

Friday, 27 March 2026



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**By email:**

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**DP 270427 PRINCE HENRY AT LITTLE BAY COMMUNITY ASSOCIATION**

**RE: Extended internet outages affecting the Prince Henry at Little Bay Community**

Dear Mr Tybell,

Thank you for your letter dated 20 February 2026.

The Prince Henry at Little Bay Community Association (PHCA) responds to the various components of your letter below, using the same numbering sequence for ease of reference.

- 1. What was the detailed underlying cause of the outage, and what actions were taken to restore services?**

PHCA was concerned to read the explanation provided, which appeared to indicate a lack of adequate risk management assessment and forward planning by Opticomm, particularly in relation to the network's reliance on a third-party provider. To restore community confidence, it's essential that a clearly defined and regular maintenance program for key infrastructure is established and communicated to users.

3. **Why was communication during the outage inadequate and inconsistent?**

PHCA believes Opticomm should require its Retail Service Providers (RSPs) to relay all outage notifications to customers promptly and in full. In addition, RSPs should be encouraged to request further information where they believe Opticomm's communications are insufficient.

More broadly, PHCA considers that greater emphasis is required on incident response planning, disaster recovery planning, and regular testing of these procedures. These strategies should include clearly defined communications protocols that are automatically activated under specific scenarios to ensure customers remain fully informed. RSPs should not be expected to reinterpret or rewrite Opticomm updates for their customers.

4. **Why is a functioning internet connection required to support VoIP services, and what implications did this have during the outage?**

Many households that retain a 'landline' service do so specifically for emergency situations, despite the additional cost. The explanation provided suggests that VoIP services do not provide the reliability customers expect during network outages, which raises concerns about their suitability as a substitute for traditional landline services.

5. **What is Uniti's strategic infrastructure upgrade strategy and ongoing maintenance program?**

PHCA requests a more detailed explanation of Opticomm's infrastructure strategy and maintenance program, including the measures being implemented to ensure that an extended outage of this nature, combined with poor communication, cannot occur again.

6. **What is the appropriate compensation plan for Prince Henry customers, noting that many had prepaid for the outage period yet still received standard invoices for the forthcoming month?**

PHCA is disappointed with Opticomm's response regarding customer compensation. It is neither fair nor efficient for each affected customer to pursue compensation individually through their RSP. A more customer-focused approach would be for Opticomm to initiate an appropriate compensation arrangement and instruct RSPs to communicate this to customers and automatically apply billing adjustments.

8. **Why was inaccurate or inconsistent information published on Opticomm's and Uniti's outage webpages?**

Reliance on information from third-party providers should not be used as justification for inconsistent customer communications. Opticomm should implement a robust communications framework for all RSPs and conduct periodic audits to ensure each provider has appropriate systems in place to communicate clearly and promptly with customers.

10. **Could the critical nature of the outage have been mitigated through duplicate or redundant backhaul (for example, a secondary fibre link in a separate duct), and does Uniti/Opticomm currently maintain any redundant network path?**

To address ongoing community concerns regarding the risk of a recurrence, PHCA requests regular updates on the proposed deployment of the new fibre connection scheduled for ~May 2026.

11. **Is it true that Uniti/Opticomm intends to withdraw access to free-to-air television via its network in the future?**

**Additionally, is the company aware of the obligation of the PHCA original provider to ensure that the overall service offering includes: a) Fixed line voice services b) Internet connectivity c) Free-to-air television d) Pay TV (Foxtel) e) Email services?**

PHCA was also surprised to learn that Opticomm discontinued delivery of Foxtel services in early 2024. Could you please provide details of the advance notice provided to customers regarding this change?

### **Conclusion**

It's important for Uniti and Opticomm to recognise that the Prince Henry community remains concerned about the lack of assurance that an extended outage, particularly when combined with poor communication and no clear indication of compensation, will not recur in the future.

While PHCA previously understood Opticomm's standards to be equivalent to those of NBN, it's now apparent that this may not be the case. Recent information indicates that NBN standards are significantly higher than those applied to smaller fibre networks such as Opticomm, which is understandably an additional concern for the Prince Henry community.

In line with PHCA's commitment to transparency, strong governance, and effective representation, an overview of the community's recent experiences with Opticomm is available on the [Prince Henry at Little Bay Community Association website](#). The site is regularly updated to reflect PHCA initiatives and its communications with third parties.

PHCA would appreciate receiving your response to the matters raised in this letter by Friday, 17 April 2026.

Yours sincerely,



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