



Media release

Wednesday, 20 November 2019

Bushfire recovery update: NBN Co to switch on ‘Network on Wheels’ to keep Mid North Coast services online

NBN Co’s bushfire recovery efforts on the Mid North Coast continue with the wholesale network provider deploying temporary network infrastructure to help keep more than 3,000 services over the **nbn™** access network online in the Diamond Beach region, following damage to the local telecommunications exchange.

The exchange, which houses **nbn™** infrastructure, has left the network equipment exposed to the elements and at-risk of instability, triggering the deployment of NBN Co’s ‘Network on Wheels’, **nbn™** network infrastructure built on towable trailers that can replace damaged or at-risk equipment while permanent repairs are completed.

Head of nbn Local for NSW and Queensland, Ryan Williams, said: “Our teams have been working with local emergency services to access, repair and restore bushfire affected parts of the network, including Diamond Beach and the surrounding areas. As of Monday evening (18 November), all **nbn™** services impacted by bushfires over the past week had been restored.

“While our field technicians have temporarily restored services at the Diamond Beach exchange, the damage to the site has left **nbn™** infrastructure vulnerable. Our crews configured our Network on Wheels equipment to duplicate the technical requirements of the Diamond Beach site, before it was transported to the region.

“While services are currently stable, we will be shifting services from the existing exchange over to the Network on Wheels overnight to minimise disruptions and expect this will be completed by early Thursday morning, pending conditions. We will then monitor services on the temporary infrastructure until such time they can be transferred back to the new exchange,” Mr Williams said.

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