

Notice Type:	SAFE Notice		
Location:	Network Wide		
Subject Title:	NCCN Server Upgrades		
Operator(s):	All operating on the ARTC network		
Corridor/Line:	ARTC Hunter Valley and Central North West Networks		
Control Board:	All Control Boards at Broadmeadow NCCN		
Effective From:	06/05/2025	Time:	0900 hrs
Effective To:	07/05/2025	Time:	1700 hrs

General Details / Operating Condition:

During business hours (AEST), on Tuesday 6 May 2025 and Wednesday 7 May 2025, or until works are completed, ARTC will be conducting upgrades of the physical servers that enable operations at Broadmeadow NCCN and beyond.

Prior to the start of work, ARTC will pre-emptively failover the Voice Communication System (VCS) into Disaster Recovery (DR) mode. During this period, Network Controllers will still operate from NCCN but will be connected through to the DR VCS equipment located at Mile NCCW. The VCS takes about 10 seconds to failover to DR backend equipment.

Note: No changes to In Cab Equipment (ICE) units will be required as part of these works. While in DR mode, the ICE radio home server icon will change from "BMD" to "BMB", however this will not affect normal operations.

Additional Details:

There are no expected outages beyond a brief (about 10 seconds) changeover to DR mode at the start and conclusion of the upgrade works. Given the size and complexity of the operations being undertaken, there is a potential for unexpected outages, but any unplanned or unexpected impacts related to the NCCN installs should not impact the NCCN VCS while in DR mode.

Additionally, during these upgrade works ARTC will have Technicians located at Broadmeadow NCCN in the Data Centre, prepared to assist if needed, as well as Engineers doing the work. The Technicians and Engineers will work with the Operations teams to effectively manage any outages.

If any unplanned outage does occur, the Broadmeadow NCCN backup mobile phones will be used as the primary form of communications to and from the Network Control Centre. All incoming and outgoing calls to Broadmeadow NCCN including ICE calls should be made to and from the backup mobile phones. ICE Radio users will be required to dial the backup mobile phones using the ICE "directory" or "manual" call methods.

The list of Broadmeadow NCCN backup mobile phone numbers for NCCN are below.

NCCN Control Board	Mobile Extension
BMD: Kooragang Mobile	0428 810 345
BMD: Port Waratah Mobile	0428 871 063
BMD: Upper Hunter 1 Mobile	0427 462 676
BMD: Upper Hunter 2 Mobile	0437 011 167
BMD: Upper Hunter 3 Mobile	0456 660 647
BMD: Middle Hunter Mobile	0428 803 620
BMD: Lower Hunter Mobile	0427 620 067
BMD: North Mobile	0427 423 124
BMD: West Mobile	0427 554 419
BMD: North-West Mobile	0428 341 309
BMD: TTM Backup Mobile	0439 598 718

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: **Arnoldo Rodriguez, ICT Infrastructure Engineer**

Contact No. **0476 546 564**

Approval:

Approved by: **Delivery Support Manager, Network Control Centre North**

Date: **01/05/2025**