

Wevo Major Outage Customer Notification Procedure

Objective: This procedure is to ensure timely and transparent communication with impacted Wevo customers in the event of a major outage.

1. Pre-Requisites

In preparation for communication and action during an unplanned outage, the following information and readiness is required:

- **Customer Contact Information:** Verify that customer contact details in our CRM tools, including email addresses for the authorized person, are up-to-date.
 - **Communication Templates:** Availability of standardized email templates for major outages, which can be quickly customized during the event.
 - **Website Preparedness:** Ensure the **Network Status** page is easily accessible and updated promptly during outages.
 - **Support Team Readiness:** Wevo will ensure our customer support team are ready to handle enquiries related to outages, including the information to provide regarding outage status and expected resolution.
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2. Identifying and Confirming the Outage

When a major outage occurs:

- **Technical Team Action:** The technical team verifies the scope and cause of the outage, including which systems or services are affected and the number of customers impacted.
 - **Incident Severity Assessment:** Classify the outage based on its severity and potential customer impact (e.g., Major Outage, Critical Impact).
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3. Initial Customer Notification

Timeframe: Within the first 30-60 minutes after the outage is confirmed.

- **Email Notification to Authorized Person:**
 - Wevo Service Desk will an email to the authorized contact person for all affected customers.
 - Included in the correspondence will be the following:
 - A brief description of the issue and its impact.
 - Confirmation that the team is actively working on resolving it.
 - An estimated time for resolution or the next update.
 - A link to the **Wevo Network Status** page for real-time updates.

Example:

Subject: *Service Outage Notification – [Issue Description]*

Dear [Customer’s Authorized Contact Name],

Our upstream service provider is currently experiencing an outage affecting [specific service/system].

Our team is working diligently to resolve the issue, and we expect to have more information shortly.

You can monitor the status of this issue on our Network Status page.

We apologize for the inconvenience this may cause and appreciate your patience. If you require immediate assistance, please contact our support team at 1300 810 770.

Regards,

[Your Company Name] Support Team

- **Website Update:** *Wevo will immediately update the **Network Status** page on our website with the outage details, including:*
 - *A brief description of the outage and affected services.*
 - *Expected resolution time or next steps.*
 - *A link to the support contact information.*
 - *Regular updates if the issue persists.*

Example of Network Status Page Update:

Current Status: Major Outage – *[Service/System]*

We are currently experiencing an issue that is impacting [service/system]. Our technical team is working on a solution, and we expect to have service restored by [time].

For updates, please continue to check this page or contact support at 1300 810 770.

Thank you for your patience.

4. Ongoing Updates

Frequency: Wevo Service Desk will provide updates every 60-120 minutes or more frequently depending on the severity and duration of the outage via email and the Network Status page.

5. Resolution and Post-Outage Communication

Once the outage is resolved:

- **Final Email Notification:** Wevo Service Desk will send an email to the authorized contact person to inform them that the outage has been resolved.
 - Include a brief explanation of the cause of the outage.
 - Acknowledge the resolution and any steps taken to prevent future occurrences.

- **Website Update:** Wevo Service Desk will update the **Network Status page** to reflect the resolution of the outage.
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6. Follow-Up Actions

- **Post-Outage Review:** After the incident, conduct an internal review to assess the response and identify any areas for improvement in communication, response times, and outage prevention.
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By following this procedure, Wevo will ensure clear and timely communication with all impacted customers, both through direct email to authorized contacts and through the **Network Status page** on our website, keeping customers informed in real time.