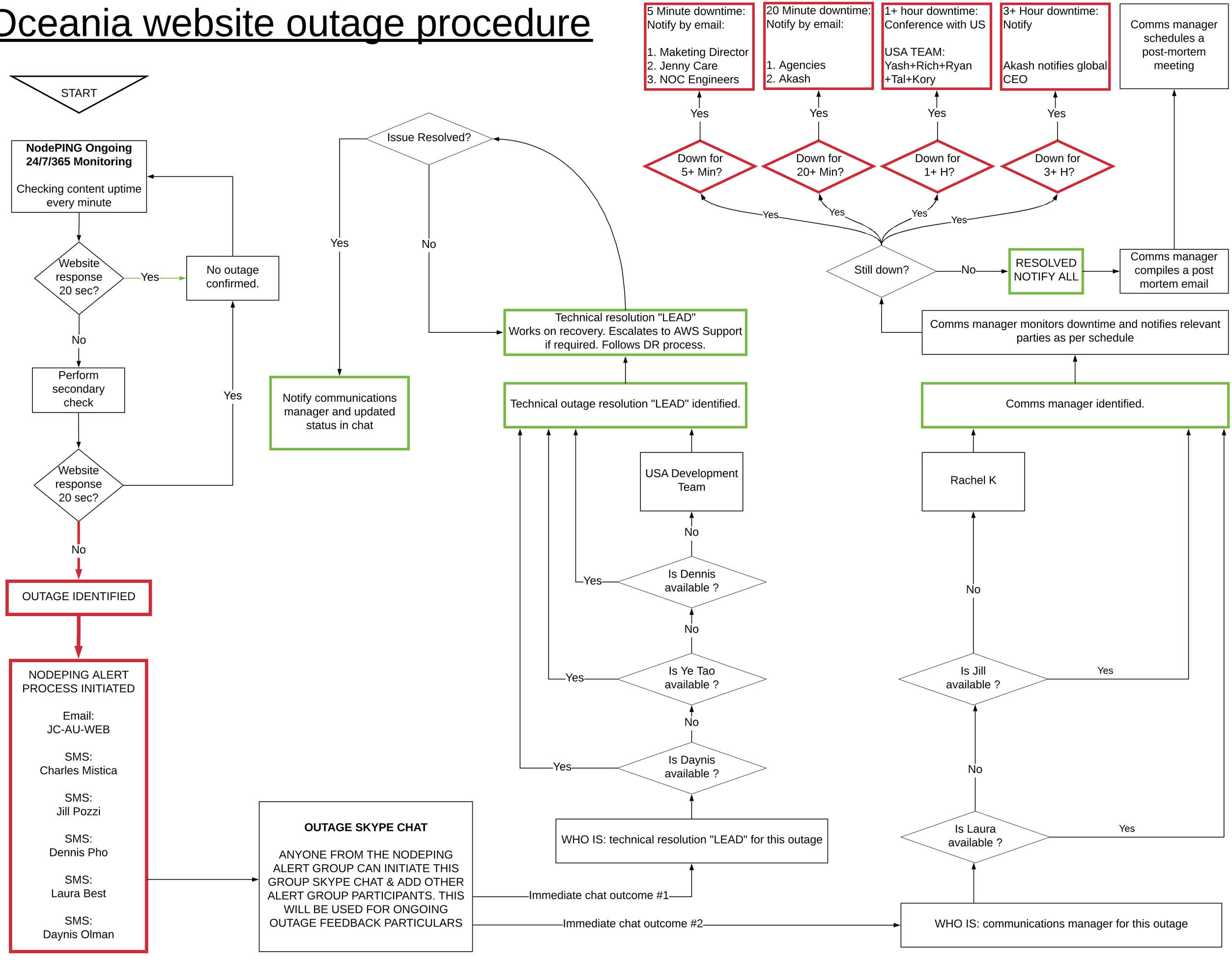Oceania website outage procedure