

Mobile Coverage Programme Discussion Paper

Submission Cover Sheet

Submission Information

This cover sheet should be attached to submissions made to the Department of Communications in relation to the Mobile Coverage Programme Discussion Paper.

Contact Details

Name of respondent: Cr David Shirley (Mayor)

Name of organisation: Bathurst Regional Council

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Website (if applicable): www.bathurstregion.com.au

Date: 26/02/14

Confidentiality and privacy

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** **No**

If yes, identify below which parts of the submission are to be treated as confidential (and provide a reason):

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:

Submission Instructions

Submissions are to be made by **5:00pm (AEST) Friday 28 February 2014**.

Where possible, submissions should be lodged electronically, preferably in Microsoft Word or other text-based formats via the email address mobilecoverage@communications.gov.au

Alternatively, submissions can be sent to the postal address below (to arrive by the due date):

The Manager
Mobile Coverage Programme
Department of Communications
GPO Box 2154
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.



24 December 2013

RECEIVED

- 7 JAN 2014

The Hon John Cobb MP
Member for Calare
PO Box 54
BATHURST 2795

Dear Mr Cobb

Policy to Invest \$100 million – mobile phone coverage

Thank you for your recent advice concerning the policy to invest \$100 million to ensure that regional, remote and outer-metropolitan communities have access to more reliable and available mobile phone services.

This is a matter that is regularly raised in our rural areas, in particular the villages of the region, eg Wattle Flat, Sofala and Trunkey Creek.

These locations offer significant opportunities for tourism, growth of home industries and the provision of sites for rural living.

Please find attached a briefing document from Council's Economic Development Manager on the existing carrier infrastructure. The document contains details with respect to the infrastructure in place and level of service received.

Bathurst is certainly interested in being involved in this process and looks forward to working with you on this project.

Yours faithfully



D J Sherley
GENERAL MANAGER



Existing Carrier Infrastructure

Mobile telephony in Bathurst is provided by three network owners—Telstra, Optus and Vodafone (the ‘carriers’) and a number of resellers.

In order to determine areas of poor mobile reception in the Bathurst LGA, Bathurst Regional Council conducted research into existing mobile phone infrastructure, conducted a survey and gathered information from major carriers Telstra and Optus.

In a recent survey conducted by Bathurst Regional Council with local businesses, 73% of respondents (55) indicated that they are connected to the Telstra network, 25% (19) with Optus and 1.3% with Vodafone. This sample may indicate on a broader level that Telstra is the dominant carrier within the Bathurst LGA.

Telstra

Bathurst receives Next G, 3G and 4G services through Telstra. Bathurst was the first regional city in NSW to receive Telstra 4G coverage in urban areas outside of the CBD (*Aug. 31, 2013, Western Advocate* “CBD no longer the only area with 4G”). 4G mobile coverage was expanded to take in Eglinton, Gormans Hill, Kelso, Mitchell, Raglan, South Bathurst, and White Rock. While 4G will enable faster downloads and a more efficient use of mobile spectrum, growth in demand for data downloads will continue to put pressure on mobile networks (including voice) within the LGA.

Telstra currently operates from the following sites in the Bathurst LGA:

Mount Panorama – Race Track, Mount Panorama
Bathurst Reservoir – Boundary Road, Mitchell Monopole
Windradyne – Walmer Park, Buchanan Way, Windradyne
Bathurst Government Office – 140 William Street, Bathurst
Bathurst Hospital – 361-365 Howick Street, Bathurst
Duramana Glen (Off Outram Lane)
Walmer Park - Bradwardine Rd, Bathurst West
Kelso – 9 Ilumba Way
Yetholme Telstra Site
Hill End Telstra Exchange
Rock Forest, Freemantle Telstra Exchange

Optus & Vodafone

In the context of this report, Optus and Vodafone will be grouped together due to the current partnerships and joint ventures that these carriers have entered into. Bathurst receives Yes G, 3G and 4G services through Optus and Vodafone. Optus has indicated that the tower located in Raglan has been scheduled for upgrades in early 2014 to improve coverage in Kelso and the CBD.

Optus and Vodafone currently operate from the following sites in the Bathurst LGA:

Eglinton - 128 Duramana Road
Australia Post Building – Optus/Vodafone shared site, 230 Howick Street
Bathurst Hospital - Howick St
110 William Street
Walmer Park, Bradwardine Rd
Mt Panorama – Reid & McPhillamy Parks, Optus/Vodafone shared site
Raglan – Landseer St
Rockley – Rockley Road
Hill End
Yetholme

Business Community Consultation

The recent survey conducted with local businesses by Bathurst Regional Council indicated that while 84% of respondents (69) have experienced mobile phone disruption in the past year, 43% also indicated that mobile phone service is mostly reliable, 35% indicating that service is satisfactory and 19% rating mobile reception as poor. A minimal number of respondents (2.5%) indicated that mobile phone reception is excellent.

Respondents indicated that the following areas within the Bathurst LGA experience significant mobile phone disruption:

- Mitchell Highway between Bathurst and Orange
- O'Connell Road between Bathurst and Oberon
- Intermittent reception at Sofala, Perthville, Trunkey Creek, Eglinton, Wattle Flat, Rockley and Hill End

A further 54% of respondents indicated that a lack of mobile phone reception has disrupted their business activities. Notable responses include:

"There are definite blackspots. Impact can be difficulty in potential customers contacting us. We find that visitors from the metropolitan area (who are our core business) often use mobile phone carriers other than Telstra. We find that Telstra customers obtain the best coverage." *Newbridge*

"Until Optus put their tower in Rockley we did not have any mobile coverage, and now we only have Optus and many customers have Telstra networks which does pose a problem." *Rockley*

"Unable to Contact office when providing training for Members around Perthville. That also means unable to contact 000 in case of emergency." *Perthville*

"Because I operate my business from home, which is where my mobile coverage is extremely poor, I'm constantly calling clients back after dropped out mobile calls. It's now to the point that I don't have any faith in a mobile call being made, and not having a problem." *West Bathurst*

"It seems only Optus & Telstra have variable reception at Barcoos Barn. Guests with Vodaphone or other carries have zero reception. I have had one medical emergency at Barcoos where guests could not get immediate mobile reception inside their unit when needed. Perthville is only 13 Km from Bathurst." *Perthville*

"I have previously had Optus & Vodafone mobiles - I now use Telstra, as it has best coverage. Found Vodafone was only accessible really in the centre of town, Optus dropped out any time I was indoors and anywhere in West Bathurst. Currently with Telstra, 4G - I find I sometimes experience drop outs in my home (Rocket St Bathurst) as well as loss of 4G quite often in various places around town. Around the region, service is lost between Bathurst & Orange, Bathurst & Lithgow, Tarana, between O'Connell & Oberon, Limekilns Rd onwards Sofala."

Villages & outlying areas

For accompanying coverage maps for each village, please see the Appendix.

Hill End

This village has both Optus and Telstra service sites located nearby. Both Telstra and Optus coverage maps indicate intermittent mobile service with a number of areas requiring an external antenna to

enhance reception. This may be addressed through the upgrade of existing Optus & Telstra infrastructure.

O'Connell

Telstra and Optus coverage maps indicate a number of areas that require an external antenna to receive consistent mobile phone service. This is particularly evident in some sections of O'Connell Road (Telstra coverage), which is the main road leading to Oberon and may cause service blackspots. This is consistent with the results from the survey.

Peel

Peel is serviced by the nearby Telstra tower at Duramana, and coverage maps indicate that service is available within the township. Further travel north along Sofala Road will intermittently result in mobile service dropouts and blackspots resultant from the surrounding topography. Optus coverage is comparably weak, with a majority of the township requiring an external antenna to receive service.

Perthville

Although both Telstra and Optus coverage maps indicate that mobile service is available in Perthville, the nearest towers are located at Mt Panorama. Both Optus and Telstra rely upon their Mt Panorama sites as their primary coverage towers, and these towers have reached full capacity and can no longer be upgraded. Service disruption in Perthville is common due to network congestion and distance to the Mt Panorama towers. Poor reception in Perthville may be potentially alleviated with the construction of new towers.

Rockley

Rockley is serviced by a nearby Optus tower and therefore Optus customers are able to receive mobile reception in a limited capacity (in-building coverage available to residences close to Rockley Road only). Telstra coverage maps indicate that there is no mobile coverage in this area and that a Telstra satellite phone is required to receive service. Rockley village is therefore a significant blackspot for Telstra customers, with Optus customers also likely to receive intermittent reception.

Sofala

Mobile coverage in Sofala is serviced by both Telstra and Optus mobile towers at Hill End. Telstra coverage maps indicate that customers will experience poor reception and an external antenna may be required to receive reliable coverage. Both Optus and Telstra customers will receive street level coverage only, with no reception available indoors.

Sunny Corner

This village receives poor mobile coverage by both carriers with most areas of Sunny Corner receiving street level coverage only and/or the requirement to use an external antenna. For Optus customers this may be addressed through the upgrade of the existing tower at Yetholme (if possible). Poor reception for Telstra customers may be alleviated with the construction of a new tower.

Trunkey Creek

Trunkey Creek is a significant mobile service black spot across all carriers. Telstra customers at Trunkey creek will receive very limited in-building coverage and moderate access to street level coverage, with Optus customers receiving no coverage without external antennas. Poor reception in Trunkey Creek may be alleviated with the construction of new towers.

Wattle Flat

Residents in Wattle Flat receive limited street level coverage. To receive consistent mobile phone service an external antenna is required.

Yetholme

Yetholme is serviced by both Optus and Telstra towers and receives consistent mobile phone service.

Identified Blackspots

Overall, results indicate that while mobile phone reception is reliable in the Bathurst CBD and neighbouring suburban areas across all carriers, a number of outlying areas in Bathurst city experience intermittent mobile phone reception, primarily Eglinton and West Bathurst.

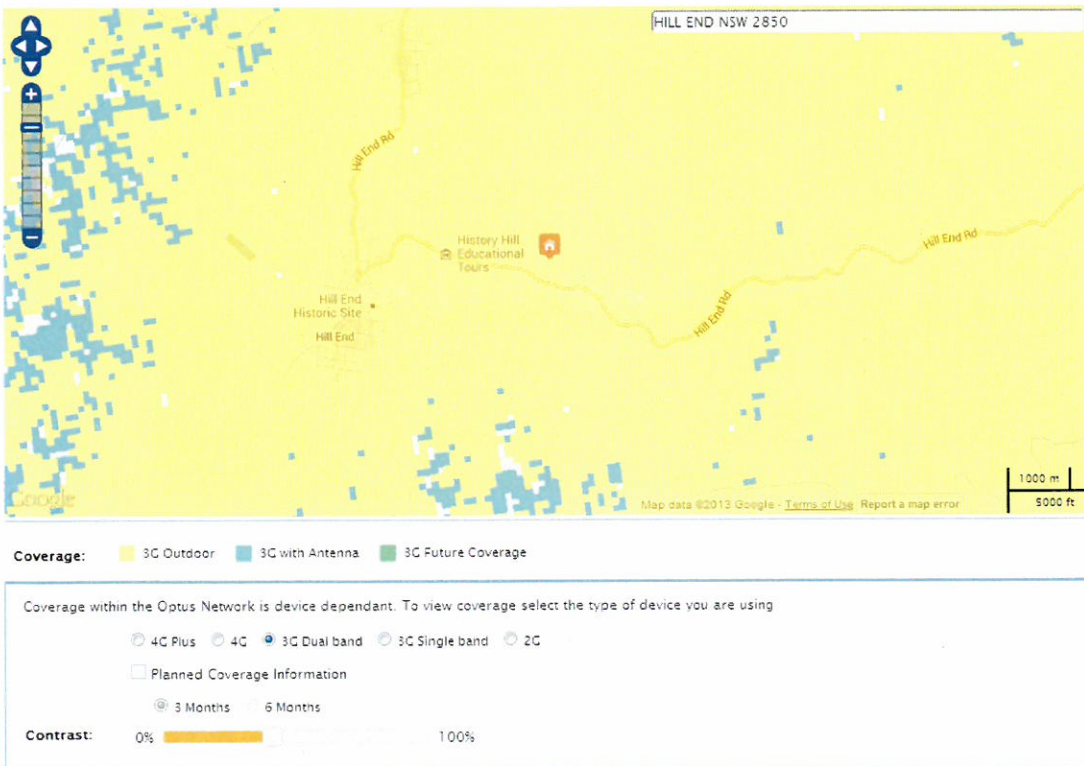
A majority of the regional villages within the Bathurst LGA experience poor mobile reception. In particular, the following sites have been identified as areas that may experience mobile reception blackspots across **all carriers**:

- O'Connell and sections of O'Connell Road
- Perthville
- Rockley
- Sofala
- Sunny Corner
- Trunkey Creek
- Wattle Flat

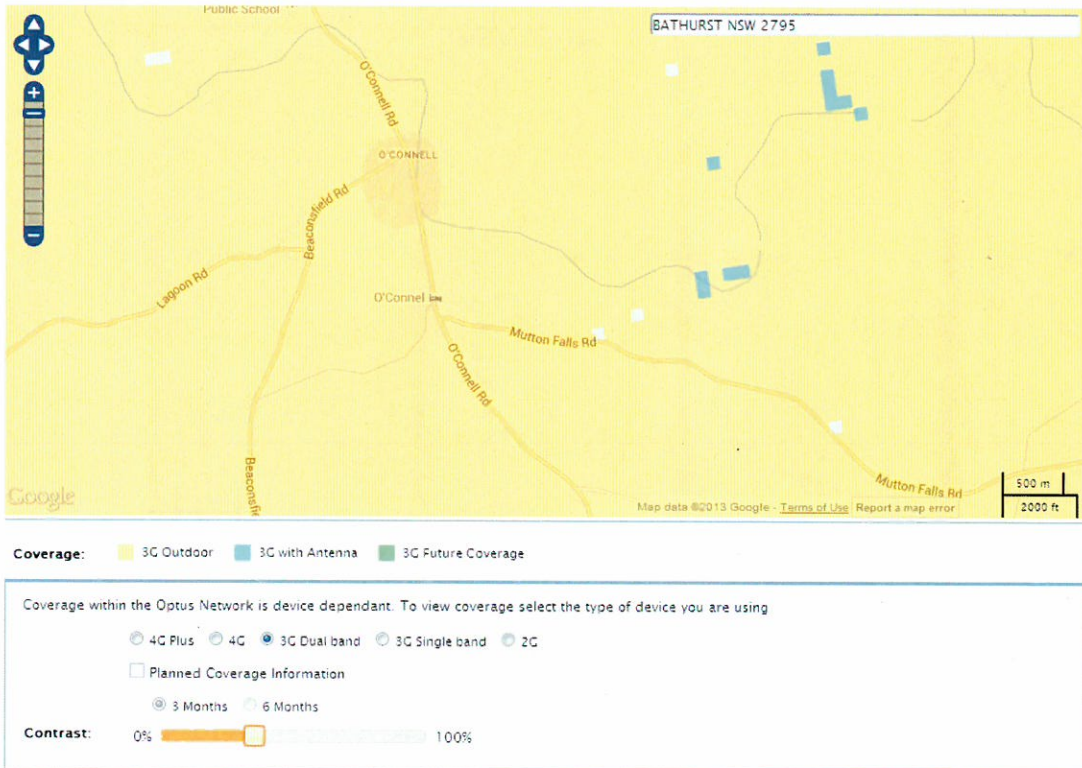
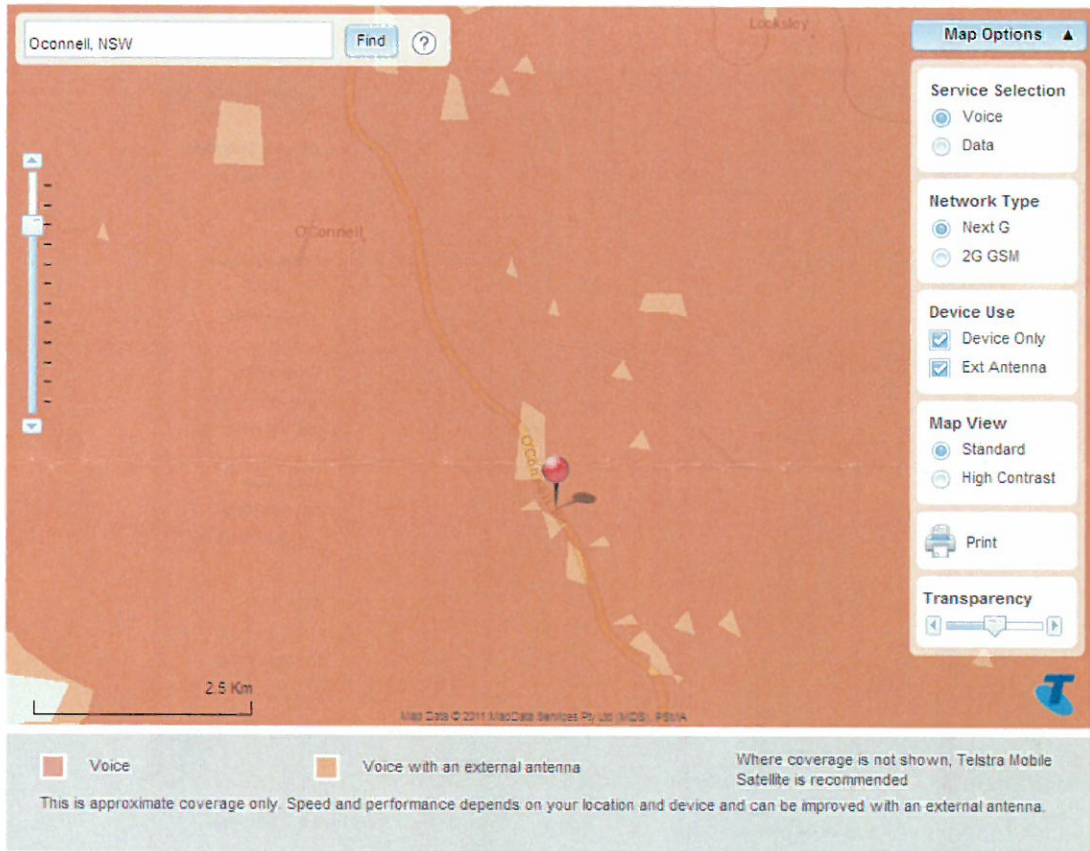
As per the results from Councils survey, residents in these areas have indicated that these blackspots have the potential to impact on the profitability of their businesses and could also potentially affect the provision of emergency services.

Appendix

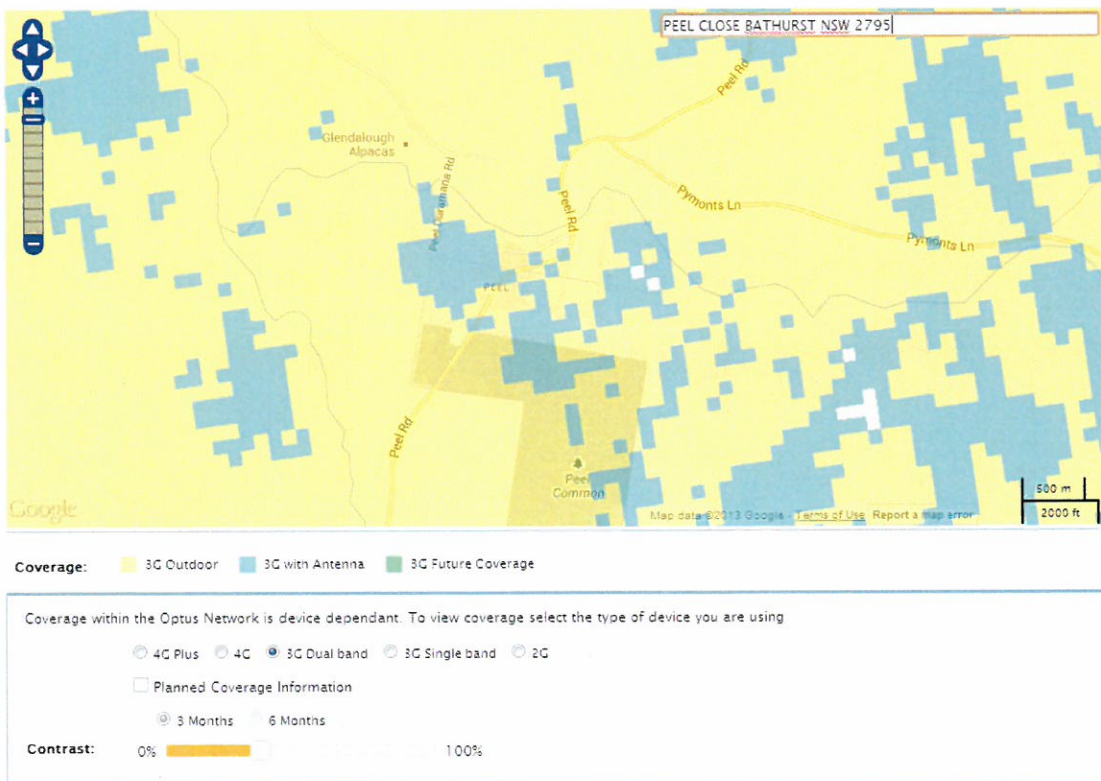
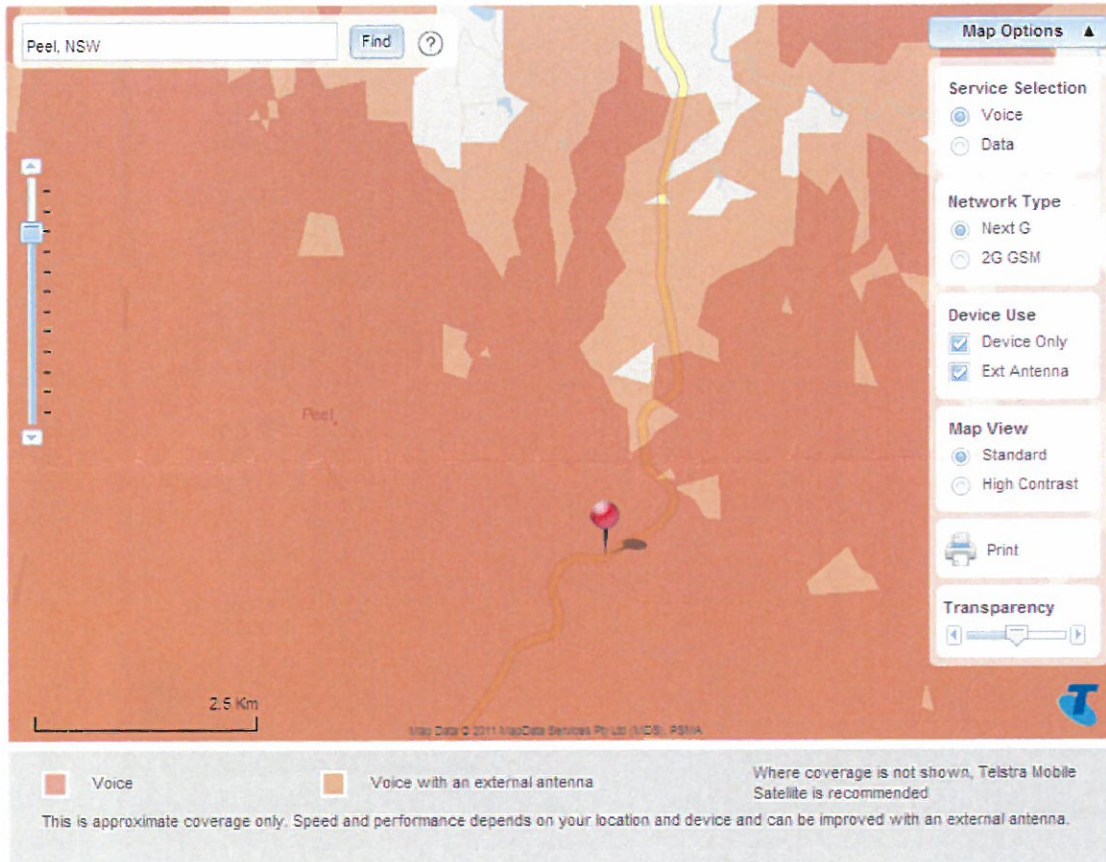
Hill End



O'Connell



Peel



Perthville

Map Options ▲

- Service Selection**
 - Voice
 - Data
- Network Type**
 - Next G
 - 2G GSM
- Device Use**
 - Device Only
 - Ext Antenna
- Map View**
 - Standard
 - High Contrast
-
- Transparency**

■ Voice

■ Voice with an external antenna

Where coverage is not shown, Telstra Mobile Satellite is recommended

This is approximate coverage only. Speed and performance depends on your location and device and can be improved with an external antenna.

PERTHVILLE NSW 2795

Coverage: ■ 3G Outdoor ■ 3G with Antenna ■ 3G Future Coverage

Coverage within the Optus Network is device dependent. To view coverage select the type of device you are using

4G Plus
 4G
 3G Dual band
 3G Single band
 2G

Planned Coverage Information

3 Months
 6 Months

Contrast: 0% 100%

Rockley

Rockley, NSW

Unfortunately there is no mobile coverage in this area.
To stay connected, we recommend you use a Telstra satellite phone at this location.

Map Options

Service Selection

- Voice
- Data

Network Type

- Next G
- 2G GSM

Device Use

- Device Only
- Ext Antenna

Map View

- Standard
- High Contrast

Transparency

1 Km

Map Data © 2011 MapData Services Pty Ltd, MDS, PSMA

Legend:

- Voice
- Voice with an external antenna
- Where coverage is not shown, Telstra Mobile Satellite is recommended

This is approximate coverage only. Speed and performance depends on your location and device and can be improved with an external antenna.

ROCKLEY NSW 2795

Coverage:

- 3G Outdoor
- 3G with Antenna
- 3G Future Coverage

Coverage within the Optus Network is device dependant. To view coverage select the type of device you are using

- 4G Plus
- 4G
- 3G Dual band
- 3G Single band
- 2G

Planned Coverage Information

- 3 Months
- 6 Months

Contrast: 0% 100%

Sofala

sofala

Using an external antenna can maximise the predicted coverage or data speed at this location. We recommend you test the coverage first and, if required, buy an external antenna. These are available at your local Telstra store or dealer

Network Type
 Next G
 2G GSM

Device Use
 Device Only
 Ext Antenna

Map View
 Standard
 High Contrast

Transparency

1 Km

Map Data © 2011 Viasat Data Services Pty Ltd (MDS) / PSM/A

Voice Voice with an external antenna

Where coverage is not shown, Telstra Mobile Satellite is recommended

This is approximate coverage only. Speed and performance depends on your location and device and can be improved with an external antenna.

SOFALA NSW 2795

Coverage: 3G Outdoor 3G with Antenna 3G Future Coverage

Coverage within the Optus Network is device dependant. To view coverage select the type of device you are using

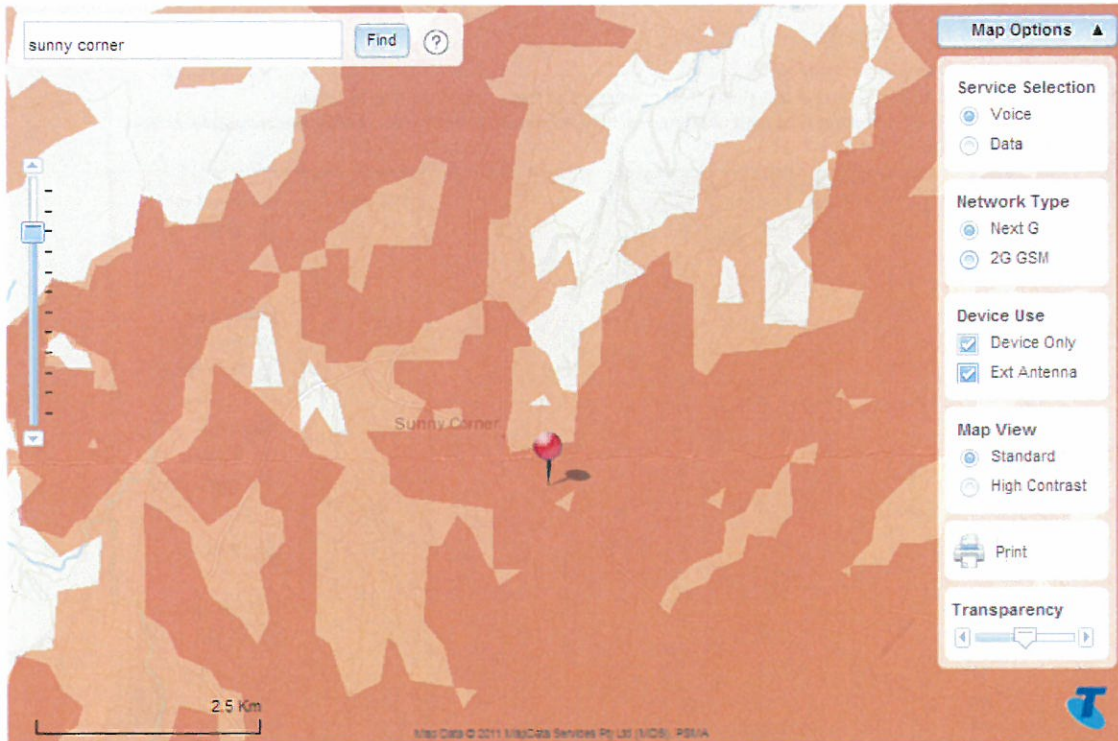
4G Plus 4G 3G Dual band 3G Single band 2G

Planned Coverage Information

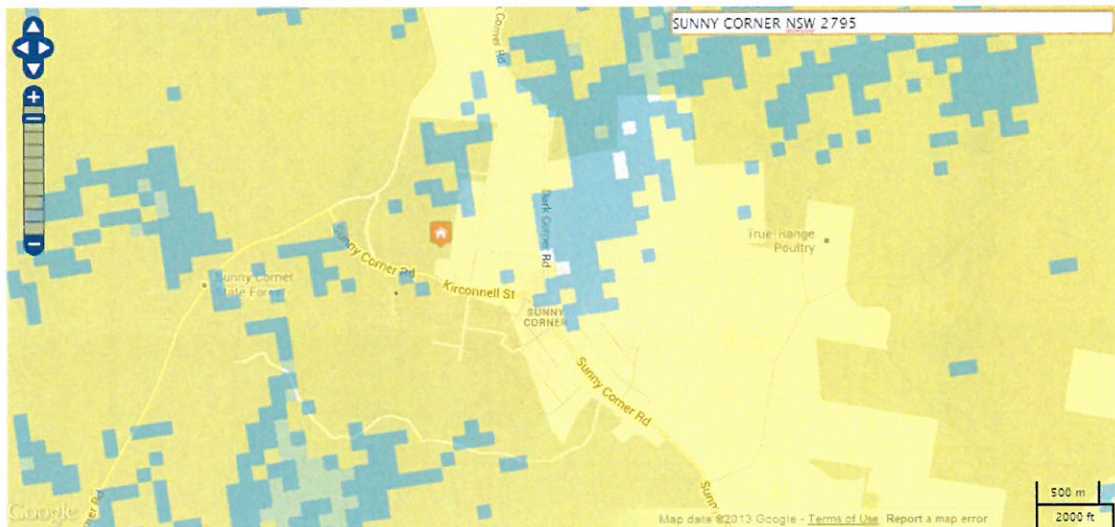
3 Months 6 Months

Contrast: 0% 100%

Sunny Corner



Voice Voice with an external antenna Where coverage is not shown, Telstra Mobile Satellite is recommended
 This is approximate coverage only. Speed and performance depends on your location and device and can be improved with an external antenna.



Coverage: 3G Outdoor 3G with Antenna 3G Future Coverage

Coverage within the Optus Network is device dependant. To view coverage select the type of device you are using

4G Plus 4G 3G Dual band 3G Single band 2G

Planned Coverage Information

3 Months 6 Months

Contrast: 0% 100%

Trunkey Creek

trunkey creek

Using an external antenna can maximise the predicted coverage or data speed at this location. We recommend you test the coverage first and, if required, buy an external antenna. These are available at your local Telstra store or dealer

Network Type
 Next G
 2G GSM

Device Use
 Device Only
 Ext Antenna

Map View
 Standard
 High Contrast

Transparency

Map Data © 2011 MapData Services Pty Ltd (MDS), PSMA

Voice Voice with an external antenna Where coverage is not shown, Telstra Mobile Satellite is recommended

This is approximate coverage only. Speed and performance depends on your location and device and can be improved with an external antenna.

Telstra - Optus Coverage | Optus Mobile Network C... | Safety, New South Wales... | Arundale Bathurst, Ge... | <https://www.optus.com.au/network/mobilecoverage>

Mobile Coverage

Our commitment to you has always been to deliver a better network experience, today and tomorrow.

Simply select the type of device you are using and then enter your street, suburb or postcode

Coverage: 4G Outdoor 4G with Antenna 4G Future Coverage

Coverage within the Optus Network is device dependent. To view coverage select the type of device you are using

4G Plus 4G 3G Dual band 3G Single band 2G

Planned Coverage Information

2 Months 6 Months

Contrast: 0% 100%

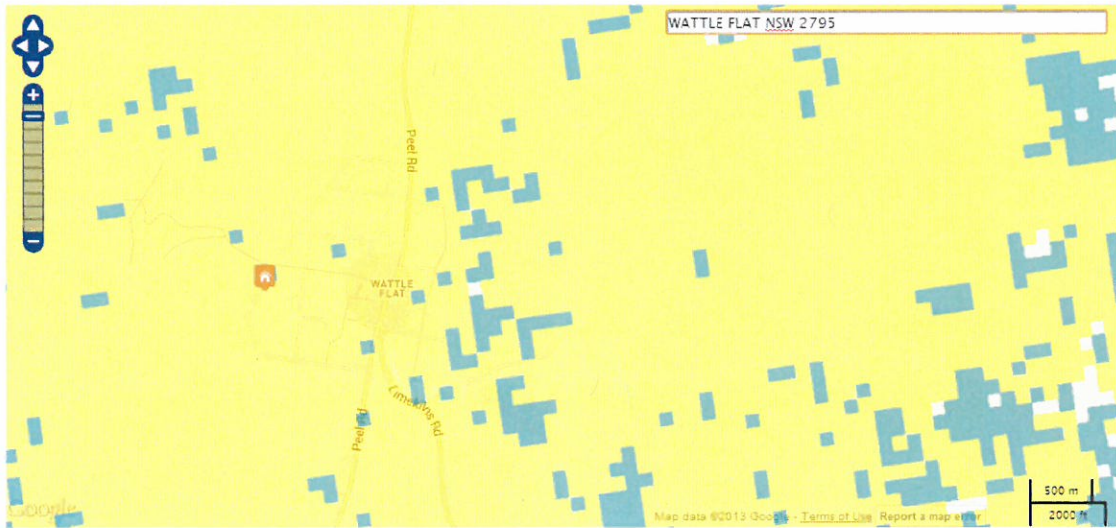
10:50 PM 27/12/2011

Wattle Flat

Using an external antenna can maximise the predicted coverage or data speed at this location. We recommend you test the coverage first and, if required, buy an external antenna. These are available at your local Telstra store or dealer



Voice Voice with an external antenna Where coverage is not shown, Telstra Mobile Satellite is recommended
 This is approximate coverage only. Speed and performance depends on your location and device and can be improved with an external antenna.



Coverage: ■ 3G Outdoor ■ 3G with Antenna ■ 3G Future Coverage

Coverage within the Optus Network is device dependent. To view coverage select the type of device you are using

4G Plus 4G 3G Dual band 3G Single band 2G

Planned Coverage Information

3 Months 6 Months

Contrast: 0% 100%

Yetholme

Map Options

Service Selection

- Voice
- Data

Network Type

- Next G
- 2G GSM

Device Use

- Device Only
- Ext Antenna

Map View

- Standard
- High Contrast

Print

Transparency

1 Km

Map Data © 2011 MapData Services Pty Ltd (MDS, PSMA)

Legend:

- Voice
- Voice with an external antenna

Where coverage is not shown, Telstra Mobile Satellite is recommended.

This is approximate coverage only. Speed and performance depends on your location and device and can be improved with an external antenna.

YETHOLME NSW 2795

Map data ©2013 Google - Terms of Use - Report a map error

Legend:

Coverage:

- 3G Outdoor
- 3G with Antenna
- 3G Future Coverage

Coverage within the Optus Network is device dependant. To view coverage select the type of device you are using

- 4G Plus
- 4G
- 3G Dual band
- 3G Single band
- 2G

Planned Coverage Information

- 3 Months
- 6 Months

Contrast: 0% 100%