

Mobile Coverage Programme Discussion Paper

Submission Cover Sheet

Submission Information

This cover sheet should be attached to submissions made to the Department of Communications in relation to the Mobile Coverage Programme Discussion Paper.

Contact Details

Name of respondent:	Ms Ngaire McCrindle
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Date:	18 June 2014

Confidentiality and privacy

All submissions and comments, or parts thereof, will be treated as non-confidential information unless specifically requested, and acceptable reasons should accompany each request. Email disclaimers will not be considered sufficient confidentiality requests.

Respondents lodging a submission should be aware that submissions (excluding any information agreed to be treated as confidential information) will be made publicly available, including on the Department of Communications' website. Submissions and comments will be subject to freedom of information provisions. Despite a submission being identified as confidential or sensitive, submissions may be disclosed where authorised or required by law, or for the purpose of parliamentary processes.

Do you want all or parts of the submission to be treated as confidential? **Yes** **No**

If yes, identify below which parts of the submission are to be treated as confidential (and provide a reason):

If the submission contains personal information of any third party individual, indicate on this Submission Cover Sheet if that third party individual has not consented to the publication of his or her personal information:

Submission Instructions

Submissions are to be made by **5:00pm (AEST) Friday 28 February 2014**.

Where possible, submissions should be lodged electronically, preferably in Microsoft Word or other text-based formats via the email address mobilecoverage@communications.gov.au

Alternatively, submissions can be sent to the postal address below (to arrive by the due date):

The Manager
Mobile Coverage Programme
Department of Communications
GPO Box 2154
CANBERRA ACT 2615

All submissions lodged will be acknowledged by the Department of Communications by email (or by letter if no email is provided). Respondents lodging a submission who do not receive acknowledgement of their submission should contact the Department. Submissions which are not acknowledged by the Department as being received may not be considered. Respondents should be aware that emails greater than 10Mb may not be successfully delivered.

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Contact:- Ms Ngaire McCrindle

Your Ref:-

Our Ref:- 06.52.0061 (McCRINDLE/sh)

27 February 2014

The Manager
Mobile Coverage Program
Department of Communications
GPO Box 2154
CANBERRA ACT 2615

Dear Sir/Madam

Re: Submission - Mobile Coverage Programme Discussion Paper

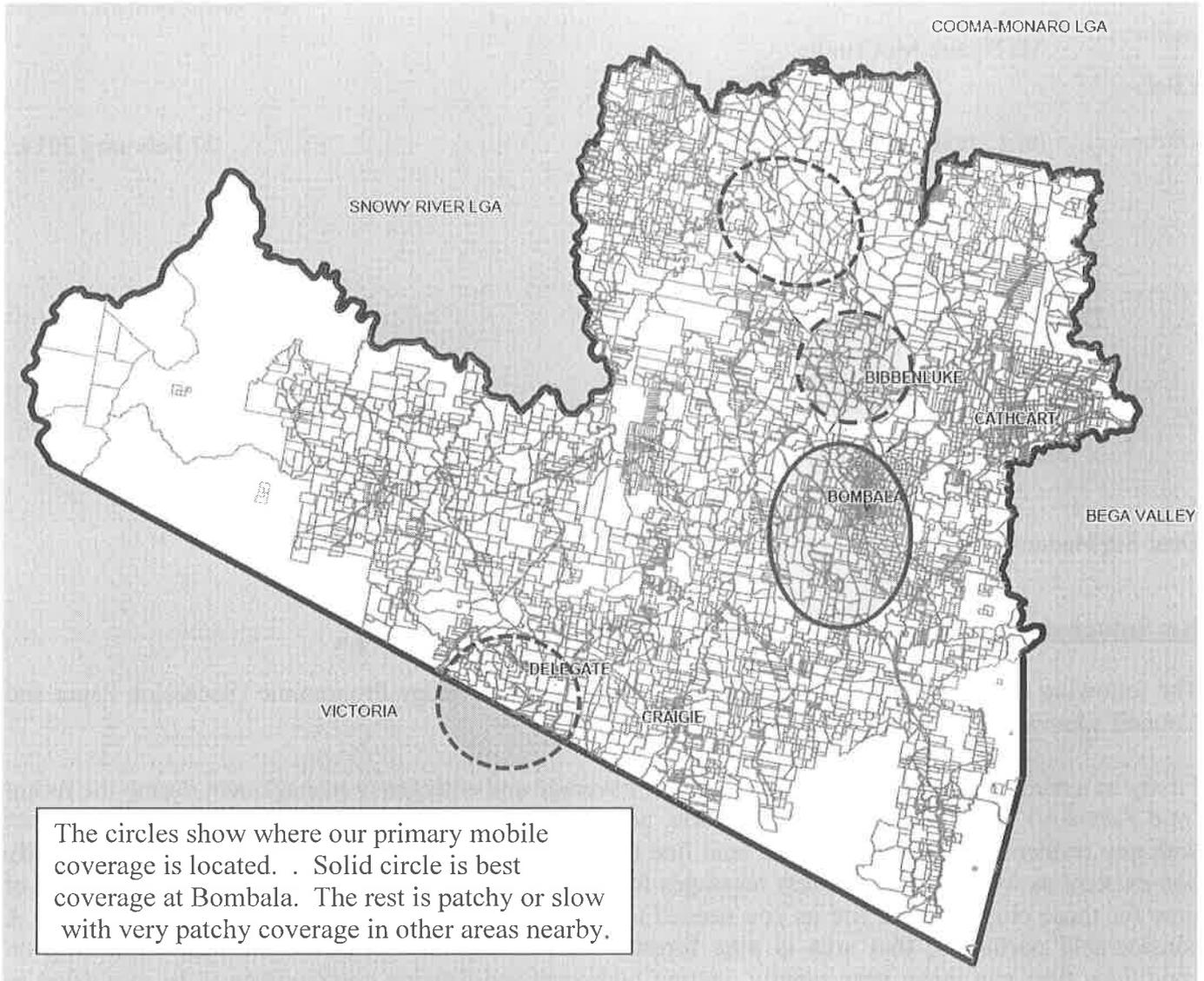
The following comments are made in relation to the Mobile Coverage Programme Discussion Paper and Council's knowledge of black spots in this area.

Firstly as a recent example of the risks of lack of coverage and emergency management during the recent (mid February) fires in north-eastern Victoria, adjacent to Bombala Council area there was no contact with any resident near Delegate as the land line had gone out and mobile phone coverage was basically non-existent as well. The use of text messages for people in fire affected areas was therefore a waste of time for those closest to the fire as you needed to physically drive to advise them of any changes. . A considerable portion of that area is pine forests, State forests or National Parks and depending on conditions fires can move very rapidly, cutting highways and causing communities to be evacuated as happened in Victoria where residents were moved to Delegate.

Council is concerned that from an emergency management point of view, the lack of mobile phone coverage in the Delegate area, along sections of the Monaro Highway between Cooma and Bombala to the Victorian border and then into Victoria may have disastrous consequences. Again the Snowy River Way, the route from the Coast to the Ski fields also has very limited mobile phone coverage. An improvement in coverage on the Monaro Highway, Delegate Road and Snowy River Way would be an improvement for the travelling public and the local community. It would provide better emergency alerts and accident reporting coverage in the area.

It would be reasonable to estimate that over 60% of our area is a mobile phone black spot with service primarily at Bombala and Delegate. The Mayor is constantly working in Shearing Sheds in the area and most of the time is not contactable by mobile phone unless he drives to certain locations and then hold his phone the "right" way. His local knowledge is one of our indicators that there is little coverage in much of the area.

The speed of the mobile service is another matter when considering internet capacity on mobile devices. Because internet services are so poor in this area Council has deliberately cut all “bells and whistles” from our website to ensure information loads reasonably fast on very slow systems.



Other than our primary concern about safety and emergency management in relation to the mobile phone coverage in the area Council also has concerns that the lack of reasonable coverage hinders our economic development and tourism development, particularly the ‘Bundian Way’ walking trail from Eden to Mt Kosciusko. It is also noted that there is no mobile coverage in the vast majority of the South East National Parks another of our major tourism assets that is been promoted to the overseas markets via the Tourism Australia’s National Landscape program.

Yours faithfully

Ngaire McCrindle
GENERAL MANAGER

cc. Councillors