

Council

PRIORITY BLACK SPOT TELECOMMUNICATION
LOCATION

Memo to Councillors – Telecommunications Survey
Results – 20 November 2020

Meeting Date: 22 November 2022

Number of Pages: 8

Memorandum

To: All Councillors
From: Paul Sheedy – Acting Chief Executive Officer
Date: 30 November 2020
File No: N53627
SUBJECT: **Telecommunications Survey**

Councillors

At its meeting held on 3 November 2020 the Council resolved (284/20):

'That the Council:

1. *Undertake a survey on the Shire website using 'Survey Monkey' requesting responses to seven questions as follows:*
 - a) *Community member location*
 - b) *Current Service Provider*
 - c) *Signal Strength*
 - d) *Drop out frequency*
 - e) *Using a signal repeater/Network repeater? Y/N*
 - f) *Reception better/worse in certain location in house/property?*
 - g) *Has the issue been reported to the Service Provider? Y/N Was it resolved?*
2. *Promote the survey on the Shire Facebook page and Plantagenet News with hard copy surveys being made available at the Shire Reception and Mount Barker Library.*
3. *Forward the results of the survey to the local Members of Parliament in Rick Wilson and Hon Terry Redman MLA.*
4. *Forward the results of the survey, if deemed to be sub-standard, to the Regional Manager of Telstra, Mr Boyd Brown, the CEO of Telstra, Mr Andy Penn and the Executive Officer South Coast Alliance.'*

Please see attached results of the survey which closed on Wednesday 25 November 2020.

- Mobile Telecommunication Survey Results (Spreadsheet)
- Mobile Telecommunication Survey Results by Provider
- Mobile Telecommunication Survey Results by Area

The Southern Link VROC CEOs have been in discussion and the Shires Kojonup, Broomehill-Tambellup and Cranbrook are currently undertaking similar community surveys on Telecommunications. It is anticipated that a combined approach to Local Members of Parliament, Rick Wilson and Hon Terry Redman, prior to contacting Mr Boyd Brown and Mr Andy Penn at Telstra, and Juliet Grist of the South Coast Alliance, will have a significantly increased chance of success with service providers.

PJ Sheedy

Paul Sheedy

ACTING CHIEF EXECUTIVE OFFICER

Mobile Telecommunication Survey Results by Provider

TOTAL	53	TELSTRA	40	Optus	7
Bars of Signal		Bars of Signal		Bars of Signal	
4	3	4	1	4	1
3	9	3	6	3	3
2	16	2	11	2	3
1	20	1	19	1	0
0	5	0	3	0	0
How frequently lose reception		How frequently lose reception		How frequently lose reception	
Not at all	2	Not at all	0	Not at all	0
Rarely (less than once a week)	9	Rarely (less than once a week)	8	Rarely (less than once a week)	1
Occasionally (1 to 2 times a week)	15	Occasionally (1 to 2 times a week)	10	Occasionally (1 to 2 times a week)	5
Frequently (Daily)	11	Frequently (Daily)	10	Frequently (Daily)	0
Constantly (Multiple times a day)	16	Constantly (Multiple times a day)	12	Constantly (Multiple times a day)	1
Using a repeater?		Using a repeater?		Using a repeater?	
Yes	9	Yes	4	Yes	3
No	44	No	36	No	4
Signal strength improve/get worse in different areas in house on property?		Signal strength improve/get worse in different areas in house on property?		Signal strength improve/get worse in different areas in house on property?	
Yes	30	Yes	25	Yes	3
No	23	No	15	No	4
Issues Been Reported to Service Provider		Issues Been Reported to Service Provider		Issues Been Reported to Service Provider	
Yes	27	Yes	19	Yes	4
No	26	No	21	No	3
If yes - Issues solved?		If yes - Issues solved?		If yes - Issues solved?	
Yes	0	Yes	18	Yes	0
No	25	No	0	No	3
No Answer	2	No Answer	1	No Answer	1

Mobile Telecommunication Survey Results by Area

Location	Bars of Signal				
	4	3	2	1	0
Mount Barker Townsite	3	6	4	1	0
Kendenup Area	0	3	6	5	2
Perillup Area	0	0	0	1	0
Forest Hill Area	0	0	1	4	0
Denbarker Area	0	0	0	2	0
Woogenellup Area	0	0	0	2	0
Narrikup Area	0	0	4	2	2
Porongurup Area	0	0	2	3	0

Mobile Telecommunication Survey Results by Provider

Aldi	1	Amasium	1	iinet	1
Bars of Signal		Bars of Signal		Bars of Signal	
4	1	4	0	4	0
3	0	3	0	3	0
2	0	2	1	2	0
1	0	1	0	1	1
0	0	0	0	0	0
How frequently lose reception		How frequently lose reception		How frequently lose reception	
Not at all	1	Not at all	0	Not at all	0
Rarely (less than once a week)	0	Rarely (less than once a week)	0	Rarely (less than once a week)	0
Occasionally (1 to 2 times a week)	0	Occasionally (1 to 2 times a week)	0	Occasionally (1 to 2 times a week)	0
Frequently (Daily)	0	Frequently (Daily)	1	Frequently (Daily)	0
Constantly (Multiple times a day)	0	Constantly (Multiple times a day)	0	Constantly (Multiple times a day)	1
Using a repeater?		Using a repeater?		Using a repeater?	
Yes	0	Yes	0	Yes	0
No	1	No	1	No	1
Signal strength improve/get worse in different areas in house on property?		Signal strength improve/get worse in different areas in house on property?		Signal strength improve/get worse in different areas in house on property?	
Yes	0	Yes	1	Yes	1
No	1	No	0	No	0
Issues Been Reported to Service Provider		Issues Been Reported to Service Provider		Issues Been Reported to Service Provider	
Yes	0	Yes	1	Yes	1
No	1	No	0	No	0
If yes - Issues solved?		If yes - Issues solved?		If yes - Issues solved?	
Yes	0	Yes	0	Yes	0
No	1	No	1	No	1
No Answer	0	No Answer	0	No Answer	0

Mobile Telecommunication Survey Results by Provider

Southern Phone	3
Bars of Signal	
	4
	3
	2
	1
	0
How frequently lose reception	
Not at all	1
Rarely (less than once a week)	0
Occasionally (1 to 2 times a week)	0
Frequently (Daily)	0
Constantly (Multiple times a day)	2
Using a repeater?	
Yes	2
No	1
Signal strength improve/get worse in different areas in house on property?	
Yes	0
No	3
Issues Been Reported to Service Provider	
Yes	2
No	1
If yes - Issues solved?	
Yes	0
No	2
No Answer	0

Response #	Area	Provider	Signal Strength (bars)	Signal Loss Frequency	Repeater	Better or worse in areas	If so, please specify	Issues reported to	If yes, were they resolved
1	Mt Barker Townsite	Telstra	3	Occasionally - 1 to 2 times a week	No	No		No	
2	Mt Barker Town	Telstra	3	Rarely - less than once a week	No	No		No	
3	Mt Barker Townsite	Optus	4	Rarely - less than once a week	No	No		No	
4	8 kms North Mt Barker	Telstra	2	Constantly - Multiple Times a Day	No	Yes	Varies throughout my property	Yes	No - they wanted me to pay for a booster
5	Townsite	Aldi/Telstra	4	Not at all	No	No		No	
6	Narrikup	Telstra	1	Constantly - Multiple Times a Day	No	No		No	
7	Kendenup	Telstra	2	Occasionally - 1 to 2 times a week	No	No		No	
8	Mt Barker Townsite	Telstra	3	Rarely - less than once a week	No	No		No	
9	Porongurup	Telstra	2	Occasionally - 1 to 2 times a week	No	No		No	
10	Forest Hill	Optus	2	Occasionally - 1 to 2 times a week	Yes	No		Yes	
11	Mt Barker	Telstra	4	Rarely - less than once a week	No	No		No	
12	Narrikup Townsite	Telstra	0	Constantly - Multiple Times a Day	No	Yes	Within the house	No	
13	18km SE Mt Barker, Denbarker	Telstra	1	Frequently - Daily	No	Yes	Need to be on North side of house	Yes	
14	12km East of Mt Barker	Telstra	1	Occasionally - 1 to 2 times a week	No	Yes	Outside	Yes	No
15	Mt Barker Townsite	Telstra	2	Occasionally - 1 to 2 times a week	No	Yes		No	
16	12km North of Mt Barker	Optus	2	Constantly - Multiple Times a Day	No	Yes	Front Porch	Yes	No
17	10km North of Mt Barker	Optus	3	Constantly - Multiple Times a Day	Yes	Yes	Drops out in certain spots in the house	Yes	No
18	Sturdee Road	Telstra	1	Frequently - Daily	No	Yes	Terrible inside the house	Yes	No
19	4km from Kendenup on Carbarup Road	Southern Phone	0	Constantly - Multiple Times a Day	Yes	No		Yes	No
20	Porongurup	Telstra	1	Constantly - Multiple Times a Day	Yes	Yes	Outside South	Yes	No
21	Mt Barker	Amasisum	2	Frequently - Daily	No	Yes	Lose signal at back of house	Yes	No
22	4km on Carbarup Road heading to Mt Barker	Southern Phone	0	Constantly - Multiple Times a Day	Yes	No		Yes	No
23	20km South West of Mt Barker	Telstra	1	Frequently - Daily	No	No		No	
24	Forest Hill	Telstra	1	Constantly - Multiple Times a Day	No	Yes	From no phone call strength to just enough. No streaming ability	Yes	No
25	20km West of Mt Barker	Telstra	1	Constantly - Multiple Times a Day	No	Yes	Patchy and unreliable, landline full of static and Telstra have failed to repair after many requests	Yes	No. Very Frustrating after many requests, it would seem the copper network is failing while the mobile or wireless is lacking capacity
26	11km North of Mt Barker	Telstra	2	Frequently - Daily	No	Yes	Inside house poor	Yes	No
27	Forest Hill	Telstra	1	Frequently - Daily	No	Yes	I need to leave the house completely and go outside if I want to even attempt to get some signal to make a phone call	Yes	I have called Telstra a few times regarding the fact out landline doesn't work correctly, and find it to be a safety issue. Elderly people who live on remote properties who don't rely on mobile phones have no certain way of communication. Telstra were not helpful and didnt resolve the issue
28	Perillup	Telstra	1	Frequently - Daily	No	Yes	Some areas of the house/property no signal at all at times	Yes	No
29	Narrikup Townsite	Telstra	1	Occasionally - 1 to 2 times a week	No	No		No	
30	Narrikup Townsite	Optus	2	Occasionally - 1 to 2 times a week	No	No		No	
31	West Kendenup (West Beattie Road) 13.5km NW	Telstra	2	Occasionally - 1 to 2 times a week	No	No		No	
32	Hambley Street, Mt Barker	Optus	3	Occasionally - 1 to 2 times a week	Yes	No		No	
33	Langton Road, Mt Barker	inet	1	Constantly - Multiple Times a Day	No	Yes	Better if I go outside and moving between rooms	Yes	No
34	10km North of Mt Barker	Telstra	2	Rarely - less than once a week	No	Yes	Towards town side of house when cloudy	No	
35	3km South Mt Barker	Telstra	2	Occasionally - 1 to 2 times a week	No	No		Yes	Even though I have clear line of site to tower (2km away) mobile and NBN drop out for no apparent reason
36	East Kendenup	Optus	3	Occasionally - 1 to 2 times a week	No	Yes	We have an external aerial hooked up to wifi in the house because we cannot get a signal with Optus or Telstra	Yes	No. Said according to their map we should be able to get NBN, this is not true as installers came out and tested it and we have a weak signal so would have to go to satellite - which is slower and overloaded
37	Mt Barker	Telstra	3	Rarely - less than once a week	No	No	Weather related	No	
38	Carbarup	Telstra	3	Rarely - less than once a week	No	Yes	Dead spot in the valley and interference in the house but expect that with walls and other equipment	No	
39	Kendenup	Telstra	1	Frequently - Daily	Yes	Yes	Outside the building but still not good	Yes	As far as they were concerned, they tried saying it was my house construction
40	12km North of Mt Barker	Telstra	1	Occasionally - 1 to 2 times a week	No	Yes	Improves at the top of a rise	Yes	No
41	275 Simpson Road, Denbarker	Telstra	1	Constantly - Multiple Times a Day	Yes	Yes	Packing shed or inside house where signal boosters are installed, signal coming from Denmark 30km away	Yes	No, and the Denbarker tower which is 10.5km away does nothing for this location
42	25km west of Mt Barker	Telstra	1	Frequently - Daily	Yes	Yes	Signal strength varies widely around the property and buildings. Without the repeater we would have very little signal at all	Yes	No
43	East of Narrikup	Telstra	0	Constantly - Multiple Times a Day	No	Yes	I have to walk around in my house, round the yard or sometimes drive down the road to get a message through	Yes	No
44	Narrikup Townsite	Telstra	2	Constantly - Multiple Times a Day	No	Yes	Outside the house	No	
45	Narrikup	Telstra	0	Constantly - Multiple Times a Day	No	Yes	I have a yagi. I get signal at the house with that but if I move away from the house or lose power I have no signal at all	No	I've just completed the survey about our reception at our property. FYI: We are 96 Healy Rd, Narrikup. We have lived here for about 5 years now. We had very limited signal when I moved in so we spent \$1800 on a Telstra antenna (yagi). Before the yagi I could get 1/2 bars on my front veranda. This yagi gives me between 1/3 bars in the house. When I heard the Narrikup tower was going in I was very excited to think I might get better signal around the property. Since the tower has been installed (near the pass) we actually have far worse signal than before. Now I'm still ok in the house with signal, that is due to my antenna but if the power to my antenna I have no signal at all (even on my front veranda and everywhere on the farm). I have been wondering how the new tower has taken all my signal away when it's quite close to me? I do get a little concerned working on the farm without being able to make a call if I have an emergency.
46	Carbarup Road	Telstra	1	Frequently - Daily	No	Yes	Cant use indoors	Yes	No
47	Spencer Road, Narrikup	Telstra	2	Occasionally - 1 to 2 times a week	No	Yes		No	
48	Woogenellup / Kamballup	Telstra	1	Frequently - Daily	No	Yes	Need to stand in one particular spot in middle of house. Multiple spots on property receive no bars	No	
49	Mt Barker Townsite	Telstra	3	Rarely - less than once a week	No	No		No	
50	Mt Barker Townsite	Southern Phone	2	Not at all	No	No		No	
51	Mt Barker Townsite	Telstra	2	Rarely - less than once a week	No	Yes	In house and in outer rural locations	No	
52	Kendenup	Telstra	1	Constantly - Multiple Times a Day	No	No		Yes	No
53	South side of Porongurup Range, halfway between Chester Pass Road and Woodlands Road	Telstra	1	Constantly - Multiple Times a Day	No	No		Yes	No