



NSW RURAL FIRE SERVICE



2021 Regional Telecommunications Review Secretariat
Department of Infrastructure, Transport, Regional
Development and Communications
GPO Box 594
CANBERRA ACT 2601

Your reference:
Our reference: DOC21/98277
30 September 2021

Dear Committee Members,

I write this submission to the 2021 Regional Telecommunications Review Committee on behalf of the Hornsby Ku-ring-gai District of the NSW Rural Fire Service (RFS).

Within the peri-urban areas of Hornsby Ku-ring-gai Local Government Areas, the RFS relies on telecommunications services, not only to ensure effective emergency operations, but to provide vital information to the public, such as bush fire warning and preparedness. Local members of the RFS are concerned over the significant number of mobile black spots, multiple areas with no more than 3G coverage and no, or very limited, access to the Internet, which undoubtedly has caused significant stress for many residents and put undue stress on emergency operations.

As we approach summer, we are particularly concerned about mobile blackspots. RFS operations have been hampered by inadequate and non-existent telecommunications. This is in an area only 40 minutes' drive from the Sydney city centre.

The combination of unreliable mobile phone service and inadequate broadband services in this area is a source of immense concern for the members of the RFS in the area.

Our area is not currently receiving adequate or reliable telecommunication services. Please consider our area's need for improved mobile phone coverage, reduction of mobile blackspots and provision of adequate broadband services in our community.

Yours sincerely,

Supt. Mark Sugden
District Manager
Hornsby/Ku-ring-gai

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