

# Communications Department

## Mobile Black Spot Program – Round 5A

**Black Spot Area:** Inverramsay Road, Goomburra

Proposed solution: Erect tower at Janowen Hills 4WD Park, Inverramsay Road, Goomburra, Qld, 4362

**Purpose:** To facilitate the mobile phone coverage for local businesses, community and clientele in the region of Inverramsay Road. Tourism in this area is flourishing, yet our mobile coverage is not.

**Reason:** Even though this is a non-suburban region, it is a developing area with many travellers each week that have little to no access to mobile coverage. Farmers and campers alike will benefit from the introduction of a new mobile tower. The nearest tower, located approximately 17 kilometres away via road has very limited coverage to our area. Although topographically on the map, it appears there should be mobile reception – it drops in and out due to the hilly terrain in the valley. Consistent coverage is only received within the first few kilometres of this tower. This is not sufficient for our clientele, businesses and local residents.

EFTPOS facilities also utilise the mobile service. We have already endeavoured to rectify this situation ourselves by installing a network coverage device that has been registered with Telstra. Unfortunately, this device only caters to limited function and overuse by clientele and especially cloudy weather will see this result in no mobile coverage at all. In this cashless society, this leaves us as a business to deal with clientele that only utilise EFTPOS transactions and no facility to accept it. This requires the clientele to travel 30+ kilometres to the nearest township to withdraw cash and return with payment to pay their accommodation fees.

In the new Digital Age it is imperative that businesses have the technology provided from mobile service to conduct critical business operations. For example, many phone apps, banks and online services now require two-factor authentication. This is impossible in mobile black spot areas such as ours. Other Government services such as MyGov also use a mobile authentication system.

**Solution:** Build a new Telstra tower on the 4WD Park, as there are many locations suitable with ease of access, that would greatly benefit the community of Goomburra.