

SUBMISSION TO THE COMMITTEE INQUIRING INTO MOBILE TELECOMMUNICATIONS FROM THE BAUPLE COMMUNITY PROGRESS ASSOCIATION-BAUPLE 4650 AREA

The Committee Inquiring into Mobile Telecommunications

Preamble. Mobile coverage in our area Bauple 4650 fails to meet the Obligations in the Telecommunications Legislation Amendment (Universal Outdoor Mobile Obligation Bill) 2025 (UOMO). This submission is not vexatious, frivolous or mischievous. It has been the subject of numerous complaints to Telstra without resolution/improvement.

Aim. The purpose of this submission is therefore to request an upgrade of the mobile telecommunication coverage in our area to meet the specifications legislated in the Universal Outdoor Mobile Obligation Bill 2025 (UOMO). Attachment 1 refers.

Discussion. The BCPA (Bauple Community Progress Association) and residents have received numerous complaints about mobile telecommunication services in our region and conducted surveys which were reported to Telstra. The advice was to the effect the poor service was due to telecon from inside tin roof buildings even though the phone calls were made outside. The advice was provided by Telstra engineers from an Indian Call Centre.

Facts.

- Telstra from desk top audits say there is coverage in many Bauple, 4650 areas. This is incorrect. Many areas within BAUPLE, FOREST VIEW and TALEGALLA WEIR, 4650 QLD have poor to zero and intermittent mobile phone coverage.
- Telstra Coverage Maps that show there is coverage are NOT accurate.

Recommendations/requests.

- BCPA Requests Telstra perform a comprehensive ON-SITE Field Audit and Measure Signal Strength in all these Bauple, 4650 areas.
- BCPA Requests Telstra Upgrade existing sites to improve mobile phone coverage in Bauple, Forest View and Talegalla Weir, 4650 areas.
- BCPA Requests Telstra investigates new tower (carrier) sites to overcome the VERY POOR to NIL Mobile Phone coverage in many parts of Bauple, Forest View and Talegalla Weir, 4650.
- BCPA Requests Telstra update coverage maps after the field audit and transparently shows the correct areas around Bauple, 4650 areas.
- BCPA Requests the result of the Field Audit and Map Coverage be advised through our local MP: llew.obrien.mp@aph.gov.au