



Media Release

NBN Outages 16-27 September

Friday 13 September: Tim Saul, Head of nbn Local SA/NT said: “NBN Co apologises for the upcoming outages which are planned for network upgrade works on our Fixed Wireless network on Kangaroo Island over the next fortnight.

“When we carry out an upgrade, the affected tower may be turned off at intervals throughout the day, which will affect some telephone and internet services of local residents who are connected to the network.

“NBN Co seeks to advise retailers of outages two weeks before a planned upgrade and asks phone and internet retailers to pass this information on to their customers.

“These works will increase bandwidth and capacity, meaning businesses on Kangaroo Island are expected to benefit with improved performance.

“Because the work required to upgrade towers on the island must be done at heights, it is not possible to carry this out at night. For this reason users of the services may experience intermittent outages during the day.

“We will take steps to help ensure that any disruption to service is kept to a minimum while ensuring the safety of workers. We thank residents and businesses in advance for their patience as we complete these upgrades.

“It’s worth noting with any wireless broadband solution, capacity is not infinite and needs to be carefully managed in order to deliver a Fixed Wireless network that can provide the best access to end user customer experience for regional residents and businesses.

“We are committed to helping to improve the network and broadband experience of Kangaroo Island residents and businesses.”

See overpage for outages times and dates:

Outage Window Week One (works during daylight hours)

Interruption 1: 16/09/19 10 hours

Interruption 2: 17/09/19 10 hours

Interruption 3: 18/09/19 8 hours

Interruption 4: 19/09/19 10 hours

Interruption 5: 20/09/19 10 hours

Affected Fixed Wireless Towers

Kingscote Central

Emu Bay South

Kingscote

Nepean Bay West

Cape Jervis

American River

Penneshaw

Outage Window Week Two – (Works during daylight hours)

Interruption 1: 23/09/19 10 hours

Interruption 2: 24/09/19 10 hours

Interruption 3: 25/09/19 10 hours

Interruption 4: 26/09/19 10 hours

Interruption 5: 27/09/19 10 hours

Affected Fixed Wireless Towers

Kingscote Central

Emu Bay South

Kingscote

Nepean Bay West

Cape Jervis

American River

Penneshaw

For more information contact:

Kym Morgan

nbn™ local Manager SA and NT

M +61456 626 775 | **E** kymmorgan@nbnco.com.au

Level 2, 31-33 Richmond Road, Keswick SA 5035

