



AUSTRALIAN RAIL TRACK CORPORATION TELSTRA OUTAGE

8 July 2026

ARTC



SITUATION UPDATE

- ARTC continues to experience significant impacts from the nationwide Telstra outage affecting critical 4G communications used to support safe rail operations.
- ARTC's communication systems between train and network control centres remain intermittent and unreliable.
- Although signalling systems continue to allow us to monitor train movements, the fault means we cannot consistently make or receive the emergency communications required with train crews and field teams.
- Safety remains ARTC's highest priority. As a result, all train operations and track work across the ARTC network remain safely suspended under our established emergency protocols.
- ARTC Network operations will not be in a position to safely resume until the faults are rectified. Operational testing of communications stability is ongoing.



POTENTIAL ONGOING NETWORK IMPACTS

- Telstra has advised it is continuing to investigate the underlying cause of the outage and has not provided a timeframe for a permanent resolution.
- The prolonged disruption is creating increasing impacts across the freight supply chain, with trains being progressively stabled as crews reach the end of their allowable working hours.
- This means recovery of network operations will take time once communications are restored.
- ARTC continues to work closely with Telstra, customers, governments and other stakeholders and will provide further updates as more information becomes available.

