



# Community Service Announcement

3 April 2017

## Rockhampton Flood Warning – expected nbn impacts to service

**nbn** is continuing to closely monitor the possible effects of flooding in the Rockhampton region and is ready to act.

We have proactively undertaken modelling on the predicted impacts to **nbn**<sup>™</sup> services based on potential inundation at a gauge height of 9.5m for Rockhampton.

Within the predicted flood zone, 1171 services are forecast to be affected by floodwaters in parts of Berserker, Wandal, Allenstown, Nerimbera, Kawana and the Rockhampton CBD. Those in the predicted flood zone should be prepared to be without an **nbn**<sup>™</sup> service for some time.

**nbn**'s Road Muster satellite truck is heading to Rockhampton ready to support the community if required. The truck has satellite and 4G capability as well as charging stations for electronic devices, and can be used as a hot spot for communications by emergency services and the community.

In relation to power outages, Ergon reports that they are voluntarily de-energising customers in the predicted impact zone. **nbn** reminds residents and businesses in Rockhampton and surrounds that equipment connected over the **nbn**<sup>™</sup> network will not work during a power blackout.

**nbn** recommends that you put together an emergency kit, which includes equipment that can be used in the event that there is a power outage, or your connection to the **nbn**<sup>™</sup> network is disrupted (for example a charged mobile phone).

For more information visit <http://www.nbnco.com.au/connect-home-or-business/information-for-home/what-happens-in-a-power-blackout/emergencies-and-outages.html>

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