
From: cialerts <cialerts@communications.gov.au>

Sent: 11 September 2025 10:52 AM

Cc: cialerts <cialerts@communications.gov.au>; Consumer Safeguards <ConsumerSafeguards@communications.gov.au>; OutageNotifications <OutageNotifications@infrastructure.gov.au>

Subject: Updated Contact For Outage Notifications [SEC=OFFICIAL]

OFFICIAL

Good morning

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts has created a consolidated inbox for receiving outage notifications under the [Telecommunications \(Customer Communications for Outages\) Industry Standard 2024](#).

This new inbox is OutageNotifications@infrastructure.gov.au.

Please direct all notifications for the department to this inbox.

The two inboxes below will no longer be used for outage notifications:

- CIAlerts@infrastructure.gov.au
- ConsumerSafeguards@infrastructure.gov.au

We will temporarily monitor these inboxes and alert you should any notifications be sent to them.

The ACMA has updated its website with the updated email address [here](#) and [here](#).

Kind regards