



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts



Keep connected in a disaster or network outage

No communications technology is entirely resilient during a network outage or natural disaster.

Networks can go down for a number of reasons including technical faults, interrupted power supply or damaged equipment. This can happen quickly, which means your home phone, internet modem, laptop or mobile phone may not work.

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

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

- If possible, consider different providers for your mobile and home internet, so you can stay connected if one provider has a network outage.
- Make an emergency kit and include a portable radio with a spare set of batteries, as well as cash.
- Keep your mobile charged and have a backup power source, like a battery pack or car charger.
- Have a paper copy of contact details for your family and friends, so if you get access to a phone (such as a public pay phone), you can call them.
- Prepare an emergency plan and communicate with loved ones about your plans before you have to act on them.

If you get caught in an emergency, such as a natural disaster, and telecommunications services are not available, you can:

- Monitor your local and commercial radio and television stations while you can, as well as local emergency service websites and social feeds for up-to-date information.
- Follow advice from emergency service personnel on the ground.
- If you are concerned for your safety, don't wait to be told to evacuate—prepare and leave early.

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



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Plan ahead: Stay connected

While telecommunications providers 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. This can happen quickly and your home phone, internet modem, laptop or mobile phone may not work. Think about how you will communicate if your mobile, landline and internet services are not available.

To help you prepare for an unexpected outage follow these steps:

- If possible, consider different providers for your mobile and home internet, so you can stay connected if one provider has a network outage.
- Make an emergency kit and include a portable radio with a spare set of batteries, as well as cash.
- Keep your mobile charged and have a backup power source, like a battery pack or car charger.
- Have a paper copy of contact details for your family and friends, so if you get access to a phone (such as a public pay phone), you can call them.
- Prepare an emergency plan and communicate with loved ones about your plans before you have to act on them.

If you get caught in an emergency, such as a natural disaster, and telecommunications services are not available, you can:

- Monitor your local and commercial radio and television stations, as well as local emergency service websites and social feeds for up-to-date information.
- Prepare an emergency plan and communicate with loved ones about your plans before you have to act on them.
- Follow advice from network providers or emergency services personnel on the ground.
- If you are concerned for your safety, don't wait to be told to evacuate—prepare and leave early.
- Do your part to stay safe and informed until you're back online.

Having a plan in place keeps you and your loved ones safe, informed and connected.

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