Australian Government

Department of Communications and the Arts

POWER OUTAGES AND THE NBN

Have a back-up plan – don't rely on a single form of communication

Equipment connected over the National Broadband Network (NBN) will not work during a power outage. Consider having access to another form of communication, such as a charged mobile phone.

Depending on the type of technology connected at your premises, different battery back-up options may be available. Contact your retailer to discuss the options that are available to you.

The following technology would be affected during a power outage:

> fixed-line telephone and internet services
> medical alarms
> security alarms.

No communications technology is completely resistant to power outages

Access to telecommunications services during an emergency is important. However, no communications technology is completely resistant to power outages or natural disasters and it's important to know the risks so you can plan accordingly. It's strongly recommended that you do not rely on a single form of communications technology.

Further information about what will happen to your services during an emergency or power outage is available at www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout.html

Planning for emergencies

As part of effective emergency preparation and planning, it's recommended that you do not rely solely on having the ability to make phone calls in the event both fixed-line and mobile services are impacted. A range of back-up options should be available to use in an emergency to keep up to date on local conditions. This may include battery-powered radio and/or television (if power is available). If mobile data services are available, state or territory emergency services websites can provide useful information.

You are responsible for understanding the risks specific to your circumstances and to plan accordingly. More information about planning for emergencies is available from the Australian Red Cross website at www.redcross.org.au/prepare.aspx

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This factsheet presents information for consumers from section 4.6 of the government's *Migration Assurance Framework; Telecommunications industry guide*. More information about the migration process and the agreed roles and responsibilities of all telecommunications industry parties for a seamless transition to an NBN fixed line service for consumers and businesses is available here: https://www.communications.gov.au/publications/migration-assurance-policy-statement-framework

More information

Getting ready to connect to the NBN ❯ Connecting to the NBN ❯ Getting assistance with your NBN service