

From: [Sparreboom, Shanyn](#)
To: s 22(1)(a)(ii)
Subject: RE: For URGENT input & clearance: Due ASAP today, Monday 13 January: Talking points re 3G shutdown [SEC=OFFICIAL]
Date: Tuesday, 14 January 2025 10:39:30 AM
Attachments: [image002.png](#)
[image003.png](#)

OFFICIAL

Thanks ^{s 22(1)(a)(ii)} – these are good. I'll pass them on to media.

Shanyn Sparreboom

Assistant Secretary • Competition and Spectrum Branch • Communications and Infrastructure Division

Shanyn.Sparreboom@infrastructure.gov.au

P ^{s 22(1)(a)(ii)} • M ^{s 22(1)(a)(ii)}

GPO Box 594 Canberra, ACT 2601

Executive Officer: ^{s 22(1)(a)(ii)} @infrastructure.gov.au P: ^{s 22(1)(a)(ii)}

Department of Infrastructure, Transport, Regional Development, Communications and the Arts

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I acknowledge the traditional custodians of this land on which we meet, work and live.

I recognise and respect their continuing connection to the land, waters and communities.

I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islander people.

OFFICIAL

From: ^{s 22(1)(a)(ii)}
Sent: Tuesday, 14 January 2025 10:13 AM
To: ^{s 22(1)(a)(ii)} ; Sparreboom, Shanyn ; ^{s 22(1)(a)(ii)}
Subject: RE: For URGENT input & clearance: Due ASAP today, Monday 13 January: Talking points re 3G shutdown [SEC=OFFICIAL]

OFFICIAL

Hi all

My draft response is below. As previously stated I left a message with ^{s 22(1)(a)(ii)} asking for an update on the ^{s 22(1)(a)(ii)} situation. In the absence of further information I've put together some holding lines.

^{s 22(1)(a)(ii)}

- The 3G network switch off was a commercial decision of mobile network operators in order to boost the capacity, reliability and data speeds of their 4G and 5G networks.
- Prior to the switch off, Telstra and Optus have committed to ensuring 3G-only areas within their published coverage areas would have equivalent 4G coverage.
- However, Telstra and Optus could not guarantee that locations previously in receipt of fortuitous coverage, that is, areas outside the current published coverage zones, will continue to receive it.
- The predictive 4G coverage maps published by Telstra on its website indicate that some of Alma Park and the surrounding area receive 4G coverage.
- Factors like the type of device being used, the distance from a tower, terrain (hills and valleys), vegetation or buildings can affect the coverage experienced, regardless of network type.
- Telstra has advised that they have sought ^{s 22(1)(a)(ii)} details from the ABC so that it

can provide advice on the operation of its network at § 22(1)(a)(ii) specific location.

- Customers who are having issues with the quality or coverage of their mobile services should bring those issues to the attention of their service provider in the first instance.
- There may be products available to improve mobile reception, such as external antennas or authorised repeaters.
- The service providers have the greatest knowledge of the performance of their networks and are best placed to respond to mobile coverage concerns, identify issues and implement possible solutions, and provide advice on the most suitable devices to improve mobile reception.
- Telstra advises that it has been working one-on-one with customers since the switch off to troubleshoot any issues that appear, and in most cases, these can be fixed with the right device or configuration.
- Throughout the 3G switch off process, both the Australian Government and Telstra engaged with relevant agencies, states and territories as well as non-government organisations and critical sector representatives, including Fire and Rescue Victoria, to identify and help mitigate any risks.

OFFICIAL

From: § 22(1)(a)(ii) <@INFRASTRUCTURE.gov.au>

Sent: Tuesday, 14 January 2025 9:18 AM

To: Sparreboom, Shanyn <shanyn.sparreboom@infrastructure.gov.au>; § 22(1)(a)(ii)

§ 22(1)(a)(ii) <@infrastructure.gov.au>; § 22(1)(a)(ii)

§ 22(1)(a)(ii) <@infrastructure.gov.au>

Subject: Fwd: For URGENT input & clearance: Due ASAP today, Monday 13 January: Talking points re 3G shutdown [SEC=OFFICIAL]

OFFICIAL

§ 22(1)(a)(ii) ,

Can we check the coverage maps and call § 22(1)(a)(iii) about the specific location. ASAP

OFFICIAL

From: "Media" <media@infrastructure.gov.au>

Date: Tuesday 14 January 2025 at 9:16:11 am

To: "Media" <media@infrastructure.gov.au>; § 22(1)(a)(ii)

§ 22(1)(a)(ii) <@INFRASTRUCTURE.gov.au>

Cc: § 22(1)(a)(ii) <@infrastructure.gov.au>, "Sparreboom, Shanyn"

<shanyn.sparreboom@infrastructure.gov.au>; § 22(1)(a)(ii)

§ 22(1)(a)(ii) <@infrastructure.gov.au>

Subject: RE: For URGENT input & clearance: Due ASAP today, Monday 13 January: Talking points re 3G shutdown [SEC=OFFICIAL]

OFFICIAL

Morning team

MO are still looking for something to address the caller's specific claims about his property. I think the 'fortuitous' coverage could potentially go to this point – but grateful if you could let us know if Telstra had anything specific to say about this location?

Thanks for all your help!

Cheers

§ 22(

s 22(1)(a)(ii)

He says the 4G network, which Telstra claimed would cover the area previously serviced by 3G, just isn't doing the job.

I have had mobile phone service at my farm for just over seven years and now that the 3G has been turned off, I basically have no service and it's because the mobile signal that is being used now does not have sufficient ability to bend over the hills. My farm is kind of in a little bit of a lower area, and to make phone calls, as I did the other day, talking to you on the phone, I have to drive. You have to jump in the ute, drive up onto the hill and go on the eastern side of the hill so that I'm facing the Telstra Tower, which is in the town of Walla Walla. So, we get signal up on the hill, but we don't get signal down at the house anymore.

And s 22(1)(a)(ii), you're talking to me today from our ABC studio in Wodonga, and that's because we just couldn't get a phone connection at your place to do this interview.

Well, I just thought it would be much clearer. So many times when I make a phone call, the call drops out. And I didn't want that happening during this, interview.

s 22(1)(a)(ii)

Media Manager • Media Services • Communication and Change Branch

P s 22(1)(a)(ii)

OFFICIAL

From: Media <media@infrastructure.gov.au>**Sent:** Monday, 13 January 2025 4:51 PM**To:** Media <media@infrastructure.gov.au>; s 22(1)(a)(ii)s 22(1)(a)(ii) [@INFRASTRUCTURE.gov.au](mailto:s 22(1)(a)(ii)@INFRASTRUCTURE.gov.au)**Cc:** s 22(1)(a)(ii) [@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au); Sparreboom, Shanyn <shanyn.sparreboom@infrastructure.gov.au>; s 22(1)(a)(ii)s 22(1)(a)(ii) [@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au)**Subject:** RE: For URGENT input & clearance: Due ASAP today, Monday 13 January: Talking points re 3G shutdown [SEC=OFFICIAL]**Importance:** High

OFFICIAL

Hi s 22(1) FYI the MO received the below info from Telstra as well as the attached corro. Please let us know your thoughts on any additional lines at your earliest as the MO continues to chase – thank you!

Cheers

s 22(1)

From Telstra

We've engaged with s 22(1)(a)(ii) via state MP Dr Joe McGirr in relation to coverage at the Pleasant Hills RFS. We provided the attached response in Sept last year, which indicates the area of Pleasant Hills had patch coverage even prior to 3G switchoff. We've also received representations from Lockhart Shire Council and other members of the community in the last 18

months as well.

We have asked the ABC for details of s 22(1)(a)(ii) so that we can look at the exact address, as when we've asked our internal teams to pull the details it looks like he has a service with an MVNO (i.e. wholesale TLS service). There may be services in different names however so we are still chasing it down and will let you know what we find.

More broadly, we've got our networks Exec s 22(1)(a)(ii) appearing on Country Hour at 10.30am tomorrow so will share any material we have with you also.

Will keep you up to date

s 22(1)(a)(ii) (she/her)

Media Manager • Media Services • Communication and Change Branch

Ps 22(1)(a)(ii)

OFFICIAL

s22(1)(a)(ii)

Released under the FOI Act 1982 by the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

From: s 22(1)(a)(ii)
To: Sparreboom, Shanyu; s 22(1)(a)(ii)
Subject: FW: For Information - FW: INPUT Media - Talking points - ABC Interview - ABC Ballarat, Country Hour (Vic), 13/01/2025 [SEC=OFFICIAL]
Date: Tuesday, 14 January 2025 11:20:07 AM

OFFICIAL

fyi

s 22(1)(a)(ii)

A/g Assistant Secretary | Spectrum & Competition Branch | Department of Infrastructure, Transport, Regional Development and Communications

s 22(1)(a)(ii) | s 22(1)(a)(ii) | s 22(1)(a) | @infrastructure.gov.au

I would like to acknowledge the traditional custodians of this land on which we meet, work and live. I recognise and respect their continuing connection to the land, waters and communities. I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.
 LGBTIQ+ Ally

OFFICIAL

From: s 22(1)(a)(ii)
Sent: Tuesday, 14 January 2025 11:19 AM
To: s 22(1)(a)(ii)
Cc: s 22(1)(a)(ii)
Subject: For Information - FW: INPUT Media - Talking points - ABC Interview - ABC Ballarat, Country Hour (Vic), 13/01/2025 [SEC=OFFICIAL]

OFFICIAL

Hi s 22(1)(a)(ii) sharing for your information. We have provided additional TPs for the Minister for her ABC radio interview as a result of the below interview with Alma Park resident:

ABC Ballarat, Country Hour (Vic), 13/01/2025, Angus Verley

Pre-recorded interview with Alma Park resident Bruce Kreuzberger, who has had no mobile phone reception at his rural property since the 3G network was shut down on 28 October. Kreuzberger states the 4G signal will not bend over hills as much as 3G did. He says talking to Telstra and the offices of PM Anthony Albanese and Federal Communications Minister Michelle Rowland is a waste of time. Verley, who notes Shadow Communications Minister David Coleman's statement said that the Albanese Government gave the go ahead for the 3G switch off and said it was ready and Rowland could have stopped the switch off if she were not completely satisfied, also adds the ABC is arranging an interview with Rowland this week.

[Play Now](#)

The coverage provided to the Alma Park region is from a MBSP funded site at Burrumbuttock. We have asked Telstra this morning to provide some more information specific to this site. We are yet to hear back from them.

Regards

s 22(1)(a)(ii)

A/g Director, Mobile Programs Implementation

Regional Mobile Infrastructure Programs Branch

s 22(1)(a)(ii) | @infrastructure.gov.au P +61 2 s 22(1)(a)(ii)

OFFICIAL

s22(1)(a)(ii)

From: s 22(1)(a)(ii)
To: s 22(1)(a)(ii)
Cc: s 22(1)(a)(ii)
Subject: RE: Media reporting - calls to Triple Zero [SEC=OFFICIAL]
Date: Friday, 17 January 2025 12:56:57 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[Media coverage on 3G switch off and mobile coverage.docx](#)

OFFICIAL

Hi s 22(1)(a)(ii)
 Thanks for this. I've made some changes, can you look over the changes and check you are OK with them?
 Cheers
 s 22(1)(a)(ii)

OFFICIAL

From: s 22(1)(a)(ii)
Sent: Friday, 17 January 2025 12:41 PM
To: s 22(1)(a)(ii)
Cc: s 22(1)(a)(ii)
Subject: RE: Media reporting - calls to Triple Zero [SEC=OFFICIAL]

OFFICIAL

Hey s 22(1)(a)(ii) this is what I have so far. Do you think this is sufficient? Happy to change the layout/content if you have any suggestions.

OFFICIAL

From: s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au)>
Sent: Friday, 17 January 2025 9:46 AM
To: s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@INFRASTRUCTURE.gov.au](mailto:s 22(1)(a)(ii)@INFRASTRUCTURE.gov.au)>; s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au)>; s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au)>; s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au)>; s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au)>; s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au)>; s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au)>
Subject: FW: Media reporting - calls to Triple Zero [SEC=OFFICIAL]

OFFICIAL

Hi all
 Forwarding information about Monday's proposed meeting with the MNOs for awareness.
 Kind regards
 s 22(1)(a)(ii)

OFFICIAL

From: s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@INFRASTRUCTURE.gov.au](mailto:s 22(1)(a)(ii)@INFRASTRUCTURE.gov.au)>
Sent: Friday, 17 January 2025 9:37 AM
To: Sparreboom, Shanyn <shanyn.sparreboom@infrastructure.gov.au>
Cc: s 22(1)(a)(ii) <[s 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au)>
Subject: RE: Media reporting - calls to Triple Zero [SEC=OFFICIAL]

OFFICIAL

Hi Shanyn

Thanks for that. We'll get to work on an agenda and list of questions and TPs for you.

Cheers

s 22(1)
(a)(ii)

s 22(1)(a)(ii)

Assistant Director • Telecommunications Competition • Communications Infrastructure

s 22(1)(a)(ii) [@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au)

P s 22(1)(a)(ii) • M s 22(1)(a)(ii)

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OFFICIAL

From: Sparreboom, Shanyn <shanyn.sparreboom@infrastructure.gov.au>

Sent: Friday, 17 January 2025 9:18 AM

To: s 22(1)(a)(ii) [@INFRASTRUCTURE.gov.au](mailto:s 22(1)(a)(ii)@INFRASTRUCTURE.gov.au); s 22(1)(a)(ii)

s 22(1)(a)(ii) [@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au)

Subject: FW: Media reporting - calls to Triple Zero [SEC=OFFICIAL]

OFFICIAL

Hi s 22(1)(a)(ii)

We will need to discuss this matter on Monday. I will also send to s 22(1)(a)(ii) at Telstra to let her know our expectation. Can you also please prep a draft agenda for Monday. I'd like to have a list of recent complaints around coverage that we are aware of, including those that have received media attention.

Can you also give some thought to potential questions to ask. Kath Silleri will also be attending. Separate to coverage are there any device issues that we need to follow up on at this meeting. I'm proposing making it for 45 minutes.

Thank you

Shanyn

Shanyn Sparreboom

Assistant Secretary • Competition and Spectrum Branch • Communications and Infrastructure Division

Shanyn.Sparreboom@infrastructure.gov.au

P s 22(1)(a)(ii) • M s 22(1)(a)(ii)

GPO Box 594 Canberra, ACT 2601

Executive Officer: s 22(1)(a)(ii) [@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au) P: s 22(1)(a)(ii)

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Media coverage on 3G switch off and mobile coverage

s22(1)(a)(ii)




[ABC Country Hour \(Vic\) 13/1/2025](#) and [Seven Local News \(Wagga Wagga\) 14/1/2025](#)

- Report about experience of Alma Park, NSW farmer Bruce Kreutzberger who has experienced worsened coverage. Cites concerns about ability to access Triple Zero/Fire Station in event of emergency. Mr Kreutzberger claims that 4G is not effective on his

property due to the fact that 4G operates at a higher frequency than 3G, therefore is not able to traverse hills and obstacles.

- Walla Walla (~30km from Alma Park) town resident reports issues with connectivity of EFTPOS machines in local store.

s22(1)(a)(ii)



From: s 22(1)(a)(ii)
To: [Sparreboom, Shanyn](#)
Cc: s 22(1)(a)(ii)
Subject: RE: FOR REVIEW: MNO Meeting 20 Jan - Coverage [SEC=OFFICIAL]
Date: Friday, 17 January 2025 3:47:00 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[250117 Reported post switch off coverage issues.docx](#)
[250117 Meeting agenda.docx](#)
[250117 Meeting agenda - annotated.docx](#)

OFFICIAL

Hi Shanyn

We've updated the documents as per your requests:

- [annotated agenda](#)
- [simple agenda](#)
- [A summary of reported post switch off coverage issues](#) s22(1)(a)(ii)

We've also attached soft copies.

Kind regards

s 22(1)(a)(ii)

OFFICIAL

s22(1)(a)(ii)



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts

Meeting Agenda: 3G post closure matters

Date: 20/01/2024 Time: 2:00pm – 2:45pm

Location: Webex;
<https://ditrdca.webex.com> s 22(1)(a)(ii)

Presenter: Shynyn Sparreboom

s22(1)(a)(ii)

Agenda

s22(1)(a)(ii)

Post-switch off coverage issues

Coverage concerns raised in s 22(1)(a)(ii), Alma Park, s 22(1)(a)(ii).

s22(1)(a)(ii)

Released under the FOI Act 1982 by the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts

Meeting Agenda: 3G post closure matters

Date: 20/01/2024 Time: 2:00pm – 2:45pm

Location: Webex;
<https://ditrdca.webex.com> s 22(1)(a)(ii)

Presenter: Shynyn Sparreboom

s22(1)(a)(ii)

s22(1)(a)(ii)

Agenda item

s22(1)(a)(ii)


Post-switch off coverage issues

- The Department is aware of multiple reports of diminished coverage, including:
 - s22(1)(a)(ii)
 - Alma Park, New South Wales; and
 - s22(1)(a)(ii)
 - s22(1)(a)(ii)

Released under the FOI Act 1982 by the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Media coverage on 3G switch off and mobile coverage

s22(1)(a)(ii)




[ABC Country Hour \(Vic\) 13/1/2025](#) and [Seven Local News \(Wagga Wagga\) 14/1/2025](#)

- Report about experience of Alma Park, NSW farmer Bruce Kreutzberger who has experienced worsened coverage. Cites concerns about ability to access Triple Zero/Fire Station in event of emergency. Mr Kreutzberger claims that 4G is not effective on his property due to the fact that 4G operates at a higher frequency than 3G, therefore is not able to traverse hills and obstacles.

- Walla Walla (~30km from Alma Park) town resident reports issues with connectivity of EFTPOS machines in local store.

s22(1)(a)(ii)



From: [Sparreboom, Shanyn](#)
To: s 22(1)(a)(ii)
Subject: FW: 3G shutdown experience case studies [SEC=OFFICIAL]
Date: Friday, 17 January 2025 4:18:00 PM
Attachments: s22(1)(a)(ii)

[NSW MAPPED 4G Responses FINAL.xlsx](#)
[image002.png](#)
[image001.png](#)

OFFICIAL

Hi s 22(1)(a)(ii)

Apologies – I thought I had forwarded this earlier but realised I had not hit send – not very helpful. I’ll send out the agenda but maybe if we have time we can add anything relevant to the meeting agenda Monday morning.

Kind regards
Shanyn

Shanyn Sparreboom

Assistant Secretary • Competition and Spectrum Branch • Communications and Infrastructure Division

Shanyn.Sparreboom@infrastructure.gov.au

P s 22(1)(a)(ii) • M s 22(1)(a)(ii)

GPO Box 594 Canberra, ACT 2601

Executive Officer: s 22(1)(a)(ii) @infrastructure.gov.au P: s 22(1)(a)(ii)

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OFFICIAL

s 22(1)(a)(ii)



OFFICIAL

From: "Sally Brindal" <[REDACTED]@icpafc.org.au>
Date: Monday 16 December 2024 at 3:17:51 am
To: <[REDACTED]@MO.communications.gov.au>
Subject: 3G shutdown experience case studies

Hi [REDACTED]

Please find attached information I have collated in relation to the experiences of the 3G shutdown.

Kind regards

Sally

Sally Brindal | ICPA Vice President | ICPA Federal Communications Portfolio Leader |
PO Box 199 Mingenew WA 6522 | M: [REDACTED] | E: [REDACTED]@icpafc.org.au

cid:image001.png@01DB4F4F.65216660




Some of the 4G MAPPED RESPONSES (Excerpt)

Postcode	Mobile Service Improved/declined?	3G at house prior to switch off?	4G working at house since the 3G switch off?	How much spent on boosters?	booster working?	4G mapped?	Estimate coverage lost?	Call drop outs on 4G?	Internet drop outs on 4G?	Education Access?	Emergency Access?	Business Access?	Reported to Telstra?	Time waited to report?	Comments?	Other tech in use?	Landline?	Landline works when power off?	Contact details	Mobile	Address
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2669	Mobile service has declined since the 3G shutdown	Had 3G service prior to switch off - with booster	Have 4G with booster	3000	Yes, booster working	Right on edge of 4g mapped area	Lost 10 km	Some call drop outs	Most internet dropping out	Long bus rides have less service to help with school Work on their way home	Yes poorer access to internet etc within farm boundaries.	Hard to use the internet on farm to do business. 2 bars still doesn't mean you can get the internet to load	They are buck passing saying we need to upgrade our already upgraded equipment ie boosters etc. more expense for a \$\$ non existent service	Greater than 2 Hours	Telstra only has form Based complaints form to be used online which means that if you don't have service while working in farm this takes so Much time. Then you have to push and push to get any info and they just tell you to add more equipment at our cost. To escalate it goes overseas call centre that then has to escalate back to aust to a call centre. It's like. Starting the process 100 times before you get to speak to	OTHER TECH USED: UHF and Starlink Internet	Yes we have a landline Copper Wire	Yes, it works when power off	s22(1)(a)(ii)	s22(1)	s22(1)(a)(ii)	s 22(1)(a)(ii)
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s22(1)(a)(ii)



From: s 22(1)(a)(ii)
To: s 22(1)(a)(ii)
Cc: s 22(1)(a)(ii)
Subject: Proposed media to include in 3G QTB [SEC=OFFICIAL]
Date: Wednesday, 22 January 2025 2:13:53 PM
Attachments: [image001.png](#)
 s22(1)(a)(ii)
[Victorian Country Hour – Jan 13 2025 TRANSCRIPT.docx](#)

OFFICIAL

Hi s 22(1)(a)(ii)
 See below proposed media to include in QTB. These are articles which have been flagged by MO/Media

Media	Summary
s22(1)(a)(ii)	
Victorian Country Hour - ABC listen , 13 January 2025	Shadow Communications Minister states the 3G switch off was not ready to go ahead following reports from rural and regional Australians about worsened coverage.
s22(1)(a)(ii)	

s 22(1)(a)(ii)
 Branch Support Officer • Competition and Spectrum Branch
 • Communications Infrastructure Division

s 22(1)(a)(ii) @infrastructure.gov.au

p s 22(1)(a)(ii)
 GPO Box 594 Canberra, ACT 2601

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Victorian Country Hour – Jan 13 2025 TRANSCRIPT

New South Wales farmer, Bruce Kreutzberger, has spoken out about the lack of mobile phone reception at his rural property since the 3G network was switched off in October, highlighting the issue of poor coverage in rural areas.

Kreutzberger claims that the 4G network is not a suitable replacement for 3G, citing its inability to bend over hills and provide reliable service. The federal opposition has weighed in on the issue, calling for the government to take action to fix the problem.

Today we'll be revisiting the 3G problem. Today, you'll hear from another farmer who says he's got no phone service at his place. You'll also hear from the Federal Opposition with their perspective, as we do run up to the federal election, which will be held by May.

Bruce Kreutzberger lives on a farm at Alma Park, 60km north of Albury. He says the 4G network, which Telstra claimed would cover the area previously serviced by 3G, just isn't doing the job.

I have had mobile phone service at my farm for just over seven years and now that the 3G has been turned off, I basically have no service and it's because the mobile signal that is being used now does not have sufficient ability to bend over the hills.

My farm is kind of in a little bit of a lower area, and to make phone calls, as I did the other day, talking to you on the phone, I have to drive. You have to jump in the ute, drive up onto the hill and go on the eastern side of the hill so that I'm facing the Telstra Tower, which is in the town of Walla Walla. So, we get signal up on the hill, but we don't get signal down at the house anymore.

And Bruce, you're talking to me today from our ABC studio in Wodonga, and that's because we just couldn't get a phone connection at your place to do this interview.

Well, I just thought it would be much clearer. So many times when I make a phone call, the call drops out. And I didn't want that happening during this, interview.

HOST: So now, post the 3G switch off. Even in your house, you've got no phone service.

Absolutely I think. Did you ring me the other day? And the phone rang just a couple of times. And I did say hello. Did you hear me say hello?

Yeah, I you told me that you could hear me, but I couldn't hear a peep from you.

Yeah, well, anyway, after I said hello, the phone just dropped out, so quite a lot of time. If somebody tries to ring me up, the phone will just drop out after 10s. And a lot of time I can. If I get up on the hill, I can hear the other person, but the person can't hear me.

HOST: And Bruce, you said earlier that prior to October 28th, when 3G was switched off, you did have phone service.

Absolutely, And it's because there's different wavelength. The 3G signal is a lower frequency than the 4G and the 3G being a lower frequency, it has a longer wavelength. Now, when the radio transmission signal has a longer wavelength, it has greater ability to bend over and around hills. Now going back a few quite a few years, when we had mobile phone a while ago, we started off with 2G. Now 2G was a lower frequency than 3G, and the coverage from 2G was really good. But now, as

Telstra has been pushing up 3G, 4G, 5G, it's pushing the frequency up and it's bringing the bendability of the signal down.

So what we had with 3G, 3G would bend over hills pretty well and it would bend over hills to my house. Now, the 4G signal will not bend over hills as much. And actually, at my house I have a I built a steel tower probably ten years ago, mainly for the TV antenna. Now that tower is 13m tall and it's right alongside the house. I have 4G signal at the top of that tower because I have an internet antenna up there, and I'm getting 4G signal at the top of the tower, but there's nothing down at ground level.

There's no 4G. If I climb up the tower with my mobile phone, I can get signal some of the time. That's usable. If I climb right up to the top of the tower. And if you look at the Telstra area map, um, on the internet, it will show the area where we are in as a 4G area. Well, that the 4G signal is kind of ten metres above the ground. The 4G signal where I am is not down at ground level cannot be used. And so three 3G had way better coverage.

Telstra has one priority. And the priority that Telstra has is making money. Now Telstra is not concerned about customer service, especially out in the bush. And by pushing from 3G up to 4G and 5G, the actual number of phone calls that you've got, say, going up, when they push with 5G, the number of phone calls that they can make and the number of the amount of data with 5G transmission is a lot more than with 3G. So so Telstra can make more money out of 5G. And that's what it's all about.

HOST: So, Bruce, how do you feel that in 2025, this technological age that we live in, you've actually now got reduced ability to do something as basic as make a phone call?

Well, I think this whole thing needs to become a political issue. I think people in the Bush need to start complaining and we need to get 3G back.

How about the commitment from Telstra? Because when we spoke to Telstra in the lead up to the 3G switch off, they repeatedly assured us that 4G would take the place of 3G and coverage would be at least as good as was being provided by 3G. So how do you feel when that's what Telstra has continually said?

Well, I've talked to Telstra quite a bit and basically what I think is that Telstra just talks crap a lot of the time.

HOST: So, Bruce, what are you going to do?

I really think this needs to become a political issue. What I really think is that talking to Telstra is a waste of time. Talking to Michelle Rowland's office is a waste of time. Talking to the Prime Minister's office is a waste of time.

And what I've just been thinking the last week or two, this, if anything, is going to be happening, this really needs to become a political issue. And with our next federal election coming up, maybe somebody like the NFF could maybe contact Peter Dutton and ask him, would he be willing to create a policy that would return 3G to rural areas? Telstra will be fighting this, I know for sure, but I really don't see any way of achieving anything except maybe through these politicians.

That was Bruce Kreutzberger, who lives on a farm about 60km north of Albury. And in a statement,

Shadow Communications Minister David Coleman said the Albanese government gave the go ahead for the 3G switch off and said it was ready.

The Communications Minister could have stopped the switch off if she were not completely satisfied. The changeover wasn't ready, but she specifically chose not to. Now we're hearing many reports across rural and regional Australia of coverage being worse.

That's a dangerous situation in the current bushfire season. Minister Rowland must explain what the government will now do to fix this mess. So that's the perspective of the federal opposition.

We have contacted the Federal Communications Minister, Michelle Rowland, and we are in the process of arranging an interview with her, and we will bring that to you later in the week. We have also contacted Telstra. No interview with them as yet, but still working on that one.

Double two on air, online and on the ABC listen app. It's the Country Hour with Angus Burley from ABC radio.

From: [3GSwitchOff](#)
To: [Telstra Government Relations](#)
Cc: s 22(1)(a)(ii) ; [3GSwitchOff](#)
Subject: Customer complaint for handling [SEC=OFFICIAL]
Date: Monday, 24 February 2025 4:39:05 PM
Attachments: s22(1)() .pdf

OFFICIAL

Hi ^s₂₂₍₁₎ and team,

We have received another coverage-related complaint, this one from ^s_{22(1)(a)(ii)} and is experiencing reduced coverage. I have attached his correspondence with the Department to this email.

According to Telstra’s coverage maps, Binya is predicted to get 4G coverage outdoors and limited coverage indoors. The Department would appreciate if Telstra could investigate ^s₂₂₍₁₎ service issues and provide him with further advice and support.

Grateful once Telstra has investigated the issue, that the Department receive a summary detailing the source of the problem, and why coverage to this area is not being received as expected. Would also be grateful if Telstra lets us know when the matter has been resolved.

Thanks for your assistance and do reach out if you need any further info.

Kind regards,

^s_{22(1)(a)(ii)}

3G Switch Off

3GSwitchOff@infrastructure.gov.au

GPO Box 594 Canberra, ACT 2601

Department of Infrastructure, Transport, Regional Development, Communications and the Arts

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OFFICIAL

Released under the FOI Act 1982 by the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

s 22(1)(a)(ii)

23rd January 2025

The Hon Michelle Rowland MP
Minister for Communications
Parliament House
CANBERRA ACT 2600

Dear Ms Rowland,

As the Minister for Communications I offer the following.

I enclose a copy of a letter written to Telstra on 31st December 2024.

My letter outlined the problems we are experiencing in our farming business in Binya NSW. Telstra's response was a message left on my phone whilst I was in Sydney. The message was, because we use an Aldi chip, we should contact Aldi. We were then in turn advised by Aldi that we should talk to Telstra!

As outlined in my letter to Telstra, to get reliable service I travel 4-5kms up Erigolia Road to make calls or send texts as the service at our house is very erratic. Our phones are 4G and 5G operable but all this has come about since the 3G network has been turned off.

When we consider the ineptitude that has become evident regarding Qantas's corporate lack of conscience, and perhaps, dishonesty, towards its customers, our experience (and there are many others), may indicate that a Senate Enquiry might improve Telstra's concern for its rural customers who, because of lower population density, usually are the last to be considered.

Any advice or help you could give in this matter would be greatly appreciated.

Yours sincerely,

s 22(1)(a)(ii)

s 22(1)(a)(ii)

COPY

s 22(1)(a)(ii)

31st December 2024

The CEO
Telstra
Level 41
242 Exhibition Street
MELBOURNE VIC 3000

Dear Sir,

I am writing to make you aware of the difficulties rural people are facing since you switched off the 3G network. The original publicity said noone would be inconvenienced!

Our farm is in Binya NSW 2665 and I believe is serviced by Mt. Bingar and Borellan Towers. We have always had very poor service and haphazard signal. To rectify this weakness we were advised to buy from Telstra an amplifier which we did and, even though we still had blank spots, we could make do.

Now, we are faced with another \$2,600 (estimate) expense to amplify the signal to supposedly get some sort of service back!

At the moment I have to drive 4-5 kms down the road to make a phone call. During the day, if I try early in the morning, I can get through sometimes but I can't send a text. If someone texts me I can text back. If I try ringing from the farm house a recorded message advises me that "this phone has insufficient funds to make this call".

I realise that, in the scheme of things, the higher populated areas get the most attention but surely rural subscribers are entitled to a basic service without constant expensive upgrades of added equipment being necessary.

Yours sincerely,

s 22(1)(a)(ii)

s 22(1)(a)(ii)

From: [Sparreboom, Shanyn](#)
To: s 22(1)(a)(ii)
Subject: FW: 3G shutdown - consumer impact [SEC=OFFICIAL]
Date: Thursday, 20 March 2025 9:10:01 AM
Attachments: s22(1)(a)(ii)
[image001.png](#)

OFFICIAL

Hi s 22(1)(a)(ii)

Attached is the ACCAN correspondence that s 22(1) mentioned yesterday.

Kind regards
Shanyn

Shanyn Sparreboom

Assistant Secretary • Competition and Spectrum Branch • Communications and Infrastructure Division

Shanyn.Sparreboom@infrastructure.gov.au

P s 22(1)(a)(ii) • M s 22(1)(a)(ii)

GPO Box 594 Canberra, ACT 2601

Executive Officer: s 22(1)(a)(ii) @infrastructure.gov.au P: s 22(1)(a)(ii)

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OFFICIAL

From: s 22(1)(a)(ii) @MO.communications.gov.au>
Sent: Wednesday, 19 March 2025 4:40 PM
To: Sparreboom, Shanyn <shanyn.sparreboom@infrastructure.gov.au>
Subject: FW: 3G shutdown - consumer impact [SEC=OFFICIAL]

OFFICIAL

OFFICIAL

Released under the FOI Act 1982 by the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

From: Carol Bennett s 22(1)(a)(ii) [@accan.org.au](mailto:carol@accan.org.au)>
Sent: Monday, 17 March 2025 12:37 PM
To: s 22(1)(a)(ii) [@MO.communications.gov.au](mailto:carol@mo.communications.gov.au)>
Cc: s 22(1)(a)(ii) [@mo.communications.gov.au](mailto:carol@mo.communications.gov.au)>; s 22(1)(a)(ii)
s 22(1)(a)(ii) [@MO.communications.gov.au](mailto:carol@mo.communications.gov.au)>
Subject: 3G shutdown - consumer impact

Please see attached correspondence for the Minister for Communications, the Hon Michelle Rowland MP in response to her request for further information relating to the closure of the 3G network and the consumer impact. ACCAN has been monitoring and responding to this issue for some time now and our letter outlining responses provides specific consumer examples from QLD, NSW, WA, TAS, VIC, SA, and NT.

Please do not hesitate to make contact should you have any questions.

Warm regards Carol

Carol Bennett
Chief Executive Officer
s 22(1)(a)(ii)

Australian Communications Consumer Action Network (ACCAN)

PO Box A1158 Sydney South, NSW 1235

P: 02 9288 4000

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Our team acknowledges the Gadigal people of the Eora Nation on which ACCAN's office stands, as well as the many other traditional lands where our staff, board and members operate. We pay our respects to Aboriginal and Torres Strait Islander cultures, and to Elders past and present.

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www.accan.org.au
info@accan.org.au
02 9288 4000

PO Box A1158, Sydney South NSW 1235

17 March 2025

The Hon Michelle Rowland MP
Minister for Communications
Federal member for Greenway
PO Box 6022, Parliament House Canberra
Suite 101C, 130 Main Street, Blacktown NSW 2148

via: s 22(1)(a)(ii) [@MO.communications.gov.au](mailto:info@accan.org.au)

Dear Minister Rowland

The Australian Communications Consumer Action Network (**ACCAN**) appreciates the opportunity to provide feedback on coverage issues arising from the closure of the 3G mobile networks. As the peak national consumer advocacy organisation for communications, ACCAN remains committed to ensuring that all Australians have access to trusted, accessible, inclusive, affordable, and available communications and digital services.

s22(1)(a)(ii)



We appreciate your consideration of these recommendations and look forward to further discussions on these critical issues. Please do not hesitate to contact me if you require further information.

Yours sincerely

s 22(1)(a)(ii)


Carol Bennett
Chief Executive Officer

⁸ s22(1)(a)(ii)


Pages 4 – 11 deleted

s22(1)(a)(ii) – irrelevant material

s22(1)(a)(ii)

Hay, New South Wales

Since the shutdown of the 3G network, RRR communities in Hay, New South Wales, and across the state have experienced a growing divide between city and country, further exacerbating the challenges of living and working in RRR areas. Where residents and businesses once had reliable access to phone calls and text messaging, many now find themselves with no service at all. The consequences have been disruptive to businesses, personal connections, and even emergency response capabilities.

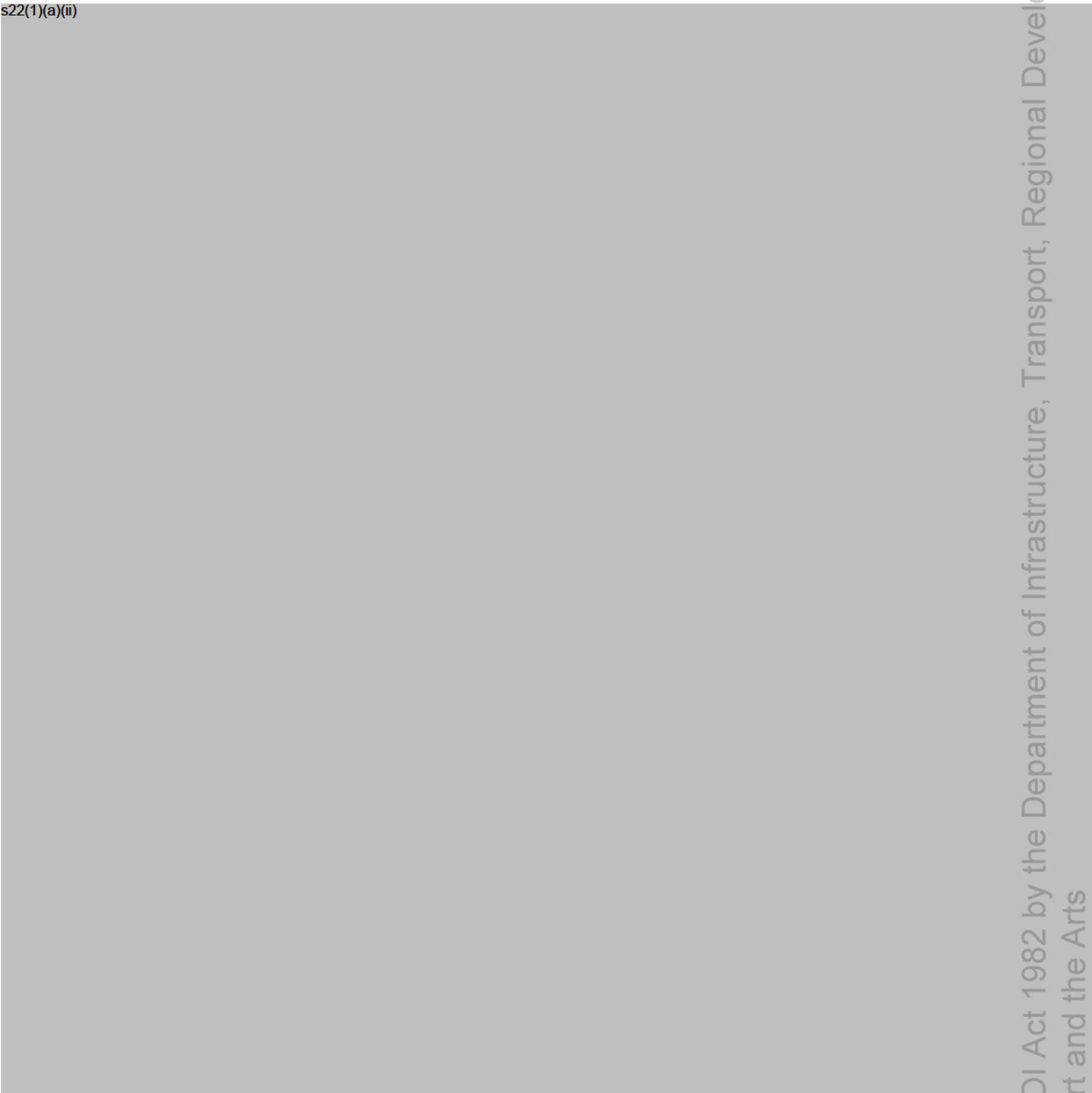
For RRR businesses, mobile communication is an essential part of daily operations. Many industries rely on ordering supplies, scheduling services, and making appointments, with an expectation that suppliers and service providers will return calls when available. Previously, with 3G coverage, workers could continue their tasks while waiting for callbacks, but now, without reliable service, they must either wait around the house or delay tasks until they are near a serviceable area. This inefficiency adds frustration and disruption to already demanding workloads.

The impact of losing connectivity extends beyond business concerns. During a recent spate of lightning-induced fires, many people found themselves without service in areas where 3G had previously worked, leaving them unable to communicate with others or receive critical updates. In an already high-stress emergency situation, the inability to coordinate effectively increased the risk for residents and emergency responders alike.

For the past decade, RRR Australians have relied on 3G to keep businesses running and provide food to the nation. With its removal, RRR connectivity has taken a step backward, while urban areas continue to benefit from faster speeds and improved technology. The question remains: is it fair that RRR telecommunications continue to decline while major cities enjoy high-speed advancements? (Email from ICPA to ACCAN, 13 March 2025).

s22(1)(a)(ii)

s22(1)(a)(ii)



Southern Riverina near the Victorian boarder, New South Wales

s 22(1) , a farmer in RRR, has faced significant financial and operational challenges following the shutdown of the 3G network. s 22(1) estimates that the cost to s 22(1) business has been between \$10,000 and \$20,000, as essential farm operations have required costly upgrades to remain functional.

In an attempt to maintain connectivity, s 22(1) purchased a Cel-Fi booster for \$1,300, only to find that it made no noticeable difference to phone reception. Despite being told repeatedly that s 22(1) property falls within Telstra's coverage map, s 22(1) continues to experience consistent call dropouts

and unreliable service. Telstra even tracked s 22(1) phone to identify issues but remained focused on service at s 22(1) house rather than the property itself, where mapped coverage supposedly exists.

Telstra provided Helena with a fact sheet on Cel-Fi units, but this did nothing to improve s 22(1) situation. s 22(1) was later informed that the local Goombargana tower is oversubscribed following the 3G shutdown, as more users are now congesting the 4G network. Despite this, there are no plans to upgrade the tower, leaving customers like s 22(1) struggling with inadequate service. s 22(1) has now been advised to rely on Wi-Fi calling using Starlink inside s 22(1) house, a solution that fails to account for the realities of farming, where the majority of work is done outdoors, not inside a house.

The shutdown has also had serious financial consequences for s 22(1)(a) farm, requiring costly upgrades to keep critical agricultural equipment operational:

- New Holland header: \$4,000 to upgrade telemetry for 4G compatibility.
- John Deere tractors: Previously linked to the John Deere Operations Centre, now requiring new 4G modems costing \$2,000+ per tractor.
- Farm security cameras: Upgrades needed at a cost of up to \$1,500 per unit.
- Digital farm weather stations: Upgrades required at \$2,500 per station.

s 22(1)(a)(ii), believing that advanced notice of the shutdown should have been provided so that farmers could have planned for necessary upgrades before losing service (Email from NSW Farmers to ACCAN, 13 March 2025).

s22(1)(a)(ii)

Pages 15 – 24 deleted

s22(1)(a)(ii) – irrelevant material

From: s 22(1)(a)(ii)
To: [3GSwitchOff](#)
Subject: RE: 3G switch off - coverage concerns in the Murray electorate, NSW [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]
Date: Wednesday, 23 April 2025 8:20:23 AM
Attachments: [image002.png](#)
[image003.png](#)

Hi s 22(1)(a)(ii)

Thanks for the email.

I can confirm that our s 22(1)(a)(ii) will be meeting with NSW Member for Murray, Helen Dalton next week (meeting scheduled some time ago).

I'll be able to comment further after this meeting, and anticipate a reply will be forthcoming later next week or early the week after.

Cheers

s 22(1)(a)(ii)

Government Relations

Sustainability External Affairs and Legal (SEAL)



[@team.telstra.com](#)

www.telstra.com

This email may contain confidential information.

If I've sent it to you by accident, please delete it immediately.

General

From: 3GSwitchOff <3GSwitchOff@infrastructure.gov.au>

Sent: Thursday, 17 April 2025 2:45 PM

To: s 22(1)(a)(ii)

Subject: 3G switch off - coverage concerns in the Murray electorate, NSW [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

OFFICIAL:Sensitive, Personal-Privacy

Hi s 22(1)(a)(ii)

The Minister's Office has received the attached correspondence from Helen Dalton MP, outlining coverage issues experienced within her electorate since the 3G switch off.

We would appreciate Telstra's advice on the status of its coverage in the area and assistance being provided to the residents across the relevant areas identified in the letter.

We would also be grateful if Telstra could investigate and resolve coverage concerns raised by Murray constituents as they raise them.

Kind regards

s 22(1)(a)(ii)

3gswitchoff@infrastructure.gov.au

GPO Box 594 Canberra, ACT 2601

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3 April 2025

Our Ref: s22(1)(a)(ii)

s 22(1)(a)(ii)

Senior Advisor
Minister for Communications
House of Representatives
PO Box 6022
CANBERRA ACT 2600

Via email:

Dear s 22(1)(a)(ii)

Following our recent conversation, I bring to your attention the situation in my electorate following the 3G shutdown and implementation of 3G And 5G.

Complaints received from negatively impacted constituents and local government areas pinpoint serious incidents.

The decrease in connectivity is impacting many farming businesses who have relied on the digital network to effectively run their enterprises, many of whom are forced to go back to relying on UHF radio, with limited range.

Many standard procedures day to day concerning safety, irrigation automation and data collection are difficult. The decrease in in levels of service are seeing businesses put in financial hardship and increased safety risks, including inability to contact emergency services.

More seriously, SOS and 000 calls have become unavailable in some areas, meaning the difference between life and death. Residents' ability to coordinate firefighting, rescues and report accidents.

Reports of council road crews who rely on phone access for safety reasons have had to use starlink, which while is not a bad thing in itself, is currently putting a burden on budgets.

Individual customers have contacted my office very concerned at the downgrading of service. The shutdown had highlighted the fact that the coverage maps do not properly reflect the ability to make phone calls in the bush exposing dangerous gaps.

Justin Clancy Member for Albury and I, along with the Riverina and Murray Joint Organisation (RAMJO) formed a stakeholder working group to address digital connectivity in the regions.

A Regional Connectivity Round Table held 3 December 2024, addressed challenges faced by customers since the 3 G shutdown, and attempting to access the 4G and 5G service.

It was unanimously agreed by the local stakeholders that equal coverage must be provided for the whole region. While ^{s47E(d)} agreed there needed to be a mix of modes of service to fill in the gaps, combining satellite technology and existing infrastructure, more emphasis was put on digital literacy being the main issue with a need for education programs. However, this will not solve the connectivity issues!

Attached is the report from the Rural and Regional Affairs and Transport References Committee Inquiry into the Shutdown of the 3G mobile network. 28 February 2025; spreadsheet of constituent issues; letters from LGAs; report of RAMJO roundtable.


Section 1.19 of the Interim Report – "In hindsight, it would have been better not to have shut off the 3G network until the mobile to low earth satellite services would replace it..."

The best solution seems to be to turn 3G back on until the issues are resolved.

I look forward to your response.

Yours sincerely,

s 22(1)(a)(ii)



Helen Dalton MP
Member for Murray

3G SHUTDOWN CONSTITUENT COMPLAINTS

CONSTITUENT	ISSUE	LOCATION
--------------------	--------------	-----------------

s22(1)(a)(ii)



s22(1)(a)(ii)



s 47B

Concerns re service after 3G shutdown

NSW

s22(1)(a)(ii)



s 47B


The new 4G service is patchy to non-existent around Carrathool.
The farmers there rely heavily on the phone for communication
around the farm and are now being forced to return to UHF

s 47B

s22(1)(a)(ii)



s22(1)(a)(ii)



From: Sparreboom, Shanyn
To: s 22(1)(a)(ii)
Subject: RE: Problems arising from 3G shutdown (Case Ref: HD11663) [SEC=OFFICIAL]
Date: Wednesday, 23 April 2025 1:01:57 PM
Attachments: ~WRD400.jpg
image001.png
image002.jpg

OFFICIAL

thanks

Shanyn Sparreboom

Assistant Secretary • Competition and Spectrum Branch • Communications and Infrastructure Division

Shanyn.Sparreboom@infrastructure.gov.au

P s 22(1)(a)(ii) • M s 22(1)(a)(ii)

GPO Box 594 Canberra, ACT 2601

Executive Officer: s 22(1)(a)(ii) @infrastructure.gov.au P: s 22(1)(a)(ii)

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From: s 22(1)(a)(ii) @INFRASTRUCTURE.gov.au>
Sent: Wednesday, 23 April 2025 11:46 AM
To: Sparreboom, Shanyn <shanyn.sparreboom@infrastructure.gov.au>
Subject: RE: Problems arising from 3G shutdown (Case Ref: HD11663) [SEC=OFFICIAL]

OFFICIAL

Yes – MC25-004403. Currently assigned to s 22(1)(a)(ii)

s 22(1)(a)(ii)

Director | Telecommunications Competition | Spectrum & Competition Branch | Department of Infrastructure, Transport, Regional Development, Communications & The Arts

s 22(1)(a)(ii) | s 22(1)(a)(ii) | s 22(1)(a) @infrastructure.gov.au |WFH

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LGBTIQ+ Ally

OFFICIAL

From: Sparreboom, Shanyn <shanyn.sparreboom@infrastructure.gov.au>
Sent: Wednesday, 23 April 2025 11:21 AM
To: s 22(1)(a)(ii) @INFRASTRUCTURE.gov.au
Subject: FW: Problems arising from 3G shutdown (Case Ref: HD11663) [SEC=OFFICIAL]

OFFICIAL

Hi s 22(1)(a)(ii) – Did this get added to PDMS do you know?

Shanyn Sparreboom

Assistant Secretary • Competition and Spectrum Branch • Communications and Infrastructure Division

Shanyn.Sparreboom@infrastructure.gov.au

P s 22(1)(a)(ii) • M s 22(1)(a)(ii)

GPO Box 594 Canberra, ACT 2601

Executive Officer: s 22(1)(a)(ii) [s 22\(1\)\(a\)\(ii\)@infrastructure.gov.au](mailto:s 22(1)(a)(ii)@infrastructure.gov.au) P s 22(1)(a)(ii)

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s 22(1)(a)(ii)

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s 22(1)(a)(ii)



OFFICIAL

From: Helen Dalton MP <Murray@parliament.nsw.gov.au>
Sent: Monday, 7 April 2025 2:39 PM
To: @MO.communications.gov.au>
Cc: murray@parliament.nsw.gov.au
Subject: Problems arising from 3G shutdown (Case Ref: HD11663)

Good afternoon  s 22(1)

The 3G shutdown has caused concern in the Murray electorate, indicated by reports of a decline in service, both in quality and areas covered.

Safety is compromised in farming areas, and concern has been expressed that people cannot make 000 or emergency calls.

Attached are a letter from Helen Dalton MP, the Report released in February 2025 from the Rural and Regional Affairs and Transport References Committee, a report of the RAMJO round table and feedback from the community.

We look forward to your response.

Kind regards,



s 22(1)(a)(ii)

Senior Electorate Officer
OFFICE OF HELEN DALTON MP, MEMBER FOR MURRAY

p s 22(1)(a)(ii)

104 – 110 Banna Ave, Griffith NSW 2680 Australia
www.parliament.nsw.gov.au



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||

From: s 22(1)(a)(ii)
To: [3GSwitchOff](#)
Subject: FW: 3G switch off - coverage concerns in the Murray electorate, NSW [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]
Date: Tuesday, 6 May 2025 11:45:36 AM
Attachments: [image005.png](#)
[image006.png](#)

Hi s 22(1)(a)(ii)

As advised earlier, I can confirm that our s 22(1)(a)(ii) and his team sought to meet with NSW Member for Murray, Helen Dalton in relation to the coverage concerns raised, and, this meeting took place last week on Tuesday, 29 April.

In terms of the meeting, a range of issues were discussed including coverage concerns raised by Ms Dalton's constituents, equipment used, steps to take to troubleshoot coverage concerns, an overview of how Telstra manages 3G related customer enquires and, the process undertaken by our 3G Helpline experts and more. Additionally, s 22(1) delivered an electorate briefing that included information about new mobile deployments and upgrades to existing infrastructure across the electorate, as well as some new innovations Telstra is currently working with our customers on including satellite technology.

In terms of next steps to address individual customer concerns, s 22(1) and his team will continue to work with Ms Dalton's office to ensure each customer's concerns that are shared with us is managed on a case by case basis, given each customer's experience is unique and therefore requires Telstra to assess each matter individually to ensure the right advice and action is taken. Ms Daltons' office has committed to providing us with the relevant customer details too, so that we can action moving forward.

Please let me know if you have any additional questions.

Cheers

Government Relations
Sustainability External Affairs and Legal (SEAL)



s 22(1)(a)(ii)

s 22(1)(a)(ii) [@team.telstra.com](#)

www.telstra.com

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General

General

From: 3GSwitchOff <3GSwitchOff@infrastructure.gov.au>
Sent: Thursday, 17 April 2025 2:45 PM
To: s 22(1)(a)(ii) [@team.telstra.com](#)
Subject: 3G switch off - coverage concerns in the Murray electorate, NSW [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

OFFICIAL:Sensitive, Personal-Privacy

Hi^s
22(1)

The Minister's Office has received the attached correspondence from Helen Dalton MP, outlining coverage issues experienced within her electorate since the 3G switch off.

We would appreciate Telstra's advice on the status of its coverage in the area and assistance being provided to the residents across the relevant areas identified in the letter.

We would also be grateful if Telstra could investigate and resolve coverage concerns raised by Murray constituents as they raise them.

Kind regards

s 22(1)
(a)(ii)

3gswitchoff@infrastructure.gov.au

GPO Box 594 Canberra, ACT 2601

Department of Infrastructure, Transport, Regional Development, Communications and the Arts

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infrastructure.gov.au



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OFFICIAL:Sensitive, Personal-Privacy

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From: s 22(1)(a)(ii)
To: s 22(1)(a)(ii)
Subject: Request for input - MC25-012940 [SEC=OFFICIAL]
Date: Wednesday, 9 July 2025 2:18:19 PM
Attachments: [Original Correspondence - Letter \(2\).pdf](#)
[image002.png](#)

OFFICIAL

Hi s 22(1)(a)(ii),

The MPI team has received ministerial correspondence for reply. Whilst the correspondence is primarily about mobile coverage, and concerns raised in relation to coverage since the 3G shutdown. I am reaching out to you to see if you would have any input that could be included in this response on the 3G shutdown and assist in moving forward with coverage.

I have included you all as managed users.

It would be greatly appreciated if we could please have a response back by 11 July 2025.

Thank you once again for all the assistance you provide me.

Regards

s
22(1)

s 22(1)(a)(ii)

Program Officer • Mobile Programs Implementation •

Regional Mobile Infrastructure Programs • Communications Services and Consumer Division

s 22(1)(a)(ii) [@infrastructure.gov.au](#) • s 22(1)(a)(ii)

GPO Box 594 Canberra, ACT 2601

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OFFICIAL

From: [Helen Dalton](#)
To: [O'Neill, Deborah \(Senator\)](#)
Cc: [ElectorateOffice Murray](#); s 22(1)(a)(ii)
Subject: 5G (We had a service and now we don't!)
Date: Monday, 30 June 2025 3:43:44 PM
Attachments: [image001.png](#)

Dear Deborah,

I hope you are having a well-earned break!

Following our recent conversation, I bring to your attention the situation in my electorate following the 3G shutdown and implementation of 4G And 5G. I have sent numerous letters but so far, I have received no response.

Complaints received from negatively impacted constituents and local government areas pinpoint serious incidents.

The decrease in connectivity is impacting many farming businesses who have relied on the digital network to effectively run their enterprises, many of whom are forced to go back to relying on UHF radio, with limited range.


Many standard procedures day to day concerning safety, irrigation automation and data collection are difficult. The decrease in levels of service are seeing businesses put in financial hardship and increased safety risks, including inability to contact emergency services.

More seriously, SOS and 000 calls have become unavailable in some areas, meaning the difference between life and death. Residents' ability to coordinate firefighting, rescues and report accidents.

Reports of council road crews who rely on phone access for safety reasons have had to use starlink, which while is not a bad thing in itself, is currently putting a burden on budgets.

Individual customers have contacted my office very concerned at the downgrading of service. The shutdown had highlighted the fact that the coverage maps do not properly reflect the ability to make phone calls in the bush exposing dangerous gaps.

s22(1)(a)(ii)



s22(1)(a)(ii)



I look forward to your response.

Yours sincerely,

Helen Dalton MP
Member for Murray



Helen Dalton
MEMBER FOR MURRAY

P 02 6962 6644

E murray@parliament.nsw.gov.au

104 – 110 Banna Avenue, Griffith NSW 2680

www.parliament.nsw.gov.au

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From: s 22(1)(a)(ii)
To: s 22(1)(a)(ii)
Cc: s 22(1)(a)(ii)
Subject: RE: Request for input - MC25-012940 [SEC=OFFICIAL]
Date: Wednesday, 9 July 2025 3:03:37 PM
Attachments: [SIGNED - MC25-004403.pdf.pdf](#)
[image001.png](#)
[Original Correspondence - Letter.pdf \(8\).pdf](#)
[FW 3G switch off - coverage concerns in the Murray electorate NSW SECOFFICIALSensitive ACCESSPersonal-Privacy.msg](#)

OFFICIAL

Hi s 22(1)(a)(ii)

Funnily, I was just about to reach out to you for some input on two correspondence we've received—I'll send them in a separate email shortly.

First, for **MC25-012940**— we provided a departmental reply in late April to almost the exact same complaint that Helen Dalton had sent s 22(1)(a)(ii). I have attached our response as well as the original correspondence from Dalton. s 22(1)(a)(ii)

At the time we also forwarded the complaint to Telstra, who advised that the s 22(1)(a)(ii) met with Dalton's office. I have attached Telstra's summary of that meeting as it may be useful to include in the response.

Please don't hesitate to reach out if you need anything further.

Thanks,
s 22(1)(a)(ii)

OFFICIAL

From: s 22(1)(a)(ii) @infrastructure.gov.au>
Sent: Wednesday, 9 July 2025 2:18 PM
To: s 22(1)(a)(ii) @infrastructure.gov.au>; s 22(1)(a)(ii) @infrastructure.gov.au>; FOULDS, Brydie s 22(1)(a)(ii) @infrastructure.gov.au>
Subject: Request for input - MC25-012940 [SEC=OFFICIAL]

OFFICIAL

Hi s 22(1)(a)(ii),

The MPI team has received ministerial correspondence for reply. Whilst the correspondence is

primarily about mobile coverage, and concerns raised in relation to coverage since the 3G shutdown. I am reaching out to you to see if you would have any input that could be included in this response on the 3G shutdown and assist in moving forward with coverage.

I have included you all as managed users.

It would be greatly appreciated if we could please have a response back by 11 July 2025.

Thank you once again for all the assistance you provide me.

Regards

s
22(1)

s 22(1)(a)(ii)

Program Officer • Mobile Programs Implementation •
Regional Mobile Infrastructure Programs • Communications Services and Consumer Division

s 22(1)(a)(ii) [@infrastructure.gov.au](mailto:infrastructure.gov.au) • s 22(1)(a)(ii)

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Australian Government

**Department of Infrastructure,
Transport, Regional Development,
Communications and the Arts**

Ref: MC25-004403

Ms Helen Dalton MP
Member for Murray
Parliament of New South Wales
228 Cressy Street
DENILIQUIN NSW 2710

via: murray@parliament.nsw.gov.au

Dear Ms Dalton

Thank you for your letter of 7 April 2025 to the office of Hon Michelle Rowland MP, Minister for Communications, concerning the 3G switch off and mobile coverage in the Murray electorate. Your letter has been forwarded to the Department of Infrastructure, Transport, Regional Development, Communications and the Arts for response.


With the announcement by the Prime Minister, the Hon Anthony Albanese MP, of the forthcoming election on 3 May 2025, the Australian Government has assumed a caretaker role. The Government is operating in accordance with the caretaker conventions pending the outcome of the 2025 federal election. During this period, by convention, decisions are not taken or advice given, that is likely to commit an incoming Government.

Telstra, Optus and TPG Telecom have each made a commercial decision to switch off their 3G networks. Telstra and Optus committed to maintaining equivalent or greater 4G coverage within their published 3G coverage zones. However, areas that had received 3G service prior to the switch off but were not within areas identified in published coverage maps (sometimes referred to as 'fortuitous coverage') are not guaranteed to receive equivalent coverage.

The lived experience of mobile coverage outcomes can be influenced by a number of factors such as location, hilly terrain, distance from the base station, number of concurrent users (capacity limitations) and other physical obstacles such as trees and buildings (including their internal structure) that may degrade the quality of signal being received from the nearest mobile base station. The particular type of handset and its settings can also affect mobile reception and mobile customers will need a compatible device to access the 4G and 5G networks. It is also possible that some complainants were previously in receipt of 3G coverage outside the mobile operator's mapped coverage zone.

The department has raised your constituents' concerns with Telstra for its advice and resolution. Telstra has advised that its s 22(1)(a)(ii) [redacted], will meet with you shortly. Telstra has also advised that it will provide the department an update in due course.


s22(1)(a)(ii)

A large rectangular area of the document is completely redacted with a solid grey fill. The text 's22(1)(a)(ii)' is visible in the top-left corner of this redacted area.

I trust this information will be of assistance.

Yours sincerely

s 22(1)(a)(ii)

A rectangular area of the document is redacted with a solid grey fill, covering the signature of the sender. The text 's 22(1)(a)(ii)' is visible in the top-left corner of this redacted area.

Shanyn Sparreboom
Assistant Secretary
Competition and Spectrum Branch

24/04/2025

OFFICIAL

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From: s 22(1)(a)(ii)
To: [3GSwitchOff](#)
Subject: FW: 3G switch off - coverage concerns in the Murray electorate, NSW [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]
Date: Tuesday, 6 May 2025 11:45:36 AM
Attachments: [image005.png](#)
[image006.png](#)

Hi s 22(1)(a)(ii)

As advised earlier, I can confirm that our s 22(1)(a)(ii) and his team sought to meet with NSW Member for Murray, Helen Dalton in relation to the coverage concerns raised, and, this meeting took place last week on Tuesday, 29 April.

In terms of the meeting, a range of issues were discussed including coverage concerns raised by Ms Dalton's constituents, equipment used, steps to take to troubleshoot coverage concerns, an overview of how Telstra manages 3G related customer enquires and, the process undertaken by our 3G Helpline experts and more. Additionally, s 22(1) delivered an electorate briefing that included information about new mobile deployments and upgrades to existing infrastructure across the electorate, as well as some new innovations Telstra is currently working with our customers on including satellite technology.

In terms of next steps to address individual customer concerns, and his team will continue to work with Ms Dalton's office to ensure each customer's concerns that are shared with us is managed on a case by case basis, given each customer's experience is unique and therefore requires Telstra to assess each matter individually to ensure the right advice and action is taken. Ms Daltons' office has committed to providing us with the relevant customer details too, so that we can action moving forward.

Please let me know if you have any additional questions.

Cheers

s 22(1)(a)(ii)

Government Relations
 Sustainability External Affairs and Legal (SEAL)



s 22(1)(a)(ii)

s 22(1)(a)(ii) [@team.telstra.com](#)

www.telstra.com

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General

General

From: 3GSwitchOff <3GSwitchOff@infrastructure.gov.au>

Sent: Thursday, 17 April 2025 2:45 PM

To: s 22(1)(a)(ii) [@team.telstra.com](#)

Subject: 3G switch off - coverage concerns in the Murray electorate, NSW [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

OFFICIAL:Sensitive, Personal-Privacy

Hi^s
22(1)

The Minister's Office has received the attached correspondence from Helen Dalton MP, outlining coverage issues experienced within her electorate since the 3G switch off.

We would appreciate Telstra's advice on the status of its coverage in the area and assistance being provided to the residents across the relevant areas identified in the letter.

We would also be grateful if Telstra could investigate and resolve coverage concerns raised by Murray constituents as they raise them.

Kind regards

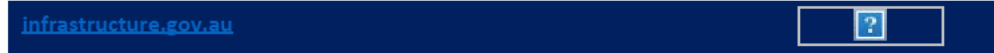
s 22(1)
(a)(ii)

3gswitchoff@infrastructure.gov.au

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From: s 22(1)(a)(ii)
To: [Irwin, Andrew](#)
Cc: s 22(1)(a)(ii)
Subject: FW: Ongoing issues since 3G shutdown [SEC=OFFICIAL]
Date: Friday, 22 August 2025 11:41:00 AM
Attachments: [image001.gif](#)
[Briefing Note - Telecommunications Issue Case Studies 21 August 2025.pdf](#)

OFFICIAL

Hi Andrew,

NFF had been trying to set up a meeting with Shanyn – they’ve just reached out to me again.

s
22(1)

s 22(1)(a)(ii)

Director | Markets & Competition | Markets, Competition & Spectrum Branch | Communications Infrastructure Division | Department of Infrastructure, Transport, Regional Development, Communications, Sport & The Arts

s 22(1)(a)(ii) | s 22(1)(a)(ii) | s 22(1)(a) | [@infrastructure.gov.au](#)

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 LGBTQ+ Ally

OFFICIAL

From: s 22(1)(a)(ii) <[redacted]>@nff.org.au>
Sent: Friday, 22 August 2025 11:40 AM
To: s 22(1)(a)(ii) <[redacted]>@INFRASTRUCTURE.gov.au>
Cc: Zac Rayson <zrayson@nff.org.au>
Subject: Ongoing issues since 3G shutdown

Hi s 22(1)(a)(ii)

I hope you’ve had a good week!

Prior to her moving roles, Shanyn and I had a brief chat about ongoing issues with rural mobile connectivity since the shutdown of the 3G network. She mentioned that if the NFF had further, current case studies to pass along, that might be helpful for ongoing monitoring of outcomes/ reporting to the Minister’s office.

As such, I wanted to pass along the attached briefing note from NSW Farmers who are actively monitoring a few members’ experience since the 3G shutdown. I would love to set up a time to chat with you and relevant team members at some stage on this.

Kind regards,

s 22(1)(a)(ii)

General Manager, Rural Affairs



(02) 6269 5608 | [§ 22\(1\)\(a\)\(ii\)](#)
 Locked Bag 9 Kingston ACT 2604
 14 Brisbane Avenue, Barton ACT
nff.org.au | [@NationalFarmers](#)

From: [§ 22\(1\)\(a\)\(ii\)](#) [@nswfarmers.org.au](mailto:§ 22(1)(a)(ii)@nswfarmers.org.au)>
Sent: Thursday, 21 August 2025 12:13 PM
To: [§ 22\(1\)\(a\)\(ii\)](#) [@nff.org.au](mailto:§ 22(1)(a)(ii)@nff.org.au)>
Cc: [§ 22\(1\)\(a\)\(ii\)](#) [@bigpond.com](mailto:§ 22(1)(a)(ii)@bigpond.com)>
Subject: RE: Telecoms case studies updated

Hi [§ 22\(1\)\(a\)\(ii\)](#)

We've received another update this week from one of the members we are tracking – wanted to ensure you had the updated context for this example (the new info is highlighted in the doc). Some progress, although bizarre.

Still a few concerns to consider:

- Lack of transparency around the rural 5g (n5) that replaced 3g – i.e. not in the published maps
- Customers not being advised they may need new sim cards – apparently this is needed to resolve 5g connectivity issues.
- Lack of transparency/ testing around potential barriers to 4g/5g re network closure comms e.g. software
- It sounds like the rural 5g that replaced 3g is only available to Telstra post-paid customers right now – potentially an interesting interplay with equivalence commitments.
- We're not sure how wide spread this specific scenario might be (or might not be – i.e. other problems that aren't identified) re the app causing network access issues in addition to sim card.

Thanks,

[§ 22\(1\)\(a\)\(ii\)](#) | NSW Farmers | Policy Director – Socio Economics

M: [§ 22\(1\)\(a\)\(ii\)](#) | [§ 22\(1\)\(a\)\(iii\)](#) [@nswfarmers.org.au](mailto:§ 22(1)(a)(iii)@nswfarmers.org.au) | www.nswfarmers.org.au

From: [§ 22\(1\)\(a\)\(ii\)](#)
Sent: Thursday, 14 August 2025 12:22 PM
To: [§ 22\(1\)\(a\)\(ii\)](#) [@nff.org.au](mailto:§ 22(1)(a)(ii)@nff.org.au)>
Subject: Telecoms case studies updated

Hey ^{s 22(1)(a)(ii)}

Following up with the case studies we have re member 3g/4g/5g problems – the recent additions are in red based on current situation.

The members are comfortable with these being use in any advocacy needed to get the message across!

Thanks,

^{s 22(1)(a)(ii)} | NSW Farmers | Policy Director – Socio Economics

M: ^{s 22(1)(a)(ii)} | ^{s 22(1)(a)(ii)} [@nswfarmers.org.au](mailto: @nswfarmers.org.au) | www.nswfarmers.org.au



Briefing Note

Regional connectivity challenges and 3G closure

Updated August 2025

Member case-study examples

s22(1)(a)(ii)

Southern Riverina

- Member estimated the costs were between \$10k-\$20k to upgrade farm equipment on mixed cropping/livestock property because of the 3G shutdown. Celfi boosters made no difference to reception. Telstra told the member they were in the coverage map yet consistently experienced dropouts.
- The member was told local tower (Goombargana) is oversubscribed due to the 3G shutdown with now more users on the 4G network and no plans to upgrade.
- Telstra is focused on service at the house and not on property which doesn't reflect the coverage they had previously or requirements to run business. The member was told to use Starlink for wifi calling, but Starlink does not extend around the property which is has disrupted business operations.
- Costs to upgrade to 4G: New Holland header \$4k to upgrade modem telemetry device, John Deere tractor upgrade \$2k per tractor; Farm Security cameras \$1,500 each; Farm digital weather station \$2.5k each.
- Member has also purchased a cel fi booster (\$1300) didn't make any difference to phone reception.
- The member has said there has been minor improvements in the signal but still not sufficient. There is significant fatigue with trying to resolve further with provide due lack of major resolution.

s22(1)(a)(ii)

Briefing Note

Regional connectivity challenges and 3G closure

Updated August 2025

s22(1)(a)(ii)

FOI 26-265 Part 3 - Document 14 Attachment A



Briefing Note

Regional connectivity challenges and 3G closure

Updated August 2025

s22(1)(a)(ii)

FOI 26-265 Part 3 - Document 14 Attachment A



From: s 22(1)(a)(ii)
To: s 22(1)(a)(ii)
Cc: s 22(1)(a)(ii)
Subject: FW: Draft NFF meeting brief [SEC=OFFICIAL]
Date: Tuesday, 9 September 2025 12:41:19 PM
Attachments: [Briefing Note - Telecommunications Issue Case Studies 21 August 2025.pdf](#)
[3G inquiry transcript NFF Feb 2025.pdf](#)

OFFICIAL

OFFICIAL

Hi s 22(1)

I've updated the NFF meeting brief (linked [here](#)) to account for feedback and input from the Universal Services Branch and the CSCD.

s 22(1)(a)(ii) has also noted that someone from the CSCD should attend, given the range of topics that fall within its space, and has suggested that s 22(1)(a)(ii) attend.

It may also be preferable to have someone from Universal Services Branch attend in case further detail on the UOMO or National Audit of Mobile Coverage is needed.

Kind regards

s 22(1)(a)(ii)

OFFICIAL

OFFICIAL

s22(1)(a)(ii)

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From: s 22(1)(a)(ii)
To: [Irwin, Andrew](#)
Cc: s 22(1)(a)(ii)
Subject: FW: NFF meeting brief [SEC=OFFICIAL]
Date: Wednesday, 10 September 2025 2:07:54 PM
Attachments: [Briefing Note - Telecommunications Issue Case Studies 21 August 2025.pdf](#)
[3G inquiry transcript NFF Feb 2025.pdf](#)

OFFICIAL

OFFICIAL

Hi Andrew

Just a heads up that I've received confirmation of s 22(1)(a)(ii) attendance to the NFF meeting tomorrow.

Also, Nicolle Power can attend if you want her to.

Kind regards

s 22(1)(a)(ii)

OFFICIAL

OFFICIAL

s22(1)(a)(ii)