



Emergency Preparedness and the nbn™ network



nbn™ Local

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The nbn™ network in an emergency

nbn is included in every state and territory's Emergency Response Plan

Communications during an emergency event are vital.

nbn is embedded within emergency prevention, preparedness, response and recovery planning in every Australian state and territory. In an emergency event where the nbn™ network is affected we will aim to:



Prioritise

connections to
essential services



Deploy

temporary network
equipment



Establish

plans for reconnection
of all services

Please note: factors outside of nbn's control including, but not limited to, weather conditions, terrain, damage from an incident, safety and directions from emergency services could impact our ability to respond.

Monitoring and prioritisation



The **nbn**[™] network is constantly monitored at our operations centre in Melbourne

nbn has sophisticated monitoring systems in place to ensure any significant area outage is quickly identified and services restored as quickly as possible. When a disaster or emergency event occurs, that has a significant impact on the **nbn**[™] network, we take steps to:



- Prioritise connections to essential services, such as hospitals, fire, police and emergency services;
- Support restoration of services such as traffic management, sewerage, power and water utilities, and
- Reconnect business services essential to community recovery such as banks, petrol stations and supermarkets

Temporary portable network solutions



nbn can support communities with portable network solutions

Our portable network assets help nbn provide a solution to support impacted communities following an incident. These include:



NOW (Network on Wheels)

A versatile, towable enclosed trailer that contains rack space, cooling, power systems, fibre distribution and devices for a small exchange. It can be used to support Fibre-to-the-Premise/Node/Curb and Fixed Wireless networks.



Multi-Tech Trailers

A technology diverse trailer that is self-powered containing equipment to support Fibre-to-the-Node, Hybrid Fibre-Coaxial and Fixed Wireless networks. Complemented by Wireless Mast Trailers (WMT) for fixed wireless support.



Hybrid Power Cubes

Next generation generators which combine solar and diesel power sources to enable nbn™ Fixed Wireless facilities to operate for long periods of time without a power grid connection.



Temporary portable network solutions

nbn can support communities with portable network solutions

Our portable network assets help nbn provide a solution to support impacted communities following an incident. These include:



Road Muster trucks

These vehicles are equipped with an **nbn™** Sky Muster™ satellite dish to provide emergency workers and evacuated residents with a valuable Wi-Fi connection. These trucks can also display crucial information via external LCD screens.



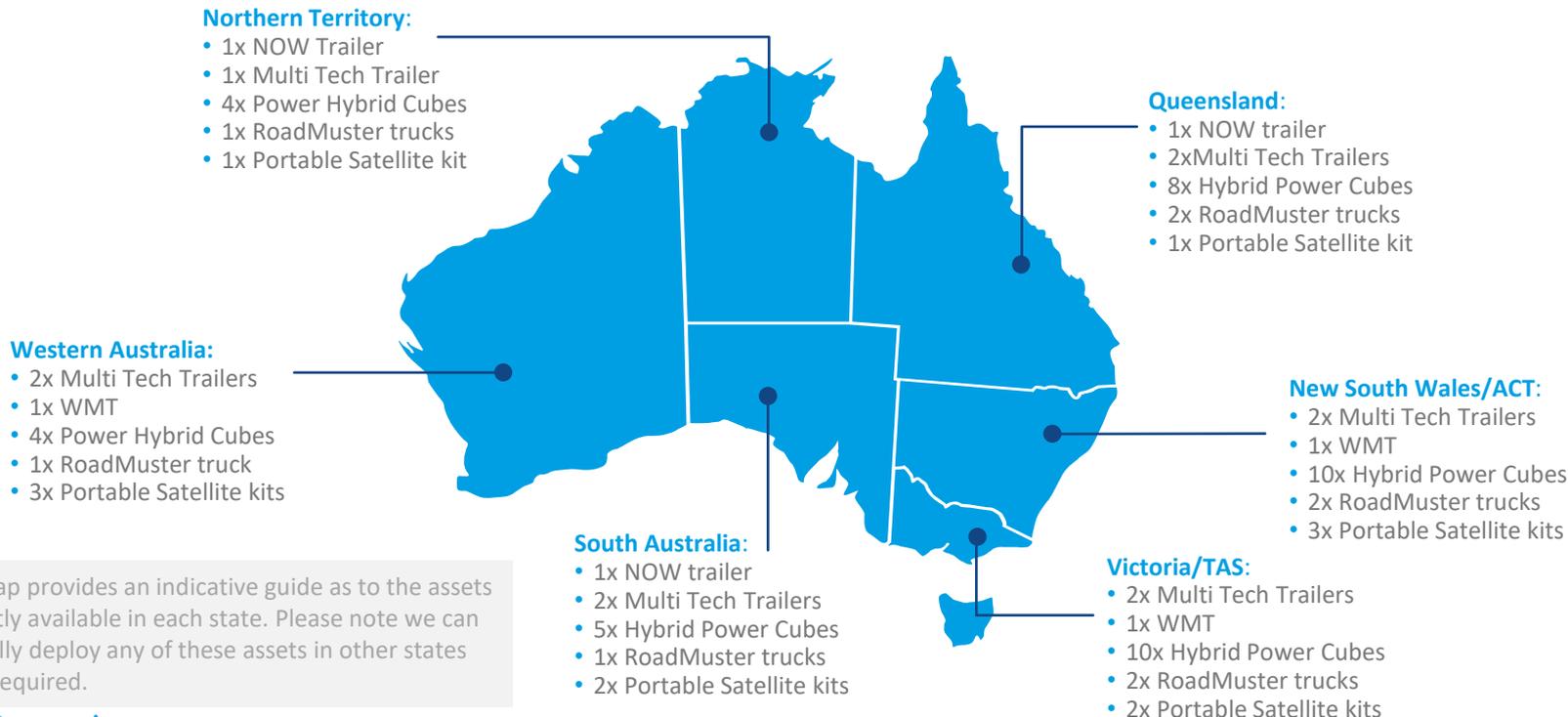
Portable satellite communication kits

These compact kits are easily transportable to areas without communication services. They can be deployed to assist emergency services during disaster situations.



Preparing for an emergency

While emergency events are difficult to predict, to help support affected communities during relief and recover phases we generally have temporary **nbn™** network equipment positioned close to at-risk areas to deploy them as soon as it's safe to do so.



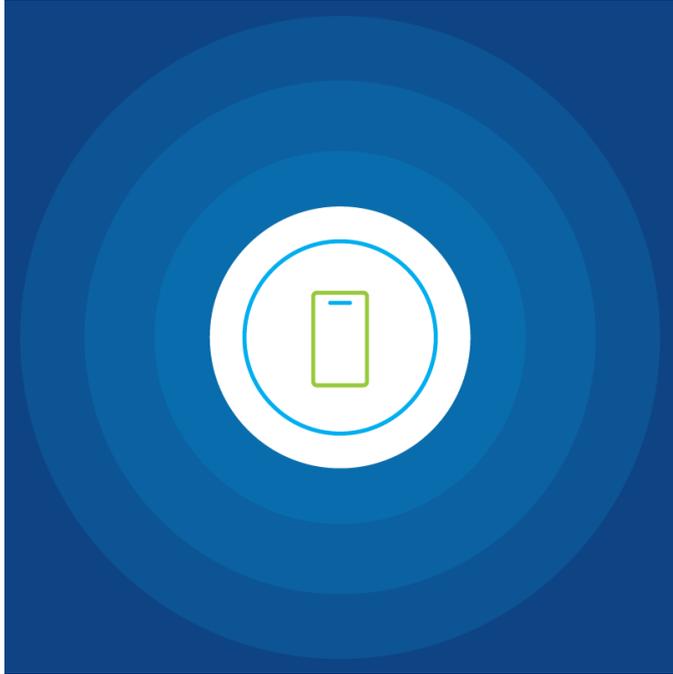
This map provides an indicative guide as to the assets currently available in each state. Please note we can generally deploy any of these assets in other states when required.



Emergency Preparedness tips

Be prepared for an emergency

Australian households can follow these tips

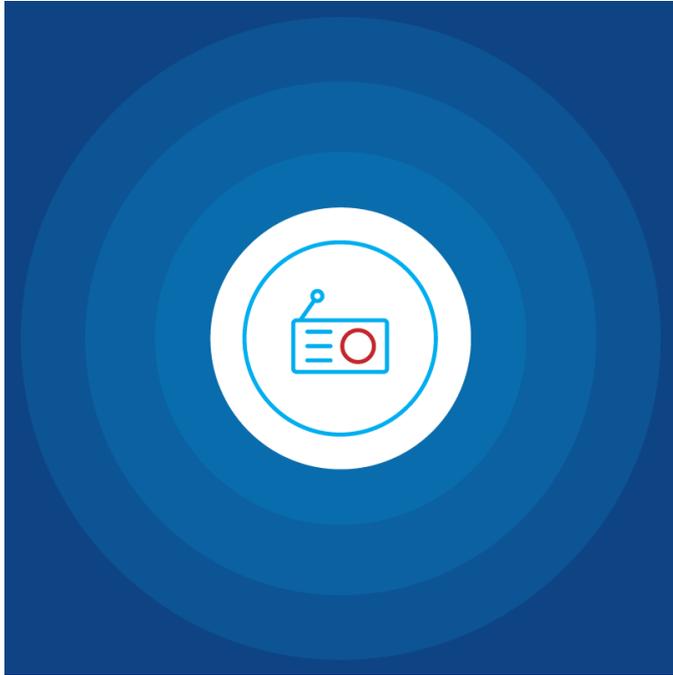


Stay on your mobile

Keep a charged mobile phone and portable battery pack ready to use, or if your **nbn**[™] connection is disrupted in an emergency event. Consider turning off cellular data on unnecessary apps to save battery.

Be prepared for an emergency

Australian households can follow these tips

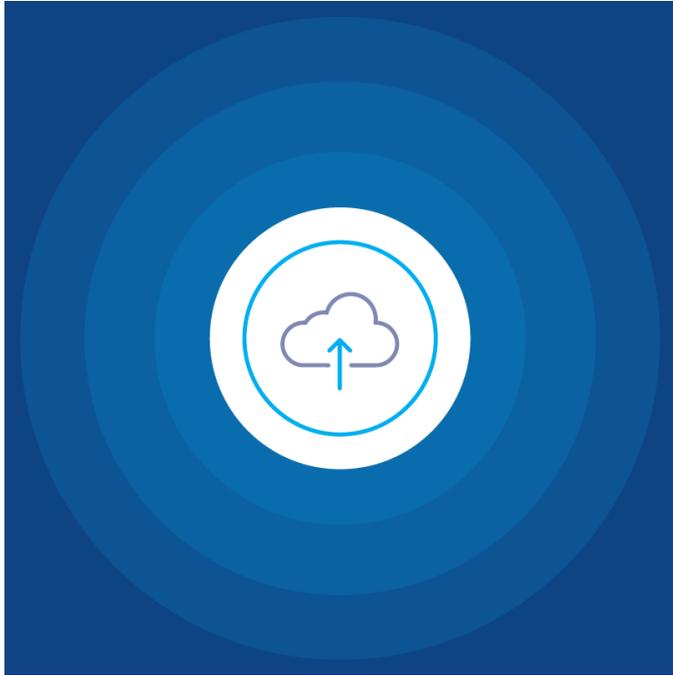


Stay updated

Local radio is a good source of information during an emergency, so include a battery powered radio in your emergency kit. Also follow local and emergency services as well as utility companies and **nbn** (@NBN_Australia) on social media.

Be prepared for an emergency

Australian households can follow these tips

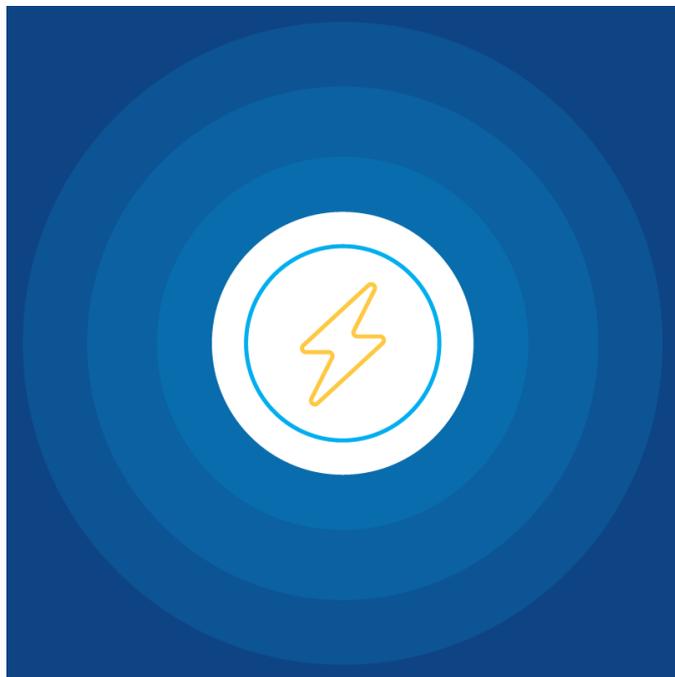


Back up

To access important information and essential documents from anywhere, including insurance and financial documents, consider creating a digital back up on a USB or in the cloud.

Be prepared for an emergency

Australian households can follow these tips



Alternate power source

If there is a power outage, equipment connected to **nbn**[™] services will not work. For home needs during these times, you might want to consider investing in an alternative power source, like a generator. Unfortunately though, alternative options like generators will not bring back home internet if the **nbn**[™] network is also experiencing a power loss.

Creating an emergency kit



Being prepared can help reduce disruption

An emergency communications kit can help you to stay connected in a power outage, or if there is a disruption to services over the **nbn**[™] network.

Below are examples of what to keep in your physical emergency kit and your digital emergency kit.

Physical Emergency Kit:

- Mobile phone
- Mobile phone charger
- Charged portable power pack
- Battery powered radio
- Spare batteries
- Hard copy important documents
e.g. insurance policies, passports,
legal documents

Digital Emergency Kit:

- Important documents scanned and saved securely online e.g. drivers licence, passports, insurance documents, legal documents
- Important contacts saved on mobile phone or saved securely online



**Connected devices in
a power outage**



What happens in a power outage?

Most internet connected devices require power to operate

Equipment connected via the **nbn**[™] network will not work during a power outage. While the **nbn**[™] network has in-built power resiliency, the **nbn**[™] network requires power at both the exchange and within the home or business to operate.

Communities impacted by a power outage due to an emergency or other unexpected event should be prepared to be without internet, fixed line telephone and other services which require an internet connection for a period of time.

If you have essential electrical equipment connected to the **nbn**[™] network you might want to consider investing in an alternative power source, for example a UPS or generator, to have on standby during emergencies.



Tip 1: If your premises is experiencing a power outage, use a smartphone or other smart device connected to mobile data to visit www.nbn.com.au/powerblackouts for helpful information.

Tip 2: If the power is still on but you experience problems with your **nbn**[™] network service, contact your phone and internet provider.

Equipment that may be affected by a power outage



Which devices could be impacted if you lose connectivity?



Many devices now rely on connectivity to operate. It is important to understand which devices could be impacted if you lose connectivity.

If you use any of the following equipment, **nbn** recommends you speak to the supplier of that device about the best solution for ongoing service continuity.

- Medical alarm, auto-dialler or emergency call button
- Security alarms
- EFTPOS or health claim terminal
- Monitored fire alarm
- Lift emergency phone
- Fax and teletypewriter devices

Landline phones



Understand what happens to your landline in a power outage



The **nbn**[™] network requires power at both the exchange and within the home or business to operate.

All types of landline phones (cordless phones, as well as older style un-powered corded phones) will not work in a power outage if you are in an **nbn** fixed line area (underground/overhead cabling).



Note: This may not apply to those landline phones connected in **nbn**[™] Fixed Wireless or **nbn**[™] Sky Muster satellite areas, as **nbn** has not taken over the existing copper line in these areas. Check with your phone or internet provider.

More information: www.nbn.com.au/landline



Thank you



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