

Prince Henry at Little Bay Community Association | On-line meeting
to address formal complaint re critical internet outage
Wednesday 2:30pm, Wednesday 4 February

ATTENDEES

- Andy Tybell – Chief Revenue & Product Officer, Wholesale & Growth, Uniti/Opticomm
- John Pearson – Chair, PHCA Association Committee
- Susan Graham – Secretary, PHCA Association Committee
- Michelle Morgan – Member, PHCA Association Committee

AGENDA

Referring to correspondence dated 22 January

1. Detailed explanation of the underlying cause of the outage and the actions taken to restore services.
2. Duration of the outage, including clarification of the applicable service level agreements and how such an extended outage across multiple connections was permissible.
3. Inadequate and inconsistent communication during the outage period.
4. Requirement for a functioning internet connection to support VoIP services.
5. Uniti's strategic infrastructure upgrade strategy and ongoing maintenance programmes.
6. Appropriate compensation plan for Prince Henry customers, noting that many customers had prepaid for the outage period yet have received standard invoices for the forthcoming month.

Additional Issues

7. Reliance on Wi-Fi calling for mobile services, particularly access to emergency services (000).

8. Inaccurate or inconsistent information published on Opticomm's and Uniti's outage web pages.
9. Clarification on whether the outage was limited to Prince Henry customers or impacted a broader customer base.
10. Whether the critical nature of the outage could have been mitigated through duplicate and redundant backhaul (eg: a secondary fibre link in a separate duct), and whether Uniti/Opticomm currently maintain a redundant network path.
11. There's considerable community concern that Uniti/Opticomm intends to withdraw access to free-to-air television via its network in the future. Is this true? And, is Uniti/Opticomm aware of the obligation of the PHCA original provider to ensure that the overall service offering includes the following:
 - a) Fixed line voice services
 - b) Internet connectivity
 - c) Free to air television
 - d) Pay TV (Foxtel)
 - e) Email services?
12. Provision of written response to all of the issues raised in correspondence and during the on-line meeting by 18 February 2026.