

Outage Management Policies

1. Outage Notification Policy

In the event of a significant network outage, it is essential to notify impacted customers within 30 minutes. Notifications should be sent via SMS and email for maximum reach. Levels of notification depend on impact: 'Major' outages will require direct communications, while 'Minor' ones can be handled through website updates.

2. Customer Impact Classification

Customer impact is classified into three levels: None, Minor, and Major. 'Minor' reflects limited service disruptions affecting a small number of users, whereas 'Major' indicates a significant disruption affecting a large customer base. This classification guides response strategies and customer communications.

3. Outage Reporting Frequency

Outage reports must be generated and reviewed on a weekly basis. Reports should include total outages, average duration, and customer impact ratings. This data is crucial for assessing the overall health of the network and guiding improvement efforts.