

BEING PREPARED CAN MAKE ALL THE DIFFERENCE



Keep this critical information in mind to stay safe and keep in touch if an emergency disrupts internet and phone connectivity:

nbn's priority

First and foremost, we want to ensure people are safe. This means that our highest priority is to maintain and restore the nbn® network, ensuring that communities remain connected, particularly with emergency services.

Safety-critical devices

If you require a safety critical device to work during a power outage or nbn outage, such as a medical alarm, fire alarm, lift phone, home phone and other health monitoring devices, nbn recommends you speak to your device supplier about the best solution for ongoing service continuity.

Restoration times

Depending on the severity of the impact, restoration times may vary, and repairs could be necessary in multiple locations.

In extreme scenarios

nbn's investments are designed to deliver a more resilient nbn network, even if one part is affected, the overall network remains operational. We work with emergency services to ensure we prioritise service restoration promptly, deploying temporary resources and assisting impacted communities as soon as safety permits.

Power reliance

The nbn network requires power at multiple points, and backup power is crucial for continuity. Ensuring power resilience is a collaborative effort involving power providers, nbn, and the community, including residential, business and government customers.

STAY CONNECTED: CRUCIAL POINTERS FOR EFFECTIVE COMMUNICATION DURING EMERGENCIES

TIP 1: Be prepared



If it is important for you and your business or community group to always remain connected, consider exploring alternative communication and power solutions and regularly test these to ensure they function effectively during emergencies. Additionally, it's also essential to understand your local council's emergency management plans and know where to go in times of crisis.

TIP 2: Stay mobile



Create an emergency kit with a fully charged mobile phone and a portable battery pack. This will be invaluable during power outages or if your nbn network connection is affected. Remember to conserve battery by turning off mobile data for unnecessary apps.

TIP 3: Stay updated



During emergencies, local radio provides crucial information. Include a battery-powered radio in your emergency kit. Additionally, follow emergency services on social and news channels, including State Fire and Rescue, Police, and services like nbn (@NBN_Australia).

TIP 4: Backup



Ensure you can access critical information and essential documents from anywhere. Consider creating digital backups on a USB drive or in the cloud. These documents may include insurance policies and financial records.

RECONNECTION OF YOUR NBN SERVICE AFTER AN EMERGENCY

If you've been affected by an emergency event and your nbn network service is down, follow these steps once it's safe to enter your premises - whether that's your residence, business, community group, enterprise, or any other location:



1. Check your power: First, ensure that your power has been restored.



2. Visually inspect the nbn equipment: If it is safe to do so, visually check for any obvious signs of damage such as damaged cables coming into your premises or antennas on your roof – i.e., has fallen and is laying on the ground or ripped up by tree roots. Check the lights that are on the nbn equipment - it may have been damaged during the event.



3. If you find equipment issues or still have no nbn network connection: Please contact your phone and internet provider who can test your service, address any issues within their control, and arrange for an nbn approved technician to assist if necessary.

For more information, visit:
nbn.com.au/Emergency or nbn.com.au/Outages

