



Every Queensland
community deserves
to be a liveable one

Draft Telecommunications Legislation Amendment (Universal Outdoor Mobile Obligation) Bill 2025

Submission to the
Department of Infrastructure, Transport,
Regional Development, Communications,
Sport and the Arts

October 2025

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About the Local Government Association of Queensland (LGAQ)

The Local Government Association of Queensland (LGAQ) is the peak body for local government in Queensland. It is a not-for-profit association established solely to serve councils and their needs. The LGAQ has been advising, supporting, and representing local councils since 1896, enabling them to improve their operations and strengthen relationships with their communities. The LGAQ does this by connecting councils to people and places; supporting their drive to innovate and improve service delivery through smart services and sustainable solutions; and providing them with the means to achieve community, professional and political excellence.

Draft Telecommunications Legislation Amendment (Universal Outdoor Mobile Obligation) Bill 2025

1.0 Executive Summary

The LGAQ welcomes the opportunity to provide feedback to the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (the Department) on the Draft Telecommunications Legislation Amendment (Universal Outdoor Mobile Obligation) Bill 2025 (the Draft Bill), and Explanatory information released for consultation in September 2025.

Improved accessibility, reliability and affordability of telecommunications services and outcomes for regional, rural and remote and First Nations communities across Queensland has been a long-standing advocacy priority of the LGAQ and Queensland councils.

In 2024, the LGAQ made multiple submissions to the Federal Government on this issue including to the *Better Delivery of Universal Services Discussion Paper* in March 2024, the *2024 First Nations Digital Inclusion Roadmap* and the *2024 Regional Telecommunications Review* in July last year.

As noted in those previous submissions, telecommunications infrastructure and digital connectivity are of critical interest to the LGAQ and Queensland councils, given the fundamental role these play as an enabler of economic development, and in the provision of health, education and emergency services across Queensland.

However, significant inequities continue to be experienced in mobile phone coverage and reliability of services particularly in regional, rural and remote areas, including First Nations communities.

Widespread mobile blackspots still also affect many council areas, with a profound impact on community liveability, disaster resilience and safety, as shown by a recent 000 network outage of a major Australian telecommunications provider in September 2025.

As such, the LGAQ overall supports the intent of the Draft Bill to establish a Universal Outdoor Mobile Obligation (UOMO) that will require mobile providers to deliver reasonable and equitable access to baseline outdoor mobile coverage across Australia, including across the 5 million square kilometres of Australia currently without mobile coverage.

In preparing this submission, the LGAQ has obtained specific feedback from Queensland councils on the Draft Bill and has drawn from previous submissions, to highlight identified issues and gaps, as well as opportunities to continue strengthening the universal services framework.

The LGAQ looks forward to the introduction of the Bill and working with the Department to address other ongoing issues and concerns outlined in this submission on behalf of Queensland councils.

1.1. Recommendations

In total, the LGAQ makes the following 14 key recommendations in response to the Draft Bill, and regarding telecommunications availability, affordability and reliability more broadly:

Recommendation 1: The LGAQ recommends the Federal Government proceeds with the introduction of the Bill and continues to monitor technology developments to ensure the earliest commencement date possible for the Universal Outdoor Mobile Obligation (UOMO).

Recommendation 2: The LGAQ recommends the Federal Government extends the universal service arrangements to include a customer service guarantee for mobile (calls and data) network services and connectivity, including a maximum outage permitted for mobile telephony.

Recommendation 3: The LGAQ recommends that the Federal Government funds and supports community-led digital literacy programs across all communities including First Nations, rural and remote communities.

Recommendation 4: The LGAQ recommends that the Federal Government ensures affordability of telecommunications services as a core component of the universal service framework.

Recommendation 5: The LGAQ recommends the Federal Government implements measures to ensure that telecommunications providers' coverage maps are accurate and more granular, to support the ability of regional consumers to choose the best coverage available in their area.

Recommendation 6: The LGAQ recommends that the Federal Government ensures disaster resilience and preparedness measures are integrated into the universal services framework, by requiring telecommunications providers to:

- Work directly with councils prior to, during and post disaster management operations,
- Implement disaster-resilient infrastructure including backup power supplies (battery, generator, and/or solar systems), redundant network links, and rapid fault recovery protocols,
- Provide interim or alternative services during outages or infrastructure failures, particularly in disaster-prone or remote locations,
- Develop and maintain disaster preparedness and response plans, with defined service restoration timeframes following an emergency event,
- Ensure emergency coverage, particularly in disaster-prone or remote regions,
- Collaborate with local councils and disaster management groups to design and implement resilience measures appropriate to local conditions and risks.

Recommendation 7: The LGAQ recommends the Federal Government significantly increases funding for the Mobile Network Hardening Program, to ensure more regional communities receive the benefit of hardening infrastructure.

Recommendation 8: The LGAQ recommends the Federal Government explores opportunities to fund councils to participate in the operational hardening of key sites, such as through the deployment of generators, in partnership with telecommunications providers.

Recommendation 9: The LGAQ recommends the Federal Government works with State and Territory governments and telecommunications providers to establish and support an appropriately skilled, on-call regional workforce that can assist providers during periods of peak demand and in response to emergencies and natural disasters.

Recommendation 10: The LGAQ recommends the Federal Government ensures the universal service framework includes:

- A clear strategy for prioritising high-need areas in the rollout of new coverage, including those:
 - with no or minimal existing mobile coverage,
 - identified as high-risk zones for natural disasters or emergencies, and
 - along major transport routes and key economic corridors.
- A transparent and consultative process for identifying and reviewing these priority areas, involving local governments, disaster management groups, and First Nations communities.

Recommendation 11: The LGAQ recommends the Federal Government ensures that future rounds of the Mobile Black Spot Program (MBSP) prioritise mobile infrastructure investment in regional areas currently underserved by telecommunications providers, based on a range of social and economic factors.

Recommendation 12: The LGAQ recommends the Federal Government reviews the eligibility and assessment criteria for the MBSP and RCP, to ensure they are not unnecessarily restricting telecommunications infrastructure investment in regional communities.

Recommendation 13: The LGAQ recommends the Federal Government:

- Requires ongoing consultation between telecommunication providers and local governments, regional communities, and First Nations stakeholders during:
 - the planning and rollout phases of the UOMO, and
 - any future amendments to the UOMO framework or scope
- Ensures local insights and lived experience guide decisions regarding coverage prioritisation, service delivery models, and infrastructure investment
- Embeds mechanisms for regular review and reporting on community engagement outcomes to ensure transparency and accountability.

Recommendation 14: The LGAQ recommends the Federal Government actively encourages telecommunications providers to engage and partner with local councils to identify cost-effective solutions, including co-location of infrastructure on council-owned assets (e.g. water towers, buildings, or existing towers).

Please do not hesitate to contact [REDACTED], Manager – Strategic Policy via [REDACTED] should you wish to discuss any aspect of this submission.

2.0 Introduction

Improved digital connectivity and access to affordable and reliable telecommunications remain long-held advocacy priorities for Queensland councils and local communities. The LGAQ, therefore, welcomes the opportunity to make this submission to the Department on the Draft Bill and explanatory information.

The LGAQ understands the UOMO will:

- Apply to Australia’s three national mobile carriers, Optus, Telstra and TPG (identified in the Draft Bill as Primary Universal Outdoor Mobile Providers (PUOMPs)), and
- Exist within the existing universal services framework and complement existing provisions for reasonable and equitable access to standard telephone services and pay phones.

This is an important step in modernising and improving the universal services framework.

In recent years, the LGAQ has made several detailed submissions seeking reforms and improvements relating to digital connectivity, telecommunications infrastructure and services:

- March 2024 - Better Delivery of Universal Services - Discussion Paper¹
- July 2024 - First Nations Digital Inclusion Roadmap - Discussion Paper²
- July 2024 – 2024 Regional Telecommunications Review³

The LGAQ acknowledges and appreciates the significant and ongoing investment by the Federal Government in improving telecommunications connectivity, including key initiatives such as the Better Connectivity Plan for Regional and Rural Australia, the Mobile Black Spot Program, the Regional Connectivity Program, and the Telecommunications Disaster Resilience Innovation Program.

However, significant inequities persist in mobile coverage and service reliability, particularly in regional, rural, and remote areas, and in First Nations communities. Many council areas continue to experience widespread mobile blackspots, which severely impact community liveability and compromise disaster resilience.

Frequent network outages during emergencies pose serious risks to public safety, while the often-slow response of telecommunications providers to maintenance issues and local needs further exacerbates these challenges.

The LGAQ is committed to member-driven advocacy and working with member councils to build stronger local governments and more resilient local communities. This submission reflects local government feedback that has been offered as part of the current and previous consultation processes, as well as incorporating the agreed policy positions of local government captured through the LGAQ Policy Statement and resolutions carried at LGAQ Annual Conferences, as discussed further below.

¹ [LGAQ Submission \(March 2024\) Better Delivery of Universal Services – Discussion Paper](#)

² <https://www.infrastructure.gov.au/sites/default/files/documents/fndiag-roadmap-local-government-association-of-queensland-lgaq.pdf>

³ <https://www.infrastructure.gov.au/sites/default/files/documents/rtirc-2024-lgaq-submission.pdf>

2.1 LGAQ Policy Statement and Annual Conference Resolutions

The LGAQ is committed to member-driven advocacy and working with member councils to build stronger local governments and more resilient local communities.

The LGAQ Policy Statement⁴ is a definitive statement of the collective voice of local government in Queensland and provides several key policy positions of local government that are relevant to the LGAQ's response to the Bill. The relevant agreed policy positions of local government, as stated in the LGAQ Policy Statement, are included in **Attachment 1**.

In addition, six resolutions have been passed by Queensland councils at LGAQ Annual Conferences since 2021, on matters relating to telecommunications and digital connectivity (refer **Attachment 2**).

3.0 Response to Draft Legislation and Ongoing Advocacy Priorities

The LGAQ is supportive of the Draft Bill's intent to modernise the universal services framework, to include a baseline mobile coverage, through the introduction of a Universal Outdoor Mobile Obligation (UOMO).

Improved mobile coverage will have a plethora of benefits for Queensland communities, by ensuring improved and more equitable access to telecommunication networks, increasing public safety (especially in times of adversity and natural disaster), as well as unlocking substantial economic opportunities for Queensland's regional, rural, remote and First Nations communities and enabling better access to digital education and healthcare services.

The LGAQ notes that the Draft Bill proposes a default commencement date of 1 December 2028, with flexibility for earlier implementation should market conditions allow.

The LGAQ strongly supports an earlier implementation timeframe. Where the technical capability and market readiness exist, accelerating the rollout of the Uomo will provide earlier access to vital mobile services that directly impact public safety, social equity, and economic opportunity.

Recommendation 1: The LGAQ recommends the Federal Government proceeds with the introduction of the Bill and continues to monitor technology developments to ensure the earliest commencement date possible for the Universal Outdoor Mobile Obligation (UOMO).

Additionally, Queensland councils continue to call for further strengthening of the universal services framework, including through customer service guarantees, opportunities to improve the affordability and accessibility of telecommunications services, enhanced disaster resilience and preparedness, as well as ongoing and expanded infrastructure investment. These matters are discussed in further detail in the submission below.

⁴ LGAQ Policy Statement (2023) – available online [here](#).

Customer Service Guarantee

The LGAQ is supportive of the inclusion of mobile data services within universal services framework, recognising the importance of technologies such as LEOSat services for providing effective alternatives to traditional fixed-line telephony and internet, particularly in regional, rural, remote, and First Nations communities. These emerging technologies are essential to bridging the digital divide and ensuring equitable access to connectivity.

Currently, the Customer Service Guarantee Standard (CSG Standard)⁵ protects consumers from poor service for phone services, however this standard does not include mobile phone services and internet services.

While the LGAQ acknowledges the Federal Government's continued investment in telecommunications infrastructure, significant connectivity challenges persist across decentralised parts of Queensland. Councils have consistently highlighted the need for fast, reliable, high-quality connectivity that is fit-for-purpose and aligned with the needs of local communities. This connectivity underpins the ability to conduct business, access education, stay socially connected, and manage emergencies and disasters.

Feedback from First Nations councils reinforces this position, with mobile phones remaining the primary method of accessing the Internet in many First Nations communities, making reliable mobile coverage and service quality essential. This is particularly important in areas where fixed voice and data infrastructure is limited or commercially unviable. While some communities benefit from multiple providers and infrastructure options, most First Nations communities are reliant on a single provider, limiting service competition and resilience.

CSG Standards ensure minimum levels of service, informs telecommunications providers how fast they must connect or fix issues to landlines, and sets compensation that they have to pay if they miss timelines. Hence, it is crucial that any attempts to contemporise the universal services frameworks includes measures to ensure accountability for telecommunication providers of mobile coverage.

Recommendation 2: The LGAQ recommends the Federal Government extends the universal service arrangements to include a customer service guarantee for mobile (calls and data) network services and connectivity, including a maximum outage permitted for mobile telephony.

Affordability and accessibility of telecommunications services

While the Bill makes welcome progress in extending baseline mobile coverage, it does not address the critical issue of affordability or pricing protections for users, particularly in regional, rural, remote, and First Nations communities.

The LGAQ received feedback, including from First Nations councils, highlights that affordability remains a significant barrier to digital inclusion. In many communities, the high cost of pre-paid data plans prevents people from staying consistently connected. In addition, several councils noted that consumers frequently switch or replace mobile devices due to financial hardship, often without access to the technical support or guidance needed to resolve these issues.

⁵ <https://www.acma.gov.au/customer-service-guarantee>

Improving transparency in mobile service pricing is also critical. Queensland councils have expressed concern about the difficulty of comparing the cost and service levels offered by different providers, particularly in regional areas, where limited competition often exacerbates the issue.

Alongside affordability challenges, digital literacy is also a key issue, especially in underserved communities. Feedback gathered through the First Nations Digital Inclusion Plan reinforces these concerns. First Nations councils report that many community members lack access to on-the-ground technical support, which hampers their ability to troubleshoot connectivity issues or use digital services effectively. There is a clear opportunity for the Federal Government to invest in skills development and local workforce capability, enabling communities to establish locally run technical support services and small businesses.

Recommendation 3: The LGAQ recommends that the Federal Government funds and supports community-led digital literacy programs across all communities including First Nations, rural and remote communities.

Recommendation 4: The LGAQ recommends that the Federal Government ensures affordability of telecommunications services as a core component of the universal service framework.

Recommendation 5: The LGAQ recommends the Federal Government implements measures to ensure that telecommunications providers' coverage maps are accurate and more granular, to support the ability of regional consumers to choose the best coverage available in their area.

Disaster resilience and preparedness

In Australia's most disaster-prone State, natural hazards like floods, cyclones, bushfires and storms frequently disrupt communications, sometimes for extended periods.

A modern universal service framework must ensure that mobile network infrastructure is not only widespread but resilient and capable of functioning during and after emergencies. Feedback from Queensland councils, particularly those in regional and remote areas, consistently highlights the need for better redundancy, power backup, and timely restoration of services to reduce serious risks to public safety and community resilience.

The Federal Government's Mobile Network Hardening Program is currently in place to improve resilience of Australia's mobile network telecommunications infrastructure in regional Australia to:

- prevent outages during a natural disaster,
- strengthen the resilience of telecommunications facilities to allow them to operate for longer during natural disasters, and
- support the rapid restoration of services following an outage.

As noted in previous submissions, Rounds 1 and 2 of this program committed funding of \$37.7 million to this work, however significant additional investments will be required to uplift the current resilience of Australia's telecommunication infrastructure to the level required to withstand the multitude of natural disasters experienced annually

The LGAQ also supports the inclusion of explicit emergency coverage obligations within the universal services framework. Where service is lost, interim or alternative services should be provided to minimise connectivity blackouts.

Recommendation 6: The LGAQ recommends that the Federal Government ensures disaster resilience and preparedness measures are integrated into the universal services framework, by requiring telecommunications providers to:

- Work directly with councils prior to, during and post disaster management operations,
- Implement disaster-resilient infrastructure including backup power supplies (battery, generator, and/or solar systems), redundant network links, and rapid fault recovery protocols,
- Provide interim or alternative services during outages or infrastructure failures, particularly in disaster-prone or remote locations,
- Develop and maintain disaster preparedness and response plans, with defined service restoration timeframes following an emergency event,
- Ensure emergency coverage, particularly in disaster-prone or remote regions,
- Collaborate with local councils and disaster management groups to design and implement resilience measures appropriate to local conditions and risks.

Recommendation 7: The LGAQ recommends the Federal Government significantly increases funding for the Mobile Network Hardening Program, to ensure more regional communities receive the benefit of hardening infrastructure.

Recommendation 8: The LGAQ recommends the Federal Government explores opportunities to fund councils to participate in the operational hardening of key sites, such as through the deployment of generators, in partnership with telecommunications providers.

Recommendation 9: The LGAQ recommends the Federal Government works with State and Territory governments and telecommunications providers to establish and support an appropriately skilled, on-call regional workforce that can assist providers during periods of peak demand and in response to emergencies and natural disasters.

Infrastructure investment and priority areas for mobile coverage

Many Queensland councils include vast rural and remote areas where mobile coverage is either non-existent or unreliable. These coverage gaps pose significant risks during emergencies, such as bushfires, floods, and road accidents. They also limit economic productivity in key sectors like agriculture, tourism, and small business.

Inadequate mobile coverage along key transport corridors, including national highways is a major concern. As noted through local experience, frequent black spots exist along heavily used regional roads, creating a clear public safety risk and making it difficult for businesses and logistics operators to function effectively.

Federal Government policy settings and the current structure of funding programs are allowing providers to control how and where telecommunications investment is made. In particular, the LGAQ has heard of providers demanding access to council infrastructure and pressuring councils to make co-contributions to funding applications, at a time when the Queensland Audit

Office in 2023, identified that 48 of 77 Queensland councils are at either a moderate or high risk of not being financially sustainable⁶.

The universal service framework must take a strategic, evidence-based approach to closing these gaps by prioritising coverage for areas with the greatest need.

Recommendation 10: The LGAQ recommends that the Federal Government ensures the universal service framework includes:

- A clear strategy for prioritising high-need areas in the rollout of new coverage, including those:
 - with no or minimal existing mobile coverage,
 - identified as high-risk zones for natural disasters or emergencies, and
 - along major transport routes and key economic corridors.
- A transparent and consultative process for identifying and reviewing these priority areas, involving local governments, disaster management groups, and First Nations communities.

Recommendation 11: The LGAQ recommends the Federal Government ensures that future rounds of the Mobile Black Spot Program (MBSP) prioritise mobile infrastructure investment in regional areas currently underserved by telecommunications providers, based on a range of social and economic factors.

Recommendation 12: The LGAQ recommends the Federal Government reviews the eligibility and assessment criteria for the MBSP and RCP, to ensure they are not unnecessarily restricting telecommunications infrastructure investment in regional communities.

Consultation and partnerships

The long-term success of the UOMO will depend on ongoing, genuine consultation with local communities, councils, and First Nations peoples to ensure the rollout addresses real-world needs and challenges. Queensland councils strongly support a collaborative approach that ensures telecommunications policies and infrastructure investment decisions are informed by on-the-ground realities. Local governments are well placed to identify gaps in mobile coverage, barriers to service accessibility, and opportunities for infrastructure co-investment or co-location.

The LGAQ acknowledges the flexibility within the Bill that allows for the scope of UOMO services to be expanded as new technologies become available. While this flexibility is welcomed, it is essential that any future changes to the universal services framework are informed by local expertise. It is also critical that UOMO service delivery appropriately meets the unique needs of remote and regional First Nations communities.

Beyond the value of consultation for UOMO service delivery, collaboration with local governments can also be valuable for identifying cost-effective solutions for co-locating telecommunications infrastructure on council-owned assets – provided this does not result in a responsibility shift for local government when it comes to the maintenance and security of telecommunications infrastructure.

⁶ [Local government 2023 | Queensland Audit Office \(qao.qld.gov.au\)](https://www.qao.qld.gov.au/reports/local-government-2023)

Recommendation 13: The LGAQ recommends the Federal Government:

- Requires ongoing consultation between telecommunication providers and local governments, regional communities, and First Nations stakeholders during:
 - The planning and rollout phases of the UOMO
 - Any future amendments to the UOMO framework or scope
- Ensures local insights and lived experience guide decisions regarding coverage prioritisation, service delivery models, and infrastructure investment
- Embeds mechanisms for regular review and reporting on community engagement outcomes to ensure transparency and accountability.

Recommendation 14: The LGAQ recommends the Federal Government actively encourages telecommunications providers to engage and partner with local councils to identify cost-effective solutions, including co-location of infrastructure on council-owned assets (e.g. water towers, buildings, or existing towers).

4.0 Conclusion

Improved digital connectivity and access to affordable and reliable telecommunications are critical to the liveability of Queensland communities, particularly in a state that is the country's most decentralised and most disaster-prone.

Yet despite this, communities across the state are still experiencing significant inequities in mobile phone coverage and reliability of services, particularly in regional, rural and remote areas, including First Nations communities.

This has a profound impact on community liveability, disaster resilience and safety.

Every Queensland community contributes to the economic and social fabric of the nation, so every Queensland community deserves to be a liveable one and that means having access to reliable mobile communications.

Reforms to improve digital connectivity and ensure access to affordable and reliable telecommunication services are of the utmost importance to Queensland councils and to the LGAQ.

As mentioned above, that is why the LGAQ has continued to advocate to the Federal Government for change, including making multiple submissions in 2024 alone on this issue including to the *Better Delivery of Universal Services Discussion Paper* in March 2024, the *2024 First Nations Digital Inclusion Roadmap* and the *2024 Regional Telecommunications Review* in July last year.

The LGAQ, therefore, welcomes the opportunity to make this submission to the Department on the Draft Bill and explanatory information.

The current Telecommunications and the Universal Service Framework present significant challenges and opportunities for local communities, and the LGAQ looks forward to continuing to engage with the Federal Government on the matters raised in this submission and other outcomes from the 2024 Regional Telecommunications Review.

Attachment 1: LGAQ Policy Statement

The LGAQ Policy Statement⁷ is a definitive statement of the collective voice of local government in Queensland. The relevant policy positions of local government in the context of telecommunications and digital connectivity, are as follows:

6.1 Planning Policy and Development

6.1.7 Telecommunications

6.1.7.1 Local government acknowledges the fundamental role played by 'telecommunications' infrastructure as an enabler of economic development and in the provision of health, education and emergency services in rural and remote areas of Queensland.

6.1.7.2 Local government supports efficient planning assessment and installation of telecommunications infrastructure and is the appropriate sphere of government to determine the level of assessment to be applied to telecommunications facilities.

6.1.7.3 Local government supports co-location of telecommunications infrastructure and information sharing amongst the development industry, digital service providers, mobile network operators, telecommunications infrastructure providers and local government in order to minimise disruption to local communities and to maximise efficiencies.

8.4 Communication

8.4.1 Service Access

8.4.1.1 Advances in technology should be applied to give remote areas access to telephone, television and internet services consistent with those available in urban areas.

8.4.1.2 Local government across Queensland experiences significant inequities in mobile phone coverage and reliability of services between rural and urban communities. Local government will engage the State and Federal governments to address this inequity.

8.4.1.3 Local government supports the concept of a system of uniform telephone charges throughout Australia to reduce the disparity of remote locations.

8.9 Regional Development

8.9.6 Digital infrastructure and technology are recognised as enablers to help overcome the barriers of remoteness, infrastructure shortfalls, attract regional investment and facilitate regional prosperity.

8.9.7 Local government supports the rollout of digital infrastructure, including but not limited to, the National Broadband Network and the provision of equitable access to high-speed broadband internet. This includes support from the Federal and State governments in developing the digital economy and online service delivery for local government

⁷ [LGAQ Policy Statement \(October 2023\)](#)

Attachment 2: LGAQ Annual Conference Resolutions

The LGAQ is committed to member driven advocacy and working with members to build stronger local government and more resilient local communities. In the context of telecommunications and digital connectivity, the following recent LGAQ Annual Conference resolutions are relevant:

Resolution 148 (2023) – Improving access and reliability of telecommunications infrastructure and services

The LGAQ calls on the State and Federal governments to ensure reliable access to telecommunications infrastructure/services and improved mobile coverage in urban, regional and rural areas, by:

- *mandating all mobile phone carriers to properly address and resolve key mobile black spots within shorter timeframes;*
- *revising the funding approval process for the Mobile Black Spot Program to include a sign off from the local government area that the infrastructure proposed will be located in as part of the process;*
- *increasing funding for connectivity in regional areas, in particular narrowing black spot coverage areas;*
- *applying and ensuring telecommunication providers comply with a Community Service Obligation (CSO)/Universal Service Obligation (USO) when supplying publicly-funded communications infrastructure/services, whether partially or wholly funded.*

Resolution 17 (2023) – Communication providers' preparedness to ensure capability to respond during disasters

The LGAQ calls on the Federal Government to ensure the response times for restoration and/ or repair to landline and mobile network infrastructure align with the Universal Service Obligations (USO) and the funding conditions through the mobile black spot program.

Resolution 27 (2022) – Cyber Security Local Shared Services – Security Operations Centre

The LGAQ calls on the State and Federal governments to develop and resource an expert Security Operations Centre (SOC) for local government authorities as a shared services concept to improve cyber security management.

Resolution 81 (2022) – Better engagement for Mobile Blackspot Program projects

The LGAQ calls on the State and Federal governments to:

1. *To ensure there is meaningful engagement with the community – implement a notification or "tick off" process by the Federal MP and affected councils for the consultation aspect of any project application in development.*
2. *Include on the ground testing to ensure value for money in the location of this infrastructure which is designed to increase connectivity and reduce the digital divide.*

Resolution 135 (2022) – Funding for Digital Connectivity in Regional Areas

The LGAQ to calls on the State and Federal governments to increase funding for connectivity in regional areas, in particular regions covering widespread agricultural land.

Resolution 58 (2021) Telecommunications – Mobile Service Level Guarantee

That the LGAQ calls on the Australian Communications and Media Authority (ACMA) and telecommunications providers to commit to a customer service guarantee for mobile (calls and data) network services.