

Mass Service Disruptions

Expert Telecommunications prides itself on delivering great customer service and are committed to our obligations in accordance with the Telecommunications Customer Service Guarantee.

However, occasionally extreme weather or other factors beyond our control may cause a mass outage, which could mean we are prevented from repairing faults or connecting standard telephone services within usual timeframes.

Some examples are floods, bushfires, storms, lightning, rain events, or damage to our facilities or the facilities of our suppliers.

These types of events may trigger a Mass Service Disruption exemption which releases us from complying with the CSG performance standards for the duration of the Mass Service Disruption.

Exemption from the CSG performance standards is fully explained in sections 22-27 of the CSG Standard. Please refer to the ACMA website if you would like to view the CSG Standard and related information.

When a Mass Service Disruption exemption is in place in your area, we will contact you directly or issue a notice with the full details on our website.