

## Mobile Coverage Programme Discussion Paper Submission Cover Sheet

| Submission Information  |   |
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| This cover sheet should be attached to submissions made to the Department of Communications in relation to the Mobile Coverage Programme Discussion Paper.  |   |
| <b>Contact Details</b>  |   |
| <b>Name of respondent:</b>  | John MAGNER.                            |
| <b>Name of organisation:</b>  | Baryulgil Local Aboriginal Land Council |
| <b>Phone:</b>   | [REDACTED]                              |
| <b>Email:</b>   | [REDACTED]                              |
| <b>Website (if applicable):</b>   | -                                       |
| <b>Date:</b>  | 27/2/2014                               |
| <b>Confidentiality and privacy</b>  |   |
| All submissions and comments, or parts thereof, will be treated as non-confidential information unless specifically requested, and acceptable reasons should accompany each request. Email disclaimers will not be considered sufficient confidentiality requests.  |   |
| Respondents lodging a submission should be aware that submissions (excluding any information agreed to be treated as confidential information) will be made publicly available, including on the Department of Communications' website. Submissions and comments will be subject to freedom of information provisions. Despite a submission being identified as confidential or sensitive, submissions may be disclosed where authorised or required by law, or for the purpose of parliamentary processes. |   |
| Do you want all or parts of the submission to be treated as confidential? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>   |   |
| <i>If yes, identify below which parts of the submission are to be treated as confidential (and provide a reason):</i>   |   |
| [REDACTED]  |   |
| If the submission contains personal information of any third party individual, indicate on this Submission Cover Sheet if that third party individual has not consented to the publication of his or her personal information:  |   |
| <b>Submission Instructions</b>  |   |
| Submissions are to be made by <b>5:00pm (AEST) Friday 28 February 2014.</b>   |   |
| Where possible, submissions should be lodged electronically, preferably in Microsoft Word or other text-based formats via the email address <a href="mailto:mobilecoverage@communications.gov.au">mobilecoverage@communications.gov.au</a>  |   |
| Alternatively, submissions can be sent to the postal address below (to arrive by the due date):   |   |
| The Manager<br>Mobile Coverage Programme<br>Department of Communications<br>GPO Box 2154<br>CANBERRA ACT 2615   |   |
| All submissions lodged will be acknowledged by the Department of Communications by email (or by letter if no email is provided). Respondents lodging a submission who do not receive acknowledgement of their submission should contact the Department. Submissions which are not acknowledged by the Department as being received may not be considered. Respondents should be aware that emails greater than 10Mb may not be successfully delivered.  |   |

[REDACTED]

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Dear sirs

I write to confirm that mobile phone coverage in the Fineflower and Baryulgil areas, north west of Grafton, are inadequate for normal use of mobile phones.

I have lived at Fineflower for 9 years and have had to persevere with poor phone coverage all of that time. Fixed line phone services in the area have also at times been unreliable and frustrating when line damage occurs.

I have worked with the Aboriginal communities at Baryulgil and Malabugilmah villages since 2009 and it is a constant frustration that community members can't use their mobile phones in this remote rural environment, and can only get service at strategic high spots or closer to Grafton or Casino.

Most people want to use the network but are frustrated by the fact that there is no service at their homes and surrounding areas. This makes the use of the mobiles only partially useful and can't be relied upon for most of the time.

Effective coverage by the network in this remote area would assist local users to meet modern day expectations in the workplace where it is now a normal expectation that workers are able to be in constant contact with someone in case of emergency. Alternative satellite phone communication is both expensive and cumbersome. Proper mobile coverage is the answer to this problem and should be available to our area as a normal expectation.

The numbers of people in the area may not be as great as the closer settled areas of the country, but mobile service is a greater need in this environment due to isolation issues, and should be a priority for the service provider.

I hope these few thoughts are of assistance in your planning process as the lack of mobile coverage in this area is hindering the use of modern technology by local residents that the rest of the population now take for granted.

John Magner

CEO for Baryulil and Jana Ngalee Local Aboriginal Land Councils