number, including email and SMS. An app notification may supplement these messages. Keep your account contact details current and tell us any safe-contact arrangements we need to follow.

Notices include the affected areas and services, the scale or suspected scale, the cause or likely cause if known and safe to disclose, the next update time, and any available restoration estimate. They also identify our public update location and how to obtain urgent assistance. A restoration estimate may change as investigation or repair work progresses.

Stage	Update timing
Initial notice	As soon as practicable after the relevant network notification.
Material change	As soon as practicable after we become aware of a material change.
First 24 hours	At least once every six hours until services are fully restored.
After the first 24 hours	At least once in every subsequent 24-hour period until services are fully restored.
Restoration	As soon as practicable after we consider all affected relevant services restored.

We continue using the relevant original channels for updates and restoration messages. An update may say there has been no material change when no new information is available. We coordinate with the network provider and keep records of notifications and communications.

Natural disasters

Where a natural disaster is the sole or predominant cause, we publish the required website information and updates and provide live or near-live urgent assistance as far as reasonably practicable. Direct customer notices may also be used where practical. The statutory outage-complaints process has a natural-disaster exception; ordinary complaints and consumer-law rights continue.

Restoration and remedies

If your service still fails after a restoration notice, contact us with your address and reference. We check your individual connection and take the necessary follow-up action. Our Complaints Handling Policy explains outage complaints, urgent follow-up, closure and further requests for compensation.

We assess any applicable refund, credit or other remedy on its merits. Consumer-law remedies are not conditional on a wholesale supplier approving a credit. Standard no-refund treatment for change-of-mind cancellation does not remove statutory fault or outage remedies. No fixed restoration time or automatic outage-credit amount is promised by these plans.

Historical information about qualifying network outages is available in the nbn network outage register and the mobile network outage register. These network registers may include services supplied through other retailers. Contact us if you need help locating information or require an accessible format.