Managing the Power Supply without Battery Backup

You have chosen to have a NBN Power Supply without Battery Backup installed with your NBN Services. Please make sure you read all the information below and understand your rights and responsibilities.

The Power Supply without Battery Backup:

- During a power outage, NBN-based services, including telephone and data services will not work in the event of a power failure

- No emergency calls can be placed during a power outage without a battery backup for your NBN services

It is your responsibility to always have an alternative means of contacting someone during a power outage in case of an emergency such as a charged mobile phone.

Exceptions

- If your phone plugs into a separate router/gateway from your phone or internet service provider, you won't be able to make calls unless that router/gateway also has its own battery backup.

- Examples of devices that require their own battery backup include wireless routers, all mains powered phones, computers or modem/routers.

- Uninterruptable power supply (UPS) systems help power devices during a power outage and are readily available through technology retailers.

If you agree to have a Power Supply without Battery Backup, the battery should be removed from the Power Supply with Battery Backup.

To learn more in how to replace your battery or maintain your equipment, please visit the following video's for a step by step guide:

1. The NBN Connection Box - Network Termination Device (NTD)
   https://www.youtube.com/watch?feature=player_embedded&v=vaY4wWGrst4

2. Your power supply and battery backup unit
   https://www.youtube.com/watch?feature=player_embedded&v=OAXMjCc63gY

3. Battery replacement
   https://www.youtube.com/watch?feature=player_embedded&v=BY80SsVw6jI

4. Maintaining your equipment
   https://www.youtube.com/watch?feature=player_embedded&v=rvwQZKVkWSI

For further information about Battery Backup, please read the NBN Fibre User Guide provided to you by the NBN Technician at time of installation. If you have not received this Guide please visit www.engin.com.au/nbnguides.

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