



Randwick City
Council
a sense of community

Office of
the Mayor

Telecommunications Industry Ombudsman

24 March 2026

Australian Communications and Media Authority

Ref No: D05999268

To Whom it May Concern,

Extended Internet Outage - Prince Henry, Little Bay

I am writing in support of the complaint lodged by the Prince Henry at Little Bay Community Association (PHCA) regarding the extended internet outage that affected the community for more than four days in January.

This outage significantly affected an estimated 3,500 residents, local businesses and a number of community facilities. Many residents work from home and depend on reliable connectivity. The impact of the outage was amplified by extremely poor mobile reception in the area, leaving people without Wi-Fi calling or any dependable way to communicate. I am advised that even landline users lost service because their VOIP connections require an active internet connection.

The PHCA has provided me with a concerning account of communications from Uniti and Opticomm. For an outage of this scale and duration, communities deserve clear, consistent, and timely information. Instead, updates were sporadic, lacked detail, and varied across platforms, causing avoidable confusion and hardship.

Given the seriousness of this incident—and ongoing concerns about the frequency of outages in the area—I support the PHCA's call for a thorough investigation.

The PHCA Committee submitted a detailed letter of complaint to Uniti, and subsequently participated in an online meeting with Uniti's Mr Andy Tybell, Chief Revenue & Product Officer – Wholesale & Growth. During that meeting, Mr Tybell undertook to provide a written response addressing the concerns raised in the letter and the additional matters discussed. I am advised the response received did not meet the PHCA's expectations as it failed to provide an adequate explanation for the outage, a clear commitment to improving service reliability, or an undertaking to facilitate an appropriate user compensation package.

Thank you for your attention to this important matter.

Yours sincerely

Cr Dylan Parker
Mayor

