



Planned Service Interruptions

Date Issued : Friday, 4 April 2003

Revision # : 1

REQUEST NETWORK

UPDATED!

Outage ID : R0044

Planned Window (Local Time) : 06:00 to 07:00, Tuesday 8 April 2003

Affected Services/Location : *Request Network Services* in QLD, WA

Expected Impacts : Customers are not expected to experience any interruption to services within the specified window

Comments : Request is performing changes to the Management Network which will involve a small number of Core configuration changes.

EXTENDED COVERAGE NETWORK

Outage ID : E0093

Planned Window (Local Time) : 01:00 to 05:30, Sunday 6 April 2003

Affected Services/Location : *Extended Coverage Services* in NSW and VIC

Expected Impacts : Customers may experience an interruption to service of up to 40 mins each within the specified window

Comments : Telstra is upgrading OS on IPSNs at these times

Outage ID : E0094

Planned Window (Local Time) : 00:00 to 08:00, Monday 7 April 2003

Affected Services/Location : *Extended Coverage Services* in Yeppoon (QLD) and in NSW (selected areas) and Kalgoorlie (WA), Maida Vale (WA), Maylands (WA), Midland (WA)

Expected Impacts : Customers may experience an interruption to service of up to 8 hours each within the specified window

Comments : Telstra is performing network capacity upgrades in these areas

Outage ID : E0095
Planned Window (Local Time) : 01:00 to 06:00, Tuesday 8 April 2003
Affected Services/Location : <i>Extended Coverage Services</i> in NSW (selected areas) and in Warrnambool (VIC) and in SA (selected areas) and Rockhampton (QLD), Frenchville (QLD), Alton Downs (QLD), Parkhurst (QLD)
Expected Impacts : Customers may experience an interruption to service of up to 20 minutes each within the specified window
Comments : Telstra is performing network capacity upgrades in these areas

UPDATED!

Outage ID : E0108
Planned Window (Local Time) : 06:00 to 07:00, Tuesday 8 April 2003
Affected Services/Location : <i>Extended Coverage Services</i> in QLD, WA
Expected Impacts : Customers are not expected to experience any interruption to services within the specified window
Comments : Request is performing changes to the Management Network which will involve a small number of Core configuration changes.

Outage ID : E0097
Planned Window (Local Time) : 00:00 to 08:00, Wednesday 9 April 2003
Affected Services/Location : <i>Extended Coverage Services</i> in Croydon (VIC), Woorie Yallock (VIC), Mooroolbark (VIC), Boronia (VIC) and in SA (selected areas) and in Wollongong (NSW), Albion Park (NSW), Warilla (NSW), Port Kembla (NSW)
Expected Impacts : Customers may experience an interruption to service of up to 8 hours each within the specified window
Comments : Telstra is performing network capacity upgrades in these areas

Outage ID : E0098
Planned Window (Local Time) : 01:00 to 06:00, Thursday 10 April 2003
Affected Services/Location : <i>Extended Coverage Services</i> in WA (selected areas) and in Gerringong (NSW), Kiama (NSW), Thirroul (NSW), Wollongong (NSW), Woy Woy (NSW) and in SA (selected areas)
Expected Impacts : Customers may experience an interruption to service of up to 20 minutes each within the specified window
Comments : Telstra is performing network capacity upgrades in these areas

Outage ID : E0099
Planned Window (Local Time) : 00:00 to 08:00, Friday 11 April 2003
Affected Services/Location : <i>Extended Coverage Services</i> in NSW (selected areas) and in WA (selected areas) and in Blackburn (VIC)
Expected Impacts : Customers may experience an interruption to service of up to 8 hours each within the specified window

If any services fail to restore after any interruption, please report the fault to the Request Help Desk on 1300 722 447. Request apologises for any inconvenience this may cause.

Comments : Telstra is performing network capacity upgrades in these areas

Outage ID : E0100
Planned Window (Local Time) : 01:00 to 06:00, Sunday 13 April 2003
Affected Services/Location : *Extended Coverage Services* in Berwick (VIC)
Expected Impacts : Customers may experience an interruption to service of up to 30 mins each within the specified window
Comments : Telstra is performing network capacity upgrades in these areas

Outage ID : E0101
Planned Window (Local Time) : 01:00 to 06:00, Monday 14 April 2003
Affected Services/Location : *Extended Coverage Services* in WA (selected areas) and in Hazelbrook (NSW), Katoomba (NSW), Leura (NSW), Lawson (NSW), Springwood (NSW), Wentworth Falls (NSW), Winmalee (NSW), Lakemba (NSW), Castle Hill (NSW) and in Mt Gambier (SA), Keppoch (SA), Millicent (SA), Naracoorte North (SA), Peno (SA) and in Maidstone (VIC)
Expected Impacts : Customers may experience an interruption to service of up to 30 mins each within the specified window
Comments : Telstra is performing network capacity upgrades in these areas

Outage ID : E0102
Planned Window (Local Time) : 01:00 to 06:00, Tuesday 15 April 2003
Affected Services/Location : *Extended Coverage Services* in NSW (selected areas) and in WA (selected areas)
Expected Impacts : Customers may experience an interruption to service of up to 30 mins each within the specified window
Comments : Telstra is performing network capacity upgrades in these areas

Outage ID : E0089
Planned Window (Local Time) : 01:00 to 06:00, Wednesday 16 April 2003
Affected Services/Location : *Extended Coverage Services* in VIC (selected areas) and in Mount Hawthorn (WA), Medina (WA), Mandurah (WA) and in St. Peters (SA)
Expected Impacts : Customers may experience an interruption to service of up to 20 mins each within the specified window
Comments : Telstra is performing network capacity upgrades in these areas

UPDATED!

Outage ID : E0103
Planned Window (Local Time) : 00:00 to 06:00, Thursday 17 April 2003

Affected Services/Location : *Extended Coverage Services* in Mount Gravatt (QLD), Sunnybank (QLD), Ashgrove (QLD) and in VIC (selected areas) and in South Perth (WA), Maidstone (WA) and in Newtown (NSW), Rockdale (NSW), **Valentine (NSW)**

Expected Impacts : Customers may experience an interruption to service of up to 20 mins each within the specified window

Comments : Telstra is performing network capacity upgrades in these areas

UPDATED!

Outage ID : **E0104**

Planned Window (Local Time) : **00:00 to 08:00, Wednesday 23 April 2003**

Affected Services/Location : *Extended Coverage Services* in Unley (SA), and in Minto (NSW) and in Traralgon (VIC), **and in Ashmore (QLD)**

Expected Impacts : Customers may experience an interruption to service of up to 8 hours each within the specified window

Comments : Telstra is performing network capacity upgrades in these areas

Outage ID : **E0105**

Planned Window (Local Time) : **04:00 to 06:00, Monday 28 April 2003**

Affected Services/Location : *Extended Coverage Services* in Unley (SA)

Expected Impacts : Customers may experience an interruption to service of up to 20 mins hours each within the specified window

Comments : Telstra is performing network capacity upgrades in these areas

Outage ID : **E0110**

Planned Window (Local Time) : **01:00 to 06:00, Friday 2 May 2003**

Affected Services/Location : *Extended Coverage Services* in Mackay (QLD)

Expected Impacts : Customers may experience an interruption to service of up to 20 mins hours each within the specified window

Comments : Telstra is performing network capacity upgrades in these areas