

# 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

<b>Name of respondent:</b>	[REDACTED]
<b>Name of organisation:</b>	WYHLDFISCH PRODUCTIONS P/L (and private citizen)
<b>Phone:</b>	[REDACTED]
<b>Email:</b>	[REDACTED]
<b>Website (if applicable):</b>	www.wyhldfish.com
<b>Date:</b>	22 <sup>nd</sup> December 2013

#### 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):*

**NONE, no parts private**

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](mailto: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.

In our location (house and office) mobile phone signals are not available at all.

Coordinates are [REDACTED] [REDACTED]  
[REDACTED]

We have to travel 5km to our letterbox on [REDACTED] to get minimal (not always available) coverage. Reliable coverage cannot be obtained until the junction of [REDACTED], or better still The Hume Highway.

Mobile (and internet) coverage is very important for our situation because:-

- **MEDICAL** My husband [REDACTED] has two medical conditions which may constitute an emergency. These are extreme allergy to bees and epilepsy. We have a fixed Telstra landline and [REDACTED] is registered as a potential medical emergency with Telstra. If he could obtain mobile coverage when he is in the paddock (he is a farmer) he would be able to be responded to by emergency services. Presently he is at great risk.
- **BUSINESS** I am in business with an office in Sydney and one at home. I need the office in Sydney because I cannot get mobile coverage here, and also cannot get fast enough internet (ABG satellite) for my business needs.
- **BUSHFIRE** This area is prone to bushfire and has recently experienced (Hanworth, December 2013) a threat less than 5km away. The RFS did not contact us because their delivery method is SMS. The RFS did not register this fire early enough on their website because those who observed it could not get mobile phone signals in the area. ABC radio knew about it before the RFS website did.

I believe the **\$80 million Mobile Network Expansion Project** should include Canyonleigh, a small community which although only 2 hours from the Sydney CBD, is eligible for satellite internet (ABG and NBN) and VAST TV due to its remoteness from these infrastructures.

Canyonleigh ticks the box the the **Mobile Network Expansion Project's** aims, being a small community prone to natural disaster (bushfire).

Canyonleigh is also not far as the crow flies from the Hume Highway, so perhaps a new project addressing a black spot on the Hume Highway could also beam to Canyonleigh.

Coverage from the dominant MNO (Telstra) is marginally available in certain areas of Canyonleigh. This existing network could be boosted to make it into reliable coverage. A basic 3G mobile phone service from an MNO incorporated with a fixed wireless internet service from NBN Co. would remedy the situation.

Although this area is eligible for satellite NBN, there is now no opportunity AT ALL for Canyonleigh to utilise it, as the 48,000 slots on the relevant beam are filled, with no new commitment from NBN to provide more space until late 2015. Until then, Canyonleigh cannot access the internet unless residents are less than 3.5km from the fixed line exchange for ADSL, which most are not.

This then strengthens the case for an updated facility for an NBN Co. fixed wireless base station incorporated with an MNO's mobile phone equipment.

Please consider that many parts of Canyonleigh have no mobile coverage, no internet coverage and in some cases dodgy fixed phone line coverage due to the distance from the exchange being too great.  
Please do not leave Canyonleigh behind.