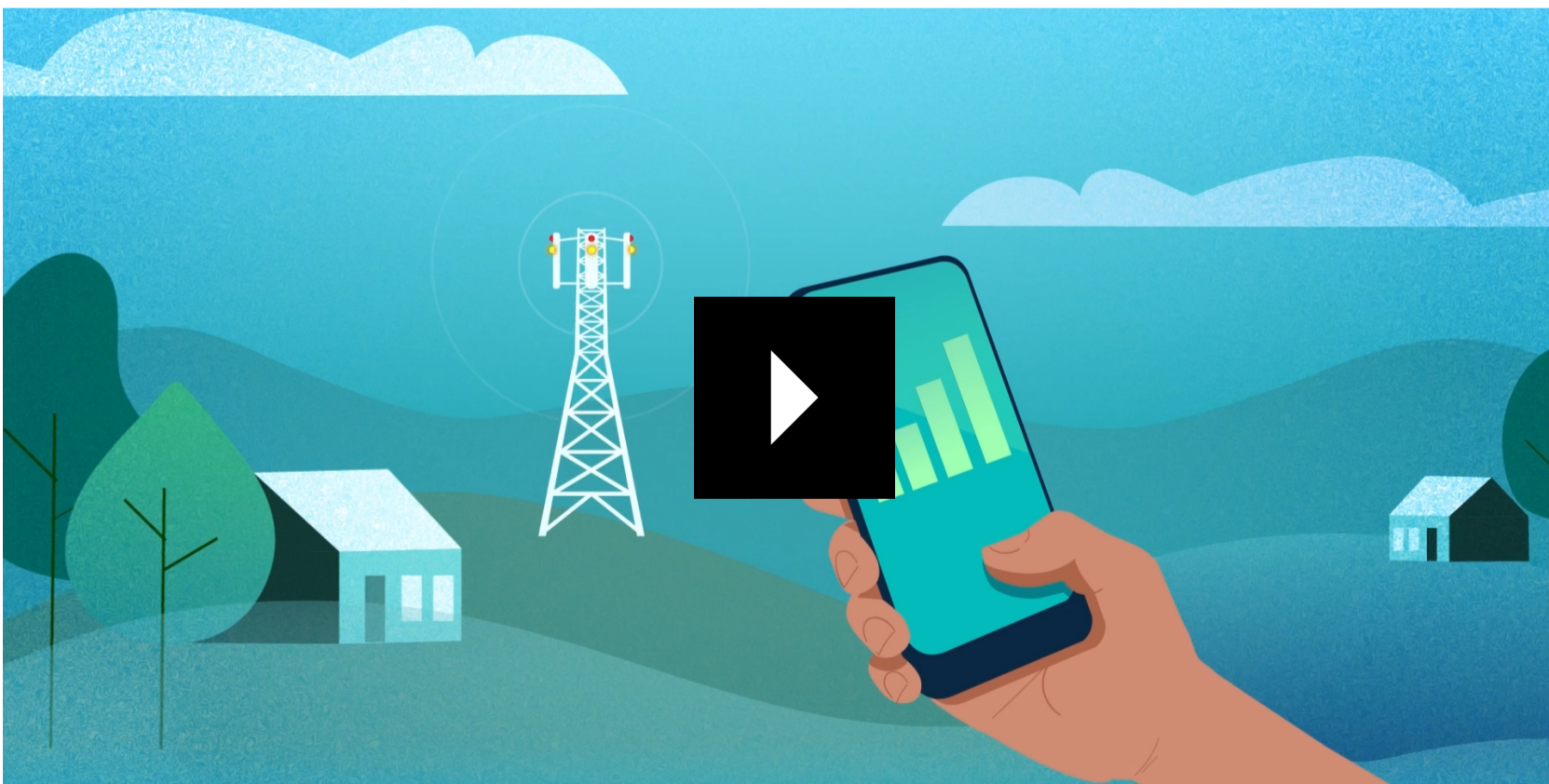


## Plan ahead: keep your business connected in an outage

**While telecommunications providers actively prepare for natural disasters or network outages, no form of communications technology is 100% resilient.**

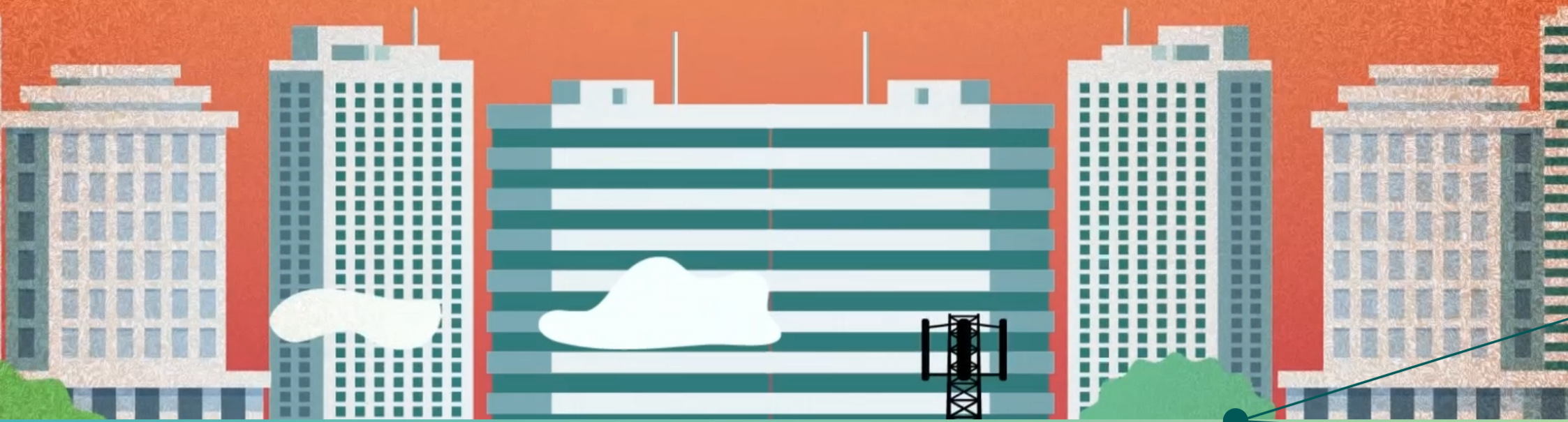
Networks can go down for a number of reasons including technical faults, interrupted power supply or damaged equipment. When this happens, the equipment your business relies on, like phones, Wi-Fi and EFTPOS machines may not work. You might not get any notice that an outage is coming.

The Australian Government has shared some tips to help keep your business running should a network outage occur.



For more information about how to prepare for a telecommunications outage, visit:  
[www.infrastructure.gov.au/network-outages](http://www.infrastructure.gov.au/network-outages)





## Keep your business connected in a network outage

### No communications technology is entirely resilient.

Networks can go down for a number of reasons including natural disaster, technical faults, interrupted power supply or damaged equipment. This can happen quickly, which means your businesses phone, Wi-Fi and EFTPOS machine may not work.

When this happens, telecommunications carriers and energy providers will be working hard to get services back up and running as quickly as possible.

There are a few things you can do to prepare for a network outage:

- Don't rely on any single form of communication to see you through, as it could become unavailable.
- Know who your service providers are, and if you can, consider having different providers for your phones and internet, or having 2 SIM cards from different providers.
- If you have a point of sale like an EFTPOS machine, consider machines with a built-in SIM card and Wi-Fi connectivity, and know where your closest ATM is located.
- Make sure important business information is backed up online and consider keeping physical copies.
- Keep hard copies of key contact details including colleagues, technical support, vendors and clients.
- Ensure staff are aware of and involved in business continuity planning, including what to do in a network outage.

If there's an emergency, listen to local news outlets while you can and follow directions from emergency personnel. The safety of you, your staff and colleagues is the highest priority.

For more information about how to prepare for a telecommunications outage, visit:  
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