



Australian Government

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

How to get 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



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 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:



- home internet



- home phone



- mobile phone.

Make a plan



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



In your plan, include how you can contact important people during a phone or internet outage.

For example:



- your family and friends



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



Tell your friends and family about your plan.



Keep physical copies of your plan in a safe place.

Stay safe



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



Emergencies are dangerous situations that no one expects to happen.



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.



In an emergency, you might still be able to call Triple Zero even if it looks like you have no service on your phone.



Or you can try a public payphone.

They are free to use for all calls within Australia.



It's a good idea to know where your closest public payphone is.



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



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Quote job number 5977-B.