

# Mobile Coverage Programme Discussion Paper

## Submission Cover Sheet

Submission Information	
<p><b>This cover sheet should be attached to submissions made to the Department of Communications in relation to the Mobile Coverage Programme Discussion Paper.</b></p>	
<p><b>Contact Details</b></p>	
<b>Name of respondent:</b>	Hon Philip Ruddock MP
<b>Name of organisation:</b>	Federal Member for Berowra
<b>Phone:</b>	02 99801822
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<b>Website (if applicable):</b>	
<b>Date:</b>	27.2.2014
<p><b>Confidentiality and privacy</b></p> <p>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.</p> <p>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.</p> <p>Do you want all or parts of the submission to be treated as confidential? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If yes, identify below which parts of the submission are to be treated as confidential (and provide a reason):</i></p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><b>The information I have used in my submission has been provided directly to me by constituents who responded to an article I had published in a variety of local newspapers. Clearly, I am happy for their street locations to be used publicly, but not their names or identifying street numbers. This information is for Departmental use. I have supplied all details to validate the information given and feel sure each constituent would welcome an approach from the Department should further details be required.</b></p> </div> <p>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:</p>	
<p><b>Submission Instructions</b></p> <p>Submissions are to be made by <b>5:00pm (AEST) Friday 28 February 2014</b>.</p> <p>Where possible, submissions should be lodged electronically, preferably in Microsoft Word or other text-based formats via the email address <a href="mailto:mobilecoverage@communications.gov.au">mobilecoverage@communications.gov.au</a></p> <p>Alternatively, submissions can be sent to the postal address below (to arrive by the due date):</p> <div style="text-align: center; margin: 10px 0;"> <p>The Manager Mobile Coverage Programme Department of Communications GPO Box 2154 CANBERRA ACT 2615</p> </div> <p>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</p>	

be successfully delivered.





# The Hon. Philip Ruddock MP

Federal Member for Berowra



27<sup>th</sup> February 2014

## **SUBMISSION FOR THE MOBILE COVERAGE PROGRAMME DISCUSSION PAPER**

The Federal electorate of Berowra which I represent covers both metropolitan and outer metropolitan suburbs

Having issued a public statement calling for comments about 'black spot' coverage points in the electorate, I received a large number of replies. It is from the information contained in those replies that I am now basing my submission. A sample of some of the responses has been attached in full for further consideration.

I have also included a copy of the divisional map of Berowra on which I have identified the locations about which I have received notification of poor or no mobile coverage. A list of all street locations is also included.

A number of locations stand out as requiring immediate and comprehensive action for a region or area. Others draw attention to individual locations, but no doubt reflect wider local concerns.

I would hope that all would receive consideration and response.

- **Wisemans Ferry area.**

There is a significant problem in this area which is a popular recreation and holiday spot. With poor mobile phone and internet coverage, local residents and businesses are significantly hampered in their ability to handle normal daily communication tasks such as making and receiving calls, and being able to rely on internet connection to receive emails and even use EFTPOS facilities. With many tourists coming throughout the year to water ski on the Hawkesbury River, and with significant spikes in population during peak holiday periods, there is a significant safety issue here. The area is also prone to bush fires – another reason why reliable communication is a necessity.

Attachment 1 - from Hornsby Shire Council  
Attachment 2 - from [REDACTED]  
Attachment 3 - from [REDACTED]

- Maroota, South Maroota and Sackville areas.

Many residents in this region are small orchardists on acreage. This is also a fire-prone zone where communication is a necessity.

See Attachment 3

Attachment 4 – from

Attachment 5 – from

Attachment 6 – from

- Glenhaven, Glenorie, Galston, Arcadia, and Dural

These suburbs are home to both acreage and suburban block residences and there are a variety of locations identified for what is, unfortunately, a common problem with poor mobile phone coverage and high call drop-out rates.

See Attachment 1

Attachment 7 – from

Attachment 8 – from

Attachment 9 – from

Attachment 10 – from

Attachment 11 – from

Attachment 12 – from

Attachment 13 – from

Attachment 14 – from

Attachment 15 – from

Attachment 16 – from

- Mt Colah, Hornsby Heights and Hornsby

Repeated comments regarding poor coverage in these suburbs.

See Attachment 1

Attachment 17 – from

Attachment 18 – from

Attachment 19 – from

- Cherrybrook, West Pennant Hills, and Thornleigh

There were specific reports of poor mobile coverage which, it is highly probable, occur frequently in these ordinary suburban districts.

Attachment 20 – from

Attachment 21 – from

Attachment 22 – from

**CONCLUSION**

**The prevailing view which I have obtained from those who communicated with me is that they have tried all service providers but, where limited service is available, Telstra is found to be the most reliable carrier, albeit with reservations due to ongoing unreliability or poor coverage.**

**My submission pinpoints both regional and localised problems, both of which ought to be given serious consideration. With regard to the Wisemans Ferry – Maroota district, I do feel that this region warrants comprehensive and immediate action.**

**I will await the outcome of this matter with much interest. As time goes on, it is my intention to continue to provide the Minister with details of further areas of poor mobile reception within the electorate of Berowra.**

A handwritten signature in black ink, appearing to read 'Philip Ruddock', with a large, stylized initial 'P'.

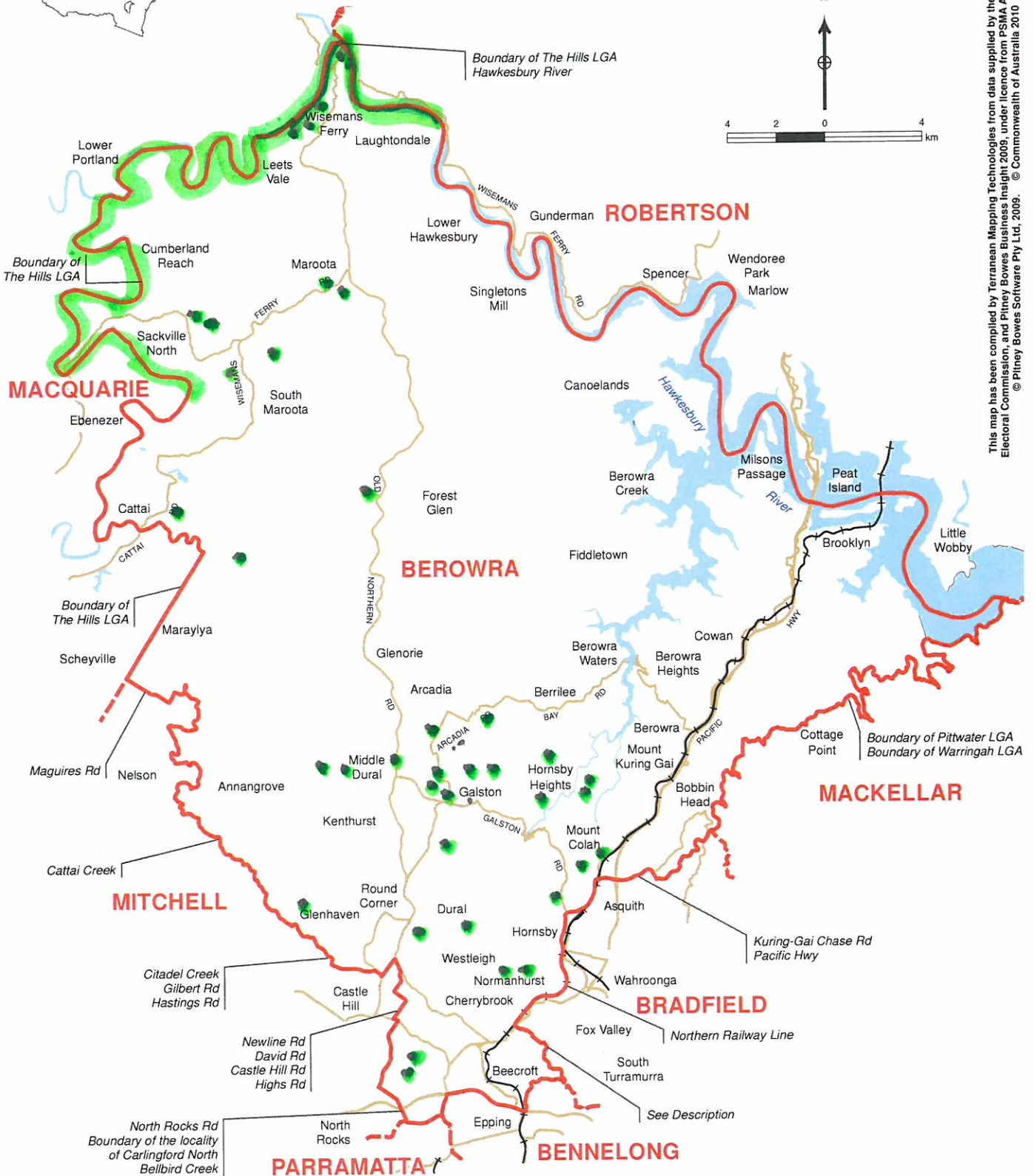
**Hon Philip Ruddock MP  
Chief Government Whip  
Federal Member for Berowra**





# Commonwealth Electoral Division of **BEROWRA**

Boundary gazetted 22 December 2009



This map has been compiled by Terranean Mapping Technologies from data supplied by the Australian Electoral Commission, and Pitney Bowes Business Insight 2009, under licence from PSMA Australia Ltd. © Pitney Bowes Software Pty Ltd, 2009. © Commonwealth of Australia 2010

Divisional boundary   
 Adjoining boundary   
 Size of division 782 km<sup>2</sup>

**Description:** Paling St, Short St, Lane Cove River, Devlins Creek, Hills Mwy (M2), Penant Hills Rd (Cumberland Hwy)

**Note:**  
 Local Government Area descriptions are current 2006.  
 Federal electoral boundaries follow the centre of features unless otherwise advised.

## **STREET LOCATIONS**

**Reports of poor or non-existent mobile phone coverage have been received for the following street locations –**

**Reedy Road, Maraylya  
Fagan Park, Arcadia Road, Galston  
Wisemans Ferry Park, River Road, Wisemans Ferry  
Crosslands Reserve, Summerville Road, Hornsby Heights  
River Road, Wisemans Ferry  
Days Road, South Maroota  
Old Northern Road, Wisemans Ferry  
Sackville Ferry Road, Sackville North  
Wisemans Ferry Road, Wisemans Ferry  
Wisemans Ferry Road, South Maroota  
Old Northern Road, South Maroota  
Evans Road, Glenhaven  
The Knoll, Galston  
Cranstons Road, Middle Dural  
Galston Road, Galston  
Gilligans Road, Dural  
Blacks Road, Arcadia  
Mansfield Road, Galston  
Hansen Avenue, Galston  
Best Road, Dural  
Mittabah Road, Hornsby Heights  
Clarinda Road, Hornsby Heights  
Cowan Road, Mt Colah  
Highs Road, West Pennant Hills  
Dartford Road, Thornleigh  
Mariam Place, Cherrybrook  
Cliftonville Road, Maroota  
Crosslands Road, Galston  
Arcadia Road, Galston  
Gilgandra Avenue, Thornleigh  
Cotswold Road, Dural  
Bowral Close Hornsby Heights  
Sommerville Road, Hornsby Heights  
Wylds Road, Arcadia  
Spur Place, Glenorie  
Quarry Road, Dural  
Old Northern Road, Middle Dural**

**Please note - in many cases, there were multiple reports from these locations.**