
Submission

3 August 2023

Department of Infrastructure, Transport, Regional Development, Communications and the Arts
GPO Box 594
Canberra ACT 2601

Re: Request for Information on the National Audit of Mobile Coverage

The Australian Communications Consumer Action Network (**ACCAN**) thanks the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (**the Department**) for the opportunity to comment on the Request for Information (**RFI**) – National Audit of Mobile Coverage.

ACCAN is the peak body that represents consumers on communications issues including telecommunications, broadband, and emerging new services. ACCAN provides a strong unified voice to industry and government as we work towards communications services that are trusted, inclusive and available for all.

The National Audit of Mobile Coverage supports regional, rural, and remote consumers to have better reliability and connectivity throughout Australia. In addition to ACCAN's comments on the RFI Response Form, we further recommend the Department:

- Undertake an audit and develop a visualisation tool of connectivity infrastructure to help identify gaps and strategically target investment to the most needed areas.
- Require tenderers to expand the audit of mobile coverage to areas outside the arterial routes used by Australia Post's vehicles, such as the external territories of Christmas Island, the Cocos (Keeling) Islands, and Norfolk Island, specifically including analysis of coverage, capacity, and quality of service.

We thank the Department for the opportunity to comment on the RFI on the National Audit of Mobile Coverage. Should you wish to discuss any of the issues raised in this submission further, please do not hesitate to contact me at amelia.radke@accan.org.au.

Yours sincerely,

Dr Amelia Radke
Senior Policy Adviser

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communication consumer organisation. The operation of ACCAN is made possible by funding provided by the Commonwealth of Australia under section 593 of the Telecommunications Act 1997. This funding is recovered from charges on telecommunications carriers.

ACCAN is committed to reconciliation that acknowledges Australia's past and values the unique culture and heritage of Aboriginal and Torres Strait Islander peoples. [Read our RAP](#)
