

Elevate Internet

Communication during a major outage

At Elevate Internet, we are committed to keeping our customers updated regarding any outages. We take pride in letting our customers know when there is something that is affecting their service because we take outages seriously and have sophisticated systems and processes in place to minimise disruptions and restore services as quickly as possible.

The Telecommunications (Customer Communications for Outages) Industry Standard 2024 defines a 'major outage' as one that affects — or is likely to affect—100,000 operating services or all services that use a telecommunications network in an Australian state or territory and will last (or is expected to last) for more than 60 minutes.

When Elevate Internet becomes aware of a major unplanned outage, we will let communicate this via email, SMS, our website and on our [Facebook page](#).

While the outage is ongoing, we will provide real-time updates via our website and Facebook page as well as via SMS and email. We will aim to provide updates every 6 hours or sooner if there is significant developments during the first 24-hour period and once during each subsequent 24-hour period.

Our Customer Service number will be updated with an acknowledgment of the outage. If you need to reach us throughout the outage for an emergency reason, please call us on 1300 159 250. Please be aware that there may be longer waiting times before you are able to speak to us due to increased call volume.

Once the outage has been resolved, we will let you know through all the communication channels mentioned above.

If you are an NBN customer you can also check to verify if your location is impacted by an outage, follow these steps:

- **Check NBN network status:** <https://www.nbnco.com.au/support/network-status>