



The nbn™ broadband access network

Emergency information for residents affected by the Townsville floods

We're currently working with local organisations and phone and internet providers to access and restore the parts of the nbn™ broadband access network that have been affected by the floods. Please bear with us - we're aiming to get you back online in the safest and quickest manner possible.

How your equipment could be affected

If you have any equipment connected over the nbn™ access network including landline phones, medical alarms, fire alarms and lift emergency phones, be aware these devices will not work in the event of a power outage. If you have an nbn™ battery backup attached to any of your devices connected to the nbn™ access network, it may last for approximately five hours.

While our services may be operational, if you do not have power in your home, you will be unable to access nbn™ services.

Who to contact if your nbn™ service isn't working

- If you're experiencing a power outage visit nbn.com.au/powerblackouts
- If you have power, but are experiencing issues with your nbn™ service, contact your phone and internet provider
- Have more questions? Visit the nbn™ team at a Disaster Recovery Centre or call **1800 687 626**