

Power and Home Phone Services

Here’s what you need to know

Phone services provided over Telstra’s Copper and CAN Radio networks are powered by equipment within Telstra’s network, with the electrical current required to power the corded handset carried over the copper telephone wire.

Modern services – including Telstra 4G Fixed Wireless Voice or Telstra Satellite Voice (powered by Starlink), require electricity at the customer’s premises to power the telecommunications equipment.

Power is your responsibility

- Telstra does not supply power equipment or backup batteries
- You may want to consider backup options to stay connected during outages

What happens if my power fails?

If power is interrupted or unavailable at your home or business, your Telstra 4G Fixed Wireless or Telstra Satellite Voice service will not work, unless you have backup power in place.

What is required?

Telstra 4G Fixed Wireless and Telstra Satellite Voice (powered by Starlink) require a reliable power supply, able to provide 230-240V output.

What power equipment do I need?

Customers who want to ensure their home voice services can work when their power fails should consider a portable power station or a UPS device, to provide backup power.

In-Line UPS devices can be lower cost and simpler to use but will generally only provide backup power to a single device and will not be suitable for powering multiple pieces of equipment.

Portable power stations combine a battery and an inverter and can work on their own or in combination with an external power source, such as solar panels. When choosing a portable power station, ensure the inverter can provide *pure sine wave* power, to minimise risk to the operation of connected equipment.

The below table summarises potential solutions for different equipment types and use cases.

Where can I go for further advice?

Power backup equipment is available in outdoor equipment, caravanning and camping retailers nationally.

Registered electricians can advise on the safe operation and limitations of different power solutions and the appropriateness of different solutions in your circumstances.

Requirements and indicative solutions to support Telstra Home Phone services

		Telstra 4G Fixed Wireless	Telstra Satellite Voice (powered by Starlink)
<i>Equipment requirements</i>		Telstra Smart Modem	Starlink Antenna and Router, and Telstra Smart Modem
<i>Typical power draw</i>		10 – 15 Watts	65 – 90 Watts
<i>Potential Solutions</i>	1 – 2 hours	In-Line UPS device with 200Wh battery.	Small Portable Power Station (300Wh battery)
	4 – 5 hours	Small Portable Power Station (300Wh battery)	Medium Portable Power Station (500Wh battery)
	10 – 12 hours	Medium Portable Power Station (500Wh battery)	Larger Portable Power Station (1000Wh battery)
	Multiple Days – Long term solution	Portable Power Station and Solar Panels to support 1.6kWh to 2.1kWh per day. In typical conditions this will require 800W to 1000W of solar panel input with 1.5 to 2kWh of battery storage (accounting for cloudy days). Permanent solutions may require professional installation by a qualified electrician	

