

**From:** Christopher Neilson  
**To:** [secretariat@rtirc.gov.au](mailto:secretariat@rtirc.gov.au)  
**Subject:** Mobile Communications Blackspot in Kewarra Beach  
**Date:** Wednesday, 2 May 2018 6:42:33 PM  
**Attachments:** [2018\\_04\\_04870 - OOJ - General \(1\).pdf](#)

Good day,

The purpose of this email is to make a submission to the Australian Government Review into Regional Communications.

I have, through the normal channels, been unable to obtain a successful resolution to my attempts to have reliable mobile communications in my home at Kewarra Beach, 15 kilometres north of Cairns CBD.

I approached my provider OPTUS Pty Ltd who say there are good mobile indoor/out door communications at my address. This is not true otherwise I would not be calling them about it.

I contacted the Communications Ombudsman who said they cannot force OPTUS to upgrade their equipment as this is a business decision and the Ombudsman cannot interfere with OPTUS Commercial Decisions.

I contacted the Department of Communications and they said they can only accept what OPTUS tells them about their coverage.

I believe this is a case of a toothless regulator and an ineffective government, please help.

Regards

Christopher Neilson

Attached are copies of emails from OPTUS, Ombudsman and Dept Communications.

Hi CHRISTOPHER,

Thanks for your time today.  
As you have contacted Optus in regards to Optus coverage issue and here is the link which has a clear picture about the Optus booster.  
<https://www.optus.com.au/business/mobile/extras/signal-repeater>




Have a good day

## 2018/04/04870 - Email from the Telecommunications Industry Ombudsman

Communications

X

 TIO Investigations Team <[TIO.InvestigationsTeam@tio.com.au](mailto:TIO.InvestigationsTeam@tio.com.au)>

Apr 10   

to me 

Dear Mr Neilson  
Please find attached a letter from the Telecommunications Industry Ombudsman.  
Yours sincerely

Jimmy Gill  
**Enquiry Officer**  
**Telecommunications Industry Ombudsman**




**Phone** 1800 062 058  
**Fax** 1800 630 614  
**Internet** [www.tio.com.au](http://www.tio.com.au)

## FW: TIO / OPTUS Unwilling to address my lack of mobile telephone communications [DLM=For-Official-Use-Only]

Communications

X

 mobilecoverage


Apr 19 (13 days ago)   

to me 

### For Official Use Only

Dear Mr Neilson

Thank you for your email of 10 April 2018 concerning how to determine the level of mobile coverage each mobile network operator provides in your area.

The coverage maps published by Telstra, Optus and Vodafone all indicate that  [Kewarra Beach](#) should be receiving good indoor and outdoor mobile coverage. If you have not done so, we recommend you visit the carrier's websites to check the mobile coverage.

Optus: [www.optus.com.au/shop/mobile/network/coverage](http://www.optus.com.au/shop/mobile/network/coverage)

Telstra: [www.telstra.com.au/coverage-networks/our-coverage](http://www.telstra.com.au/coverage-networks/our-coverage)

Vodafone: [www.vodafone.com.au/network/coverage-checker](http://www.vodafone.com.au/network/coverage-checker)

There are a number of factors that can interfere with mobile reception and therefore impact a user's ability to obtain or maintain a mobile phone signal at any given time or place. These factors include hilly terrain, buildings (including their structure and roof material) or other physical obstacles such as trees interrupting the line-of-sight from the mobile base station.

As you are aware, there are products available that can improve mobile reception. Noting that Optus has already suggested that this may be an effective solution, we would recommend discussing your circumstances with any provider prior to obligating yourself to their network.

Thank you for taking the time to write to us on this matter.

**Mobile Black Spot Program Team**

[www.communications.gov.au/mobile\\_coverage](http://www.communications.gov.au/mobile_coverage)

**Department of Communications and the Arts**

GPO Box 2154 Canberra ACT 2601

**From:** Christopher Neilson 

**Sent:** Tuesday, 10 April 2018 6:46 PM

**To:** mobilecoverage <[mobilecoverage@communications.gov.au](mailto:mobilecoverage@communications.gov.au)>

**Cc:** [tio@tio.com.au](mailto:tio@tio.com.au)

**Subject:** TIO / OPTUS Unwilling to address my lack of mobile telephone communications

Today I approached my mobile telephone provider (OPTUS Pty Ltd) to address my lack of signal at my home in Kewarra Beach (Post code 4879) which is 15 kms north of Cairns and not a remote area. OPTUS said I should purchase a signal booster. I said it was unfair that my neighbours can have excellent mobile communications but due to my particular site, not in a gully not behind a mountain not a remote locality, am forced to spend \$500 for a booster. OPTUS said I should change providers if I wasn't happy with their service but I had previously been with Telstra and changed to OPTUS due to the same issue.

I took the issue to Telecommunications Industry Ombudsman (TIO) who issued me a complaint reference no. (TIO 2018/04/04870) and having looked at my case provided the decision below :

Telecommunications Industry Ombudsman Response to my complaint dated 10 April 2018

"Please be advised the TIO cannot request or compel the service provider to upgrade

their network infrastructure in order to improve the mobile reception as this is their commercial decisions regarding business operations. Also, we cannot compel Optus to provide an antenna booster service that they do not offer to prepaid customers or cannot provide it on a loan or discounted price. However, TIO can look into the issue if your service provider is not allowing you to release from contract without any exit fee."

This is not exactly a true statement or why is there a National Blackspot Program:

"The Department of Communications and Arts explains in detail about the Mobile Black Spot Program to invest in telecommunications infrastructure to extend and improve mobile phone coverage and competition."

My request to The Department of Communications and Arts is what provider of mobile telephone services provides coverage at my address [REDACTED]

[REDACTED] [Kewarra Beach QLD 4879](#). I have explored your website but it fails to give me the information I require to choose an alternative provider.

Many thanks for your time