

Sample of Comments Received on Mobile Coverage Survey

"I commute regularly between Thornleigh and Mt Marsden, and Blackmans Flat, Castlereigh Highway is usually a black spot. Capertee to Bogee cover in only a few spots. If we were to have an accident within the 50km trip would be unable to call for help in most places."

Jill, Blackmans Flat

"Telstra told me to buy a signal booster for \$800.00 dollars with no guarantee of any improvement."

Ross, Lithgow

"As the local RFS Captain and over 30 years' experience it will be only a matter of time that a "major" fire "will occur in the Capertee Valley. I have already attended many fire calls in the valley so far this year and mobile communications have been an issue every time. Telstra says that there is not enough users in the valley to warrant additional Towers. This is about public safety and informing local residents via text message to "watch & Act & also "emergency warning" messages being able to be sent to local residents if a fire or other local emergency occurs. Changing mobile phone providers won't solve the issue. Local council, RFS and Politicians must make submissions to Telstra to install additional mobile phone towers in the Capertee Valley before a disaster happens or lives are lost."

Steve, Capertee

"We currently have no mobile coverage and no internet services available at our premises other than satellite services. As we are unable to bundle with Telstra due to them not providing the services required to bundle which has resulted in expensive monthly fees for limited or no service provided. I currently have a daughter studying at CSU and a son doing his HSC and the lack of internet services (NBN or mobile) leaves them frustrated and disadvantaged, as most current courses rely on online tasks/lectures to be completed. Considering our proximity to Sydney and other major towns such as Lithgow, Bathurst and Katoomba I feel it is ridiculous and disappointing that we are unable to get services that most take for granted."

"Even more frustrating, there is a Telstra owned optic fibre line (now a public asset) which runs through our property, to date we cannot get a straight answer to whether it would be feasible or possible for us to connect to this either by FTTN or FTTP? Having access to the mobile network would at least give us an option for mobile services increasing our data availability as satellite services are capped at 60GB costing \$80 per month. Generally we have used our available data by the 15th of every month due to our children's university and school requirements. Providing mobile services to black spot areas in the local area should be a priority, we would be very grateful at least to be able to connect to the mobile network."

Debbi, Lidsdale

"The coverage in the valley is dire, as a deputy captain in Capertee RfS I have been to many recent fires where mobile coverage is an issue, do we have to wait for a serious fire / loss of life before anything will be done?"

John, Capertee

"Phone calls always seem to drop out. Most time there is only 1 bar of service in the area"

Craig, Lithgow

"In a remote community like the Capertee Valley, mobile reception is more than a convenience, it's vital to the safety of residents and guests. From June, we also had 10 bushfires over 11 weekends. The area is a hot spot for bushfire activities, and it's only a matter of time before a serious fire event happens with large losses due to the inability to call for help."

Steve, Glen Alice

"Mobile phone (& internet) coverage has become steadily worse over the past few years. When we 1st purchased our land in 2011, we had 3 to 4 bars on our phones & laptops on all our blocks of land. Despite over the past couple of years having 2 new Telstra towers installed in our area (Bogee & Capertee) the coverage is now so bad we simply cannot rely on it, frequently down to no coverage at all or just 1 bar (which is useless). Something must be done to improve this. In the case of emergencies (eg bushfires) not having reliable phone coverage could become life-threatening. We have made numerous calls to Telstra about this but have not received a satisfactory solution. We know that OPTUS reception in our area is even worse so changing carriers won't solve our issues. In 2019 Australia, one would assume a basic need such as mobile (& internet) access would be a top priority. We are grateful Lithgow Council is looking in to this issue."

Floyd, Glen Alice

"All around Lithgow, whether it be inside or outside, my calls drop out and data usage is tremendously slow however the second I am out of Lithgow everything picks up again. This is the same issue for a few people I know who are Telstra customers in town."

Melanie, Lithgow

"Quite poor coverage in Capertee valley generally when probably one tower on a strategic hill could solve most problems."

Brian, Glen Alice

"Used to get quick coverage in town but now it's very slow! Just getting worse at my home address!!"

Katrina, Marrangaroo

"All around Lithgow, whether it be inside or outside, my calls drop out and data usage is tremendously slow however the second I am out of Lithgow everything picks up again. This is the same issue for a few people I know who are Telstra customers in town."

Melanie, Lithgow

"Mobile phone coverage is a safety issue and is critical to business operations in the present day. It is unsatisfactory that rural businesses in the Capertee Valley do not have access to basic mobile telephony."

Robert, Glen Davis

"No mobile phone coverage in this area with any network."

Amanda, Glen Davis

"I have complained to Telstra several times. They say to switch my phone to 3G, or acknowledge some fault in the area and they're looking at it or find no fault and tell us we need to buy an aerial and booster package for \$1200 - which is what we did. At least we can make/receive calls in our own home now. Telstra have no interest in why we have such low reception in this area when we used to have pretty good service and certainly don't seem interested in the appearance of these mobile blackspots"

Virginnia, Portland

"As a small business owner, mobile coverage including wifi is critical to me being able to be self-employed and to provide part-time income for others in the area. Telstra is showing this address as receiving full coverage but - truthfully - they acknowledge we are on the very edge of reception area (even though they have confirmed we get 90% of our reception from Bogee tower and the rest from Rylstone). It's not good enough. We only get coverage near the house with a big yiaggi tower but there is little to no coverage 100 meters away.

With the RFS crews from Glen Alice, Glen Davis, Capertee having been called out for 5 of the last 7 weekends and crews from further afield (Rylstone, Mudgee and more) being called on too... it's inevitable that the lack of signal will cost a life at some stage (whether from a car accident where help can't be called on, or from a fire with no texts to alert people of the situation, to evacuate, etc).. It's really dire here and the council and MPs have been advised about this on numerous occasions including two critical accidents in the last month.

With one road in and one road out of the valley... and this week being bushfire awareness week... there is no better time for someone to take this seriously.

Yes, Telstra put a tower in a hollow at Bogee but in a hilly district it was absolutely the wrong spot. I get they spent over \$200k doing that for a 'small population' but that's only the permanent residents... we have a far greater number of day and stay Australian visitors and International tourists coming to this spectacular location (3 national parks, world-renown bird area etc)... and Telstra (or whoever is supposed to ensure there are no blackspots costing lives) is playing russian roulette with lives, especially given there is only one road in and one road out of the valley.

Thanks for the opportunity to have my say. It's much appreciated."

Lesley, Glen Davis

"We were recently travelling along Glen Davis Road towards Capertee and witnessed an injured animal we could not do anything as the phone reception was so poor we had to wait an extra 45 minutes to report this to the local store in Capertee. And still we had no reception at Capertee"

Anthony, Glen Davis

"Mobile coverage is poor all over town, not only at my house, but where I work in Main Street, Vale of Clwydd, everywhere!"

Bethany, Lithgow

The telcos claim that our area has full coverage, and I can see the tower, but still only one bar if lucky

Tara, Wallerawang

"Lack of mobile phone coverage is a security risk, bush fire communication risk and makes it impossible for rural businesses to operate commercially."

Anna, Glen Davis

"Mobile coverage in the Capertee valley is dreadful, especially in Glen Davis. Just today my car broke down & I was left on the side of the road with no service to call for help. In a serious accident it could be the difference between life & death, with limited houses around to go to for help having a phone in rural areas is a necessity"

Jasmine, Glen Davis

"Service with 3g was always good now the service is scratchy."

Ian, Glen Davis

"The service was always ok until the tower at Boguee was erected. Now instead of 3 bars have 1 sometimes."

Anna, Glen Davis

"Mobile coverage is important for farmers when they are away from the house in case of emergency."

Jonathon, Hampton

"Have made numerous requests to telstra to complain about reception"

Bev, Portland

"Mobile service for whole estate is bad lucky to receive 1-2 bars of 3G (calls drop out under 2-3bars) never get any 4G service within property"

Kristie, South Littleton

"I have had two instances in the last four weeks or so where I lost service altogether, once for almost two days and once for nearly the whole day. I had service when I went into Lithgow but none at my home location. Coverage is always patchy in the Vale of Clwydd with poor signal strength, regular drop outs and there are times where it will take hours to receive or to have a SMS sent."

"This wasn't the case as often until after the Lithgow State Mines Fire in 2013. It's never really come back to the same standard since and the level of reliability has deteriorated."

Kerry, Vale of Clywdd

"Has always been bad coverage at home address, but has been terrible anywhere I have been in Lithgow for the past couple of months."

Rebecca, Lithgow

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The amount of drop outs and poor coverage around these areas is just a joke it has become even worse over the past few years.

Amanda, Wallerawang

"No mobile phone coverage in this area with any network."

Amanda, Glen Davis

The coverage has got worse in the Lithgow area significantly in past month. Telstra claims it covers 99% of the country I'm pretty sure a big chunk of the 1% they don't cover is in our LGA. Even at my home address in Wallerawang if you've got 1 bar of service you're doing well. Go down Main Street and phone calls drop out near the shops.

Ian, Wallerawang