



Community Service Announcement

5 April 2017

Cyclone Debbie and aftermath – how to report impacts to your service

In response to Tropical Cyclone Debbie and flooding across Queensland and Northern NSW, **nbn** has deployed field teams across impacted areas to ensure our network continues operating wherever possible. This includes positioning generators at priority sites where power outages continue and repairing damaged infrastructure as quickly as possible. The field teams consists of **nbn** employees, **nbn** delivery partners and **nbn** activations technicians. We ask for patience as **nbn** activation technicians are diverted from their normal duties to assist with the recovery.

Where communities are recovering from severe winds, flash flooding, significant rainfall and river flooding in the cyclone aftermath, it is expected that there will be impacts to services over the **nbn**TM network. We are preparing to respond to increased incidents raised to **nbn** by our Retail Service Providers in these areas.

nbn reminds end users that any service issues or network damage experienced at your home or business needs to be reported to your Retail Service Provider. Your Retail Service Provider has the tools to troubleshoot and determine where issues may lie, and has direct access to **nbn** so we can work together to restore your service. As a wholesaler, **nbn**'s role is to respond to the advice of our Retail Service Providers.

Our thoughts are with the people of Queensland and New South Wales who have lost their homes and their livelihoods as a result of this severe weather event. We will continue to work around the clock to manage the impacts of natural disasters to our network as they arise, to ensure the least disruption possible. We wish everyone affected a quick recovery.

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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