

# Offline access[Recommendation]

The mobile app should be developed in a way to cater for offline activity and reduce wherever possible frustration for the customer being outside a mobile coverage area. For example, if a customer completes a form within the mobile app without network connectivity they should be able to submit the form as soon as they return to network coverage.

---

Revision #1

Created 26 September 2025 13:17:46 by RISA

Updated 26 September 2025 13:18:28 by RISA