



RECONNECTION OF YOUR NBN® NETWORK SERVICE AFTER AN EMERGENCY

If you've been affected by an emergency event and your nbn network service is down, follow these steps once it's safe to enter your premises - whether that's your residence, business, community group, enterprise, or any other location.



HOW TO RECONNECT



1. Check your power:

First, ensure that your power has been restored.



2. Visually inspect the nbn equipment:

If it is safe to do so, visually check for any obvious signs of damage such as damaged cables coming into your premises or antennas on your roof – i.e., has fallen and is laying on the ground or ripped up by tree roots. Check the lights that are on the nbn equipment - it may have been damaged during the event.



3. If you find equipment issues or still have no nbn network connection:

Please contact your phone and internet provider who can test your service, address any issues within their control, and arrange for an nbn approved technician to assist if necessary.

For more information, visit nbn.com.au/Emergency or nbn.com.au/Outages

