

20 September 2024

MEDIA STATEMENT

Roadside Help Phones to be decommissioned across SEQ

- Due to low usage, improved mobile coverage and the decommissioning of Telstra's 3G mobile network, the Department of Transport and Main Roads (TMR) will be removing roadside help phones at multiple locations across South East Queensland.
- Advanced network monitoring technologies that operate 24/7 now provide excellent coverage of the state-controlled road network.
- In the event of a vehicle breakdown, motorists are encouraged to call 13 19 40.

The Department of Transport and Main Road's (TMR) will be removing Roadside Help Phones across South East Queensland over the coming months due to low usage, improved mobile coverage and other advanced technologies improving the safety for all road users.

The advancement of 24/7 network monitoring technologies such as CCTV, travel lane occupancy and on-road response services provide more support for road users than ever before.

The decision was triggered by the decommissioning of Telstra's 3G mobile network. The locations of some roadside help phones are also now considered unsafe for drivers to leave their vehicles to access the help phones.

Traffic Response Units and quick clearance towing, in addition to real-time incident management coordination with the Queensland Police Services (QPS) and relevant Traffic Management Centres, means vehicles requiring assistance can be quickly identified and help dispatched, if necessary.

TMR monitoring services provide network coverage for all road users, particularly those unable to call for assistance due to personal mobile phone connectivity issues.

In the event of a vehicle breakdown, it is recommended for safety:

- If you need to pull over when travelling on our road network, make every attempt to exit the highway/motorway if possible, as you will be much safer waiting for assistance in a lower speed environment.
- Turn your vehicle hazard lights on.



- Once pulled over safely, turn your wheels away from traffic in case of a collision.
- In the event of an emergency, please call 000 instead.
- If safe, exit your vehicle through the passenger side of the vehicle (away from traffic) and move behind a barrier.
- If not safe to exit your vehicle, ensure all driver and passenger seat belts are securely fastened.
- Call 13 19 40 or your roadside assistance provider from your mobile and advise of your location.

Quotes attributable to Transport and Main Roads General Manager - Statewide Network Operations, Vincent Doran:

"The decision to remove the help phones was triggered by low usage of Roadside Help Phones and Telstra's 3G mobile network decommissioning rollout.

"In high-speed environments, it is recommended motorists stay in their car and call their Roadside Assistance Provider or 13 19 40 if they breakdown or are in an incident.

"The removal of roadside help phones will commence in the South Coast region in late September 2024, weather conditions permitting, on the Pacific Motorway from Springwood towards Worongary.

"Works will occur at night with some temporary impacts, such as lane closures and reduced speeds in place to accommodate the works safely. Traffic controllers will be onsite to help motorists navigate through the roadworks.

"Further works will be scheduled on a rolling program throughout the Sunshine Coast and Brisbane areas.

"We thank the community for their patience while these important safety works are undertaken."

For more information, email SNO_correspondence@tmr.qld.gov.au.

ENDS

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