



Australia's
broadband
network
bring it on



Important information

Equipment connected
over the **nbn**[™] network
will not work during a
power blackout

Be prepared for a power blackout

We hope you're enjoying all the benefits of the **nbn**[™] network. Please be aware that unlike the old network, a fibre broadband network requires power at both ends of the network. Therefore, your phone and internet services will no longer work over the **nbn**[™] network during an outage.

Affected equipment

Unexpected outages to your **nbn**[™] network connection can occur for many reasons outside of our control, such as storms, bushfires, car accidents or tree branches falling onto power lines. The equipment you have connected to the **nbn**[™] network will not work in a power blackout. This includes all types of landline phones (cordless phones, as well as the older style un-powered corded phones), Wi-Fi routers and modems.

Preparation is the key



Consider having an alternate form of communication handy (such as a charged mobile phone).



If you have safety-critical equipment (e.g. a medical alarm, monitored fire alarm or lift emergency phone), speak to your equipment provider about other solutions.

**For more information,
visit nbn.com.au/power**

*Your experience, including the speeds actually achieved over the **nbn**[™] network, depends on the technology over which services are delivered to your premises and some factors outside our control (like your equipment quality, software, broadband plans and how your service provider designs its network). Different options are available depending on the technology in your area. Talk to your service provider or go to nbn.com.au/power for more details.

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