



# Media release

## NBN Co recovery update regarding Townsville floods

NBN Co's Emergency Management and Field teams have begun the recovery process to the network in affected flood zones in the North Queensland region.

With the impacted zones in Townsville's and broader areas now reopen, NBN Co field teams, in partnership with our delivery partners, will be replacing damaged network infrastructure, installing generators and accessing closed off areas to assess any further damage to the network.

There are currently limited services [impacted](#) but NBN Co expects there will be further impacts to the network as we begin to respond to increased incidents raised to NBN Co by our retail service providers.

### **Ryan Williams, Head of nbn local, Queensland said:**

"Our thoughts are with the people of Townsville who have lost their homes and their livelihoods because of this severe weather over the past week. We want to assure residents and local business owners we are working around the clock to get the network up and running in impacted areas.

"We will have our Road Muster trucks located in the community recovery centres and invite residents without power or internet to come visit the Muster Trucks where the team will be able to provide free Wi-Fi so people can lodge online assistance forms or check in with family and friends.

"As we continue to assess the broader impact to the network in the region, we want to remind residents that equipment, including phones and medical alarms, connected over the **nbn**<sup>™</sup> network will not work during a power blackout so have a fully charged mobile phone prepared as back up.

"We will closely monitor further weather conditions and the possible effects of flooding in other areas across the region.

For information on what to do in a power outage please visit [nbnco.com.au](http://nbnco.com.au)

-- ENDS --

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