



Network Disruption Advice

For Your Advice

Telstra is performing maintenance on its network around QUILPIE QLD with work to take place over 10 days commencing 3rd April 2023. Mobile service may be impacted at various times during this period.

As this maintenance work needs to be carried out during daylight hours for health and safety reasons, our technicians will need to switch off some sectors which support mobile services in the area and power to the exchange. This may result in some 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.

Maintenance work and testing, if all goes according to plan, will be completed by 13th April 2023. 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 maintain the network.

Further Information

1. Review the outage tool <https://outages.telstra.com.au/#/> to see if the outage is listed (these works may not be listed on here)
2. If you continue to experience concerns after the outage period, please report faults through 132200 Telstra Faults
3. We also understand that there are some critical business applications that may be impacted while we complete this upgrade, 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.
4. 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>

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