

Notice Type:	SAFE Notice		
Location:	Network Wide		
Subject Title:	National Train Communications System (NTCS) Telstra Firewall Upgrades		
Operator(s):	All operating on the ARTC Network		
Corridor/Line:	NSW Network		
Control Board:	All Control Boards at NCCN and NCCS		
Effective From:	04/09/2024	Time:	2200hrs AEST
Effective To:	06/09/2024	Time:	0200hrs AEST

General Details / Operating Condition:

From Wednesday 4th September 2024 at 2200 hours (AEST) to 0200 hours (AEST) on Friday 6th September 2024, the Telstra NTCS firewalls will undergo a software upgrade which will result in minor service interruptions to the NTCS network.

The work will be undertaken in two portions:

- from 2200 hours AEST 4th September to 0200hrs AEST 5th September 2024, and
- from 2200 hours AEST 5th September to 0200hrs AEST 6th September 2024.

Note: No changes to In Cab Equipment (ICE) units will be required as part of these upgrade works.

Affected Network Control Centres:

ARTC - Broadmeadow NCCN and Junee NCCS.

Note: Sydney Trains, CRN and ARTC Adelaide NCCW Train Control Centres will also be impacted at the same time with their own formal notification(s) to be issued.

Affected NTCS services:

- ICE Train registration (3G, 4G LTE and Satellite),
- ICE Controller and Emergency calls (3G, 4G LTE and Satellite),
- ICE GPS data update (3G, 4G LTE and Satellite), and
- ICE Configuration or software updates.

Un-affected NTCS services

- ICE Voice calls (3G, 4G LTE and Satellite using either "directory" or "manual" call methods).

The impact for both nights is the same, expecting short outages as detailed below:

- 1 x 1 minute where the following services will be unavailable:
 - ICE train registration (3G, 4G LTE and Satellite),
 - ICE controller and emergency calls (3G, 4G LTE and Satellite),
 - ICE GPS data update (3G, 4G LTE and Satellite), and
 - ICE configuration or software updates.
- 2 x 3 minutes where the following services will be unavailable:
 - ICE train registration (3G, 4G LTE and Satellite),
 - ICE controller and emergency calls (Satellite only), and
 - ICE GPS data updates (Satellite only).

During the outages, the ICE unit will not be able to register the ICE unit run number (e.g. Train ID 3MA8). Train registration data displayed on ICE and the Network Controller Centre VCS will remain visible during the upgrade works, unless in the scenario where the ICE unit is traversing a boundary point during the outage. In this scenario:

- The ICE unit will retain its registration data, but the VCS may show the ICE as unregistered (“UNREG”),
- On completion of the outages the registration data on the VCS should auto register within a few minutes, alternatively the Rail Traffic Crew can re-enter the Train ID registration.

Note: All Network Control Centre initiated voice calls will be unaffected during this work.

ICE Radio communication using train control buttons (Controller and Emergency) will be unavailable as detailed below:

- 1 x 1-minute outages: ICE operating on Telstra 3G, 4G LTE and Satellite, and
- 2 x 3-minute outages: ICE operating on Satellite only.

Additional Details:

During the upgrade works, ARTC Technicians will be located at both the Broadmeadow and Junee Network Control Centres for testing and to provide assistance if required. The Technicians will work with the Operations teams at all Network Control Centres to effectively manage all the outages.

The alternative method for making voice calls from the ICE Radio (Telstra 3G, 4G LTE and Satellite) is using the ICE phone directory and manual dial options.

The list of VCS normal, priority and emergency telephone numbers for NCCN and NCCS are below.

BROADMEADOW NCCN VCS EXTENSIONS			
	NORMAL	PRIORITY	EMERGENCY
TTM	(02) 4902 9410	(02) 4902 9425	(02) 4902 9490
WEST	(02) 4902 7916	(02) 4902 7946	(02) 4902 7976
NORTH	(02) 4902 7902	(02) 4902 7932	(02) 4902 7962
NORTH WEST	(02) 4902 7903	(02) 4902 7933	(02) 4902 7963
UPPER HUNTER 3	(02) 4902 7905	(02) 4902 7935	(02) 4902 7965
KOORAGANG	(02) 4902 7906	(02) 4902 7936	(02) 4902 7966
PORT WARATAH	(02) 4902 7907	(02) 4902 7937	(02) 4902 7967
MIDDLE HUNTER	(02) 4902 7908	(02) 4902 7938	(02) 4902 7968
LOWER HUNTER	(02) 4902 7909	(02) 4902 7939	(02) 4902 7969
UPPER HUNTER 1	(02) 4902 7910	(02) 4902 7940	(02) 4902 7970
UPPER HUNTER 2	(02) 4902 7911	(02) 4902 7941	(02) 4902 7971
TERMINAL COORD	(02) 4902 7914	(02) 4902 7944	(02) 4902 7974

JUNEE NCCS VCS EXTENSIONS			
	NORMAL	PRIORITY	EMERGENCY
TTM	(02) 6924 9809	(02) 6924 9839	(02) 6924 9869
TOCO	(02) 6924 9801	(02) 6924 9831	(02) 6924 9861
MAIN SOUTH C	(02) 6924 9802	(02) 6924 9832	(02) 6924 9862
SYDNEY 3	(02) 6924 9803	(02) 6924 9833	(02) 6924 9863
SYDNEY 2	(02) 6924 9804	(02) 6924 9834	(02) 6924 9864
MAIN SOUTH D	(02) 6924 9805	(02) 6924 9835	(02) 6924 9865
SYDNEY 1	(02) 6924 9806	(02) 6924 9836	(02) 6924 9866
MAIN SOUTH A	(02) 6924 9807	(02) 6924 9837	(02) 6924 9867
MAIN SOUTH B	(02) 6924 9808	(02) 6924 9838	(02) 6924 9868
COAST A	(02) 6924 9811	(02) 6924 9841	(02) 6924 9871
COAST B	(02) 6924 9812	(02) 6924 9842	(02) 6924 9872

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: Blesson Babu, Technical Specialist Communications Contact No. 0400 286 621

Approval:

Approved by: Network Operations Specialist, Network Control Centre North Date: 26/08/2024

Approved by: Delivery Support Manager, Network Control Centre South Date: 26/08/2024