

20 February 2026

By email – Fiona Yeum <fiona@acumenstrata.com.au>

Dear Fiona,

Outages affecting the Prince Henry Little Bay Community

We acknowledge receipt of your queries. Our detailed responses to the matters raised are outlined below.

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

The outage was caused by a critical equipment failure in the backhaul link between the Prince Henry site and Opticomm's network Point of Interconnect (POI).

The issue was first identified at 17:24 on Wednesday 14/01/2026, at which point an unplanned outage notification was issued to all Retail Service Providers (RSPs).

Initially, the problem appeared to relate to a single hardware component within the transmission equipment. A spare component was sourced and installed, but it did not resolve the issue. A second spare component was then installed, also without success.

Because Opticomm leases this backhaul from a third-party provider, their engineering teams undertook further investigation. They determined that the entire chassis in the transmission system had failed and required full replacement. This type of equipment is large and heavy, requiring specialist lifting equipment and additional technicians onsite.

As this chassis supports multiple communities—both Opticomm and non-Opticomm networks—significant cutover and testing were required to safely restore all services. A backup wireless link did activate but was not capable of supporting the traffic volume required for normal operation.

2. What was the total duration of the outage, and how do the applicable service level agreements apply in this situation—including how such an extended outage across multiple connections was permissible?

The outage lasted from 17:24 on Wednesday 14/01/2026 until 19:05 on Sunday 18/01/2026 — a total duration of 4 days, 1 hour and 41 minutes.

An unplanned outage advisory (ID 364461) was issued to all impacted RSPs, and the outage appeared on the Opticomm public outage page. In total, 21 communities were affected.

Opticomm maintains Service Level Agreements (SLAs) with RSPs covering network availability and performance. These SLAs apply at the wholesale level; RSPs then apply their own service commitments to end users.

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

Throughout the outage, Opticomm issued 14 notifications or updates to RSPs. The timeline is shown below:

Type of Notification	Time
New	14/01/2026 17:28
Update	14/01/2026 17:48
Update	14/01/2026 18:05
Update	14/01/2026 20:51
Update	15/01/2026 7:22
Update	15/01/2026 9:06
Update	15/01/2026 11:05
Update	15/01/2026 13:27
Update	15/01/2026 18:28
Update	16/01/2026 7:05
Update	16/01/2026 19:28
Update	17/01/2026 9:27
Update	18/01/2026 8:02
Update	18/01/2026 19:05

Some updates contained limited detail because Opticomm depended on information provided by the third-party backhaul provider. Opticomm is now reviewing:

- the regulatory requirements,
- the method and speed of communicating outage details, and
- how RSPs pass information to residents.

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

VoIP (Voice over Internet Protocol) requires an active internet connection to transmit voice calls. Unlike the old PSTN network, which used dedicated voice circuits, VoIP sends voice as data over the broadband link. As a result, when broadband connectivity is unavailable, VoIP services cannot operate.

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

Uniti is currently procuring a new fibre link to Little Bay, which will connect the area to the Pagewood fibre ring. This change will:

- reduce the total distance of any single unprotected fibre span,
- significantly improve network resiliency, and
- prevent the type of failure experienced during this outage.

The remaining ~6 km link into Pagewood will continue to be a single path, but the risk associated with third-party transmission equipment will be removed—this was the primary cause of the recent outage.

More broadly, Opticomm's strategy includes building fibre rings across the network where feasible to provide greater redundancy and reliability.

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?

Opticomm provides wholesale services to RSPs and does not have a direct relationship with end users. Residents seeking compensation must do so through their RSP, who may then seek wholesale compensation from Opticomm under contractual arrangements, including the Customer Service Guarantee framework.

7. Why is there reliance on Wi-Fi calling for mobile services, particularly for access to emergency services (000)?

Opticomm provides fibre broadband, not mobile telecommunications. Mobile signal coverage and performance—including reliance on Wi-Fi calling—are matters for individual mobile carriers. Residents experiencing poor mobile coverage should raise concerns directly with their mobile service provider.

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

Opticomm is reviewing the information published during the outage. Some inconsistencies may have occurred due to Opticomm's reliance on updates from the third-party backhaul provider. Early diagnostic information indicated an incorrect fault type, which resulted in changes to the expected restoration path and contributed to the inconsistent communications.

9. Was the outage limited to Prince Henry customers, or did it impact a broader customer base?

The outage affected a large number of customers. On the Opticomm network alone, 22 communities were impacted. Other non-Opticomm networks using the same backhaul infrastructure were likely affected as well, although Opticomm does not have visibility of those networks.

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

Yes. Backhaul resiliency can be improved by implementing additional fibre redundancy. As outlined in Question 5, Opticomm is progressing a new fibre connection that will materially reduce the risk of a similar failure. Deployment is planned 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?**

Opticomm has no plans to remove free-to-air TV from the Prince Henry site.

Foxtel is no longer delivered over Opticomm fibre networks and was discontinued in early 2024. All other services—Internet, email, and VoIP—continue to be delivered over the Opticomm fibre network via any suitable RSP broadband service. These remain core offerings and will not be withdrawn.

Please let us know if you have any further questions.

Sincerely,

Signed by:

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Andy Tybell
Chief Revenue & Product Officer - Wholesale & Growth