



# MEDIA RELEASE

## Upcoming Telstra mobile disruption in Brisbane's north-west

**Thursday, January 25, 2018** – Telstra will deploy a temporary Cell on Wheels (COW) at Mitchelton and provide free calls\* and Wi-Fi\*\* at its payphones in Gaythorne, Mitchelton and Everton Park to help customers remain connected during an upcoming disruption to mobile services in the area.

Telstra Area General Manager May Boisen said Telstra would soon be required to switch off their mobile base stations on top of the Brookside Shopping Centre, while centre management undertook works on its roof.

“Brookside Shopping Centre will be undertaking work on its roof from January 30 and we are required to switch off our mobile base stations that are on top of the centre while it takes place,” Ms Boisen said.

“We have a number of other mobile base stations servicing customers throughout these areas and we are deploying a temporary Cell on Wheels in the grounds of the nearby Mitchelton Telephone Exchange so the majority of our customers won't be impacted, but for those affected there are options to minimise the disruption, such as Telstra Wi-Fi Calling.

“Telstra Wi-Fi Calling allows you to make and take mobile calls on compatible devices when connected to a Wi-Fi network, such as your home or office network. Further information on Telstra Wi-Fi calling can be found on our [Crowd Support](#) page.

“In addition to the mobile cell on wheels we are deploying at our Mitchelton Exchange to minimise coverage impact to our customers, we will also provide free use of our payphones in these areas for local, mobile and national calls during the same periods of disruption.

“We apologise for any inconvenience the disruption may cause but wish to advise our customers that the disruption is the result of third party works and we have explored all possibilities to mitigate as much as possible the impact to our customers.”

To minimise disruption as much as possible, deactivations will be staggered around the centre's work schedule and customers in parts of the following areas may be impacted during these specific periods:

- Gaythorne: 30<sup>th</sup> January – 9<sup>th</sup> February
- Mitchelton: 12<sup>nd</sup> February – 22<sup>nd</sup> February
- Everton Park: 23<sup>rd</sup> February – 7<sup>th</sup> March

Disruption to mobile services is expected to occur between 6am-6pm, Monday to Friday. Services will be operating during the weekend.

“It is important our customers are aware of the potential impacts and are prepared,” Ms Boisen said.

“Where other mobile network operators are in the same situation they will also need to switch off equipment they have on site.

“This means customers may have difficulty calling Triple Zero on a mobile device in the impacted areas, as customer's devices will not be able to access the other operators' mobile networks for Triple Zero calls.”

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*\*Excludes international calls, 13 numbers, premium and directory services.*

*\*\*WIFI available at Telstra Air enabled payphones.*