



How to prepare your business for a network outage

Mobile, landline and internet services keep Australian businesses connected. But they may not be available if there is a network outage or emergency.

Whilst people will be working to get services back up and running as quickly as they can, this may take time. Preparing in advance can help keep your business safe and running.

There are some easy things you can do to prepare for unexpected outages due to an emergency or network fault:

- 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 information for your business 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 such as a natural disaster, listen to local news outlets while you can and follow directions from emergency personnel.
- The safety and wellbeing of you, your staff and colleagues is the highest priority.

Learn more at:
www.infrastructure.gov.au/network-outages