How to prepare for an emergency event where you may lose connectivity

We know how important it is for people across Australia to be able to access broadband services. That's why we've developed this useful guide to help you prepare for an outage, particularly in emergency scenarios. It's important to keep in mind that any equipment connected via the **nbn**® network will not work during a power outage. It's also worth noting that during emergencies, the majority of outages on the **nbn** network are caused by power outages.

## Our priority during an emergency

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.

Medical alarms, fire alarms and lift phones

If you require a safety critical device to work during a power outage, such as a medical alarm, fire alarm or lift emergency phone, **nbn** recommends you speak to the supplier of that device about the best solution for ongoing service continuity.

The following tips will help you prepare for an emergency event where you may lose connectivity.
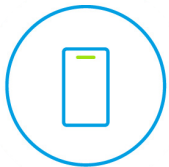
Tip 1 - Stay mobile

Put together an emergency kit with a charged mobile phone and a portable mobile battery pack on hand. This can help if you experience a power outage, or if your **nbn** network connection is disrupted in an emergency. Consider turning off your mobile data on unnecessary apps to save battery.

Tip 2 - Stay updated

Local radio is a good source of information during an emergency, so include a battery powered radio in your emergency communications kit. It's also worth following emergency services on social and news channels. These may include your State Fire and Rescue, Police Services and utilities like **nbn** (@NBN_Australia).

Tip 3 - Back-up

Make sure you can access important information and essential documents from anywhere – this could mean creating a digital back-up on a USB, or in the cloud. These key pieces of information may include insurance policies and/or financial documents.

Tip 4 – Alternative/back-up options

For businesses or other community groups, you might want to consider investing in alternative communication and power options to keep your business or community group operating. It's also important that you regularly test these back-up options to ensure they work when an emergency actually arises.

Extreme scenarios

Where physical damage is caused in extreme events, we have assets that can be mobilised to help restore services as quickly as possible under varying circumstances. Keep in mind that in most cases, the **nbn** network overall is resilient and designed to withstand disruptions. This means that in most cases if one part of the network is impacted, the network overall will still continue to operate.

For more information in regards to emergency events where you may lose connectivity, visit: **nbn.com.au/Emergency**