

Advocating for better telecommunication coverage



Current challenge

Reliable mobile and internet connectivity is essential for safety, business, education, and daily life. However, thousands of residents and businesses in the City of Whittlesea continue to experience mobile black spots, dropped calls, and inconsistent internet service.

A recent study commissioned by the City of Whittlesea found:



10% of locations have unusable network quality



5% of emergency markers lack adequate coverage



key infrastructure, including schools, medical centres, and businesses suffer from inconsistent service



major transport routes experience frequent connectivity issues

This is not just an inconvenience, it's a risk to public safety, an economic barrier, and a challenge for our growing community.

For information and to advocate for issues that matter to you visit whittlesea.vic.gov.au/advocacy or contact advocacy@whittlesea.vic.gov.au



**City of
Whittlesea**

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Impact on our community

For residents like Michelle in Donnybrook, unreliable service makes it difficult for businesses to process mobile payments and leaves families feeling isolated.

“At a café in Donnybrook, people often pay in this day and age with their credit card on their phone, and customers will be standing there for a very long time trying to get reception on their mobile phone to be able to pay for their lunch. Resolving the issue obviously is to have a mobile phone tower.”

MD, a remote worker, struggles with frequent internet dropouts that hinder his ability to perform his job. His wife, a student, faces the challenge of unreliable connectivity affecting her academic progress.

“I am working remotely most of the time and as part my job, there is a lot of video conferencing involved. Time to time my video conference drops out.

Lots of people live here now and schools, college, a lot of students here. We really need a reliable and consistent internet and mobile connection.”

These are not isolated incidents; they reflect daily struggles faced by many in our municipality.

Our call to action: Government and industry must act now

The City of Whittlesea is calling on both state and federal governments, as well as telecommunications providers, to take urgent action to eliminate mobile black spots and enhance digital infrastructure.

We are advocating for:

- expansion of the Mobile Black Spot Program to better reflect the needs of fast-growing outer metropolitan areas
- immediate investment to address coverage gaps in residential, business, and transport areas
- improved power resilience at telecommunications sites to maintain connectivity during emergencies like storms and bushfires.

A shared responsibility

Telecommunications carriers must work alongside local government and community stakeholders to identify coverage gaps, invest in upgrades, and future-proof our digital infrastructure. Reliable connectivity should be accessible to all.

How you can help

We need your voice to push for better mobile and internet services in the City of Whittlesea. Residents, businesses, and community groups can support this initiative by:

- sharing their experiences with mobile black spots
- engaging with decision-makers to highlight the urgency of this issue
- staying informed and advocating for digital inclusion.

Take action

We must work together to ensure reliable connectivity is accessible to all.



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