



21 November 2013

Dear Residents

Update on proposed mobile base station in Balgowlah Heights

Telstra has been informed by Manly Council that tenure will not be granted for the installation of a mobile base station at Balgowlah Bowling Club. We therefore will not be proceeding with a Development Application for this project. Telstra is disappointed with Manly Council's decision as this removes a possible location for the installation of this required facility to provide reliable mobile telecommunication services in the area.

After spending several months trying to agree on a location with the community and Council, Telstra has now exhausted all feasible options to improve mobile telecommunications services in the area.

As a result, we expect mobile reception in the Balgowlah Heights area will continue to deteriorate. Demand on the Telstra mobile network continues to double year on year and the existing sites in surrounding suburbs, which are now providing some coverage in Balgowlah Heights, will not be able to reliably manage forecasted traffic. Telstra apologises in advance to our customers who may be impacted by slower wireless data speeds, calls going straight to voice mail, dropouts and delays in receiving SMS.

A number of members of the community have suggested Tania Park as a possible alternative location for this infrastructure. This site has been assessed and unfortunately will not provide the additional network capacity required.

We are committed to servicing our customers in the area and would consider investing in the area if Council and the community could present Telstra with a technically feasible proposal and funding is available at this time.

As a result of Manly Council's opposition to proposals to fix mobile service issues in Balgowlah Heights, Telstra has now diverted funds to other projects in NSW.

Telstra thanks the community for their high level of engagement throughout this process. While we are disappointed with the outcome we understand the importance of listening to the community.

Yours Sincerely,

Andrew Bogg

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