



Local Government Update

POWER OUTAGES

- Telstra exchange and mobile sites rely on a reliable commercial power supply to operate our network. Telstra has installed limited battery reserves at all of its network sites that are designed to support communication services for short duration power interruptions only.
- The battery reserves on each site differ depending on the location of the site (Urban/Rural/Remote), site load requirements, age of the installed batteries and criticality of the site to the larger network picture.
- When a power outage impacts a Telstra site, an alarm is activated that is monitored 24x7 by our Global Operations Centre (GOC). The location of the site and the current battery reserve volume will then dictate when the GOC deploy a field technician to attend site.
- Following a commercial power outage at a Telstra site where mains is expected to be off for longer than the installed battery reserve times, a generator will be deployed where possible to support the site until mains are restored.
- Where we have multiple sites without power we will assess the priority of each site for connecting a generator. The criteria for deploying generators is based on the type of infrastructure, impact to customers and the estimated duration of the outage.
- Restoring power through connecting a generator or the return of commercial mains may not result in the restoration of customer service in all instances. Where this is the case, specialised network technicians are deployed to site to diagnose, reset, reprogram and/or replace the failed hardware.
- Only Telstra staff or partnered contractors are permitted to connect a generator to a Telstra site or perform repairs and remediation work within our network.
- No telecommunications medium should ever be relied upon as a sole source of communication during an emergency. The reality is that communications (mobile, fixed line, etc) are all underpinned by their reliance on local commercial power to allow them to operate. It is this power which is often compromised as a result of the same emergency event.

Useful contacts

Reporting a fault please call 13 22 03

Email power outages - Telstra.Power.Interruptions@team.telstra.com

Regional Australia website (report a coverage problem) - <https://www.telstra.com.au/coverage-networks/telstra-regional-australia>

Once a fault is lodged and if you need escalation please contact the Regional Australia team telstrawa@team.telstra.com (this email is only monitored during business hours)

If an emergency is happening and communications is affected, the designated Incident Controller can reach out to Telstra's Emergency Services Liaison Officer (ESLO) through the DFES State Operations Centre.

