



PUBLIC NOTICE

Telstra Network Disruption Advice 29 April – 4 May 2024

Message from Telstra

Telstra is upgrading its mobile network at Phosphate Hill with work to take place over 6 days commencing 29 April 2024. Mobile service will be impacted during this period.

As this upgrade work needs to be carried out during daylight hours for health and safety reasons, our technicians will need to switch off sectors which support mobile services in the area and power to the exchange. This will result in disruption to mobile services in the area. Every effort will be made to reduce the impact to our customers, and we apologise for any inconvenience. These upgrade works will cause disruption to all devices using the Telstra Mobile Network, including mobile handsets, EFTPOS machines, and any device with a Telstra Mobile SIM.

Upgrade work and testing, if all goes according to plan, will be completed by 5 May 2024. Site Outages will be kept to a minimum during that period, and we anticipate launching the improved services as soon as possible.

Thank you for your patience and understanding while we upgrade the network.

FURTHER INFORMATION

- Keep up to date on Telstra outages by heading to <https://outages.telstra.com.au/#/>
- If you continue to experience concerns after the outage period, please report faults through 132200 Telstra Faults
- We also understand that there are some critical business applications that may be impacted while we restore services, such as EFTPOS connections. If you are experiencing difficulty with EFTPOS, we recommend you contact your bank for assistance. Most modern EFTPOS terminals can use Wi-Fi linking into fixed network services and/or mobile service to operate effectively.
- Wi-Fi Calling - If you have a Telstra mobile with a compatible device, you'll be able to make voice calls using your Fixed Broadband Wi-Fi connection.
<https://www.telstra.com.au/coverage-networks/mobile-technology#wificalling>
- Contact TelstraNorthernQld@team.telstra.com