Hypernet™

MASS SERVICE DISRUPTIONS

At Hypernet we pride ourselves on delivering great customer service and are committed to our obligations in accordance with the Telecommunications (Customer Service Guarantee) Standard 2011 (CSG Standard).

However, occasionally events such as natural disasters and emergencies (eg floods and bushfires); extreme weather conditions (eg storms and lightning); or damage to our facilities or the facilities of our suppliers and other things that Hypernet cannot control could mean we are prevented from repairing faults or connecting standard telephone services within usual timeframes.

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

This exemption process is outlined in part 3 of the Telecommunications (Customer Service Guarantee) Standard 2011, which is explained on the ACMA website. Should you wish to challenge an exemption, you can raise the matter with the Telecommunications Industry Ombudsman (TIO). More information and contact details are available on the TIO website.

When a Mass Service Disruption exemption is in place in your area, Hypernet will contact you directly or issue a public notice in a daily newspaper and place the full details on our website, www.hypernet.com.au/service-disruptions