

## Technical Questions

**Will my Hero service work if there is a power cut?**

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Your Hero service requires power to work as your broadband modem will not function without it.

To ensure that you never lose inbound calls in the case of a power failure, we recommend that you set up call forward unreachable or simultaneous ring on at least one inbound number and have calls sent to a mobile. There are a number of alternative features that you can use also to ensure you always receive calls.

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