

Notice Type: SAFE Notice

Location: Murrumbo – Kerrabee

Subject Title: Telstra 4G Outage Between Murrumbo and Kerrabee

Operator(s): All Operators

Corridor/Line: Ulan Line

Control Board: Upper Hunter 3

Effective From: 21/03/2025 **Time:** 1200hrs

Effective To: 21/03/2025 **Time:** 1230hrs

Reference Documents:

Network Information Book: OGW-30-19

General Details / Operating Condition:

On Friday 21 March 2025, Telstra will commission cabling upgrade works between Murrumbo and Kerrabee. These works will result in a single outage of the Telstra 4G mobile service for up to 30 minutes between 1200 hours and 1230 hours while the new cable is being connected to the network.

During the outage ICE radio communications will instead connect to Broadmeadow NCCN via satellite mode and the backup satellite system will provide communication within Ulan Cox's Gap No. 1 Tunnel.

Systems and devices reliant on Telstra 4G mobile service may experience connection issues and dependency on their use should be avoided between 1200 hours and 1230 hours. If possible, repositioning to a location retaining mobile coverage should be considered.

Note: Telstra mobile service outside of the Murrumbo to Kerrabee section will not be impacted by the Telstra works.

Affected Services:

- Telstra 4G mobile service from Murrumbo (exclusive) to Kerrabee (inclusive) will be unavailable for up to 30 minutes,
- ICE Train Radios within the affected area, however they will instead operate in satellite mode when the Telstra 4G service is temporarily interrupted, and
- Systems and devices reliant on the Telstra 4G mobile voice & data service including mobile telephones, eTAP and electronic TOA's

Unaffected Services:

- ICE Radio operation to and from Broadmeadow NCCN, will operate as normal for all calls outside of the affected area,
- The back up satellite communication system for Ulan Cox's Gap No. 1 Tunnel (366.468 - 367.229km), and
- All communication equipment for Ulan Cox's Gap No. 2 Tunnel (368.335 - 368.745km).

Additional Details:

During this planned work, ARTC representatives will be located onsite to oversee the Telstra works. They will confirm restoration of the Telstra 4G mobile service and will support the management in the event of any unforeseen issues.

Note: During this outage no changes to ICE Radio units or VCS operation will be required.

Recipients must ensure this Notice is circulated to and understood by all personnel affected by, or needing to know, its content.

This Notice must be issued to all affected Competent Workers.

Competent Workers who receive this Notice must follow the requirements.

Contact Details:

Contact: Jared Smith – Technical Specialist Communications

Contact No. 0428 723 643

Approval:

Approved by: Delivery Support Manager, Network Control Centre North

Date: 28/02/2025