Internet Information Group
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Critical Information Summary

NBN Fibre to the Premises (FTTP) Battery Backup

Information about the Service

This image is of NBN **Fibre to the Premises (FTTP)** equipment installed with the optional battery backup unit (on the right).

Without the battery backup unit, Internet Data and any Telephone services (**including calls to Emergency Services**) will cease to operate during power outages or if the unit is switched off at the power outlet.

The battery backup unit will **NOT** be optional if there is a requirement for medical or security alarms.

In pristine condition, the backup battery should maintain the NBN link for approximately 5 hours.

When installed, it is the Customers responsibility to **maintain, replace or remove** the battery.

The main unit has battery health indicators and an accompanying manual will have details of how to remove/replace the battery. Replacement battery retailers are listed at this site:

https://www.nbnco.com.au/learn-about-the-nbn/network-technology/fibre-to-the-premises-explained-fttp/battery-back-up-service-information.html.

Other information

- The battery backup unit will **only** power the NBN connection equipment. It will **NOT** power any customer equipment connecting to the service eg routers or cordless phones.
- If you have a requirement for these external devices to remain powered on during outages, you should organise a separate battery backup (UPS) for these devices.
- If these devices are not on battery power, to make phone calls during a power outage, you will need to use a **standard corded telephone** (which does not require power) connected to a UNI-V port telephone service you may have had provisioned. You should consider this information carefully - particularly in relation to making Emergency Calls.
- **Internet Information Group will order the installation of battery backup units unless specifically advised not to.** At this point there is no additional setup charge for this service.

Customer support

Email: **support@iig.com.au**
Phone: 07 3193 2300

Complaint handling

If you have complaint about your service or a dispute with IIG, email support@iig.com.au with a detailed explanation of the problem so we can assist you to find a resolution.

Financial Hardship Assistance

We understand that sometimes, events in your life may impact your ability to meet your financial obligations. We offer a number of options to assist in these circumstances. A copy of IIG's Financial Hardship Policy can be found here www.iig.com.au/pdf/document/financial_hardship_policy.

Further options

If you are not satisfied with our handling of your complaint, you can contact the Telecommunications Industry Ombudsman by telephone 1800 062 058. For further contact information, visit their site at www.tio.com.au/about-us/contact-us.

Please go to www.iig.com.au/contact if you have any questions or require further information regarding this document.
Alternately you can email support@iig.com.au or call us on 07 3193 2300.