

# 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:** Nick Graham-Higgs

**Name of organisation:**

**Phone:**

**Email:**

**Website (if applicable):**

**Date:** 29/04/2014

#### 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):*

**My contact details**

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](mailto: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.

[Redacted]

Dear Sir/Madam,

I provide the following submission to the Mobile Coverage Programme.

I run a medium sized business with around 45 employees in regional and metropolitan centres (Sydney, Canberra, Wagga Wagga, Bega, Bathurst and Dunsborough). I started the company 21 years ago in the Bega Valley.

Mobile coverage is a significant issue for us (second to broadband coverage). For example I live at Tathra, and mobile reception recently ceased at my residence, I presume due to introduction of 4G.

Telstra have the only transmitter in town, constructed as part of the Besley roll out of 2003.

Large parts of Tathra receive no, marginal to poor coverage. The coverage capacity of the mobile tower falls significantly during the tourist seasons.

This impacts significantly on my ability to manage **ngh**environmental.

I would like to submit the following;

**Delivery option 2** that allows carriers to focus on geographic areas, but that prioritises improving existing coverage in any geographical area be of primary concern.

For example Telstra are the dominant carrier in the Bega Valley, and such would be best positioned to improve existing coverage in that geographic area.

In relation to black spot coverage, issue of impact that poor reception has on tourism, that is poor mobile coverage reduces likelihood of tourists visiting a site should be a primary consideration in south east NSW.

Kind regards

Nick Graham-Higgs | Director  
Certified Environmental Practitioner (CEnvP) | FEIANZ

**ngh**environmental

[www.nghenvironmental.com.au](http://www.nghenvironmental.com.au) |  
[www.sumosystem.com.au](http://www.sumosystem.com.au)

[Redacted]



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