



Australian Government

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

# How to get your business ready for phone and internet outages

Easy Read version



## How to use this document



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

The Australian Government Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA) wrote this document.

When you read the word 'we', it means DITRDCA.



We wrote this document in an easy to read way.  
We use pictures to explain some ideas.



We wrote some important words in **bold**.  
This means the letters are thicker and darker.  
We explain what these bold words mean.



This is an Easy Read summary of another document.  
This means it only includes the most important ideas.



You can find the other document on our website.  
[www.infrastructure.gov.au/network-outages](http://www.infrastructure.gov.au/network-outages)



You can ask for help to read this document.  
A friend, family member or support person  
might be able to help you.

## How to get ready



It's important to get your business ready for **phone or internet outages.**



A phone or internet outage is when a phone or computer stops connecting to other phones or the internet in your area.



Phone or internet outages can happen for many reasons.

For example, during a storm.

## Use more than one provider



Phone or internet outages might not affect all phone or internet **providers**.



Providers support people by delivering a service. This includes phone or internet services.

So it's a good idea to use different providers across your:



- internet



- phones.



If you have more than one phone, you could use SIM cards from different providers for them.



You should find out where your nearest ATM is.

This means you and your customers can use cash if your EFTPOS machine is affected by the outage.



Or you can also buy an EFTPOS machine that uses a different provider for its:

- SIM card
- internet.

## Keep important information in a safe place



Make sure all the important information for your business is saved in a safe place online.



You should also keep physical copies of this information in a safe place.



This includes physical copies of how to contact important people if you need to.

For example:



- staff members



- important clients



- organisations that can support you during a phone or internet outage.

## Make a plan



Make a plan about what to do if there is a phone or internet outage.

Then you should:



- tell your team about this plan



- practise your plan



- update your plan often.

## Stay safe



Phone or internet outages can happen during **emergencies**.



Emergencies are dangerous situations that no one expects to happen.



It's important to stay safe during emergencies.



Check your local news to find out what is happening.

This might be on the:



- radio



- TV



- internet, if it's still working for you.



Follow what people who work in the emergency services say to do.

For example, the:



- police



- firefighters



- **paramedics.**

A paramedic helps sick or hurt people and takes them to the hospital in an ambulance.



You can learn more about how to be safe during emergencies and phone or internet outages on our website.

[www.infrastructure.gov.au/media-communications-arts/phone/communications-emergencies-and-natural-disasters](http://www.infrastructure.gov.au/media-communications-arts/phone/communications-emergencies-and-natural-disasters)



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