

06 January 2021

Recent severe thunderstorms and lightning strikes across Sydney West, Sydney Metro and Outer Metro in NSW have impacted the nbn's network. This event has led to a significant increase of faults with customer services, the majority impacting customers with Fibre to the curb (FTTC) and Hybrid Fibre Coaxial (HFC) connections.

The NBN is aware of the issue and is allocating all available technicians to resolve the issue.

### **How does this impact me?**

Some customers may find that their internet drops out and doesn't come back online, this may be due to a fault caused by high energy storms in the following areas:

- **Sydney West** : Penrith, Blacktown, Parramatta, Carramar, Richmond, Lidcombe, Eastern Creek
- **Sydney Metro** : Ryde, Glebe, Chatswood, Campsie, Redfern, Kensington
- **Sydney Outer Metro** : Castle Hill, Mosman

### **I haven't been affected, will my service be interrupted?**

These storms are likely to persist over the summer months so if you find yourself experiencing no service, please follow the following troubleshooting steps to ensure we can diagnose and restore your service as quickly as we can.

### **What to do if you think you're affected**

If you think your connection has been impacted by these storms you can follow the below steps:

- Reboot your NCD (NBN network connection device connected to your router)
- Check the RPF light and ensure it is not **red** (If the RPF light is red your connection is likely affected by the incident)
- Test an alternate router if able to do so

If the steps above do not resolve your issue please contact us on **1800 10 12 10**. Please note that we are currently experiencing a very high volume of calls so to avoid the wait you could also send us an email on [support@home.superloop.com](mailto:support@home.superloop.com) with your username and account details.

### **What to do if you have already contacted us**

If you have already been in contact with us you can rest assured that we have lodged the incident with the NBN. We will be in contact as soon as we have a technician appointment confirmed by the NBN.