

BRIDGING THE GAP

SUMMARY & OPTIONS REPORT

November 2021



EXEC OVERVIEW

- This report is based on information provided to Logicalis through its engagement with businesses in Moira Shire and information obtained from digital service providers within the region.
- The report provides insights into the nature of the:
 - demand for digital services from businesses in the shire
 - service performance experienced by those businesses
 - availability of services in Moira Shire and the published plans of service providers.
- The report provides options and recommendations for improving digital services for businesses within Moira Shire.



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BREAKDOWN OF RESPONDENTS



Stakeholder Engagement

Information from Survey Data

- To gain an understanding of the lived experience of connectivity services available in Moira shire a series of engagement exercises were performed to capture information regarding these services.
- The initial stage of this engagement was via an online survey that was run over a 4-week period and 164 responses were received.



Annual Turnover

Financial Size of business breakdown

- 30% turn over under \$200,000 PA
- 40% turning between \$200,000 and \$1,000,000 PA
- 30% turnover \$1,000,000+ PA



Industry Breakdown

Industry Breakdown

- Agriculture, Forestry, and Fishing sectors 37%
- Hospitality and Accommodation 8.5%
- Construction and Manufacturing 8.5%
- Remaining mixed in smaller sectors

CURRENT IMPACT



Business Planning and Growth

The level of impact on ability to grow their business

- Over 90% of responses indicate that fixed and mobile digital services have some influence over their day-to-day operations
- Approximately half of responses noting a critical influence.
- Over 80% of businesses indicate that digital connectivity has at least some influence over their expansion decisions



Digital Disadvantage

Views on levels of digital capabilities

- Over 90% of overall responses 'feel' they are somewhat disadvantaged by the level of digital connectivity available in the region
- 30% stating a critical disadvantage
- Around 50% of respondents believe the levels of digital connectivity available to them has some form of impact on their ability to recruit new staff
- Around 30% showing a large or critical impact



Staff & Growth

The level of impact on ability recruit and support staff

- 92% of businesses in the Shire believe that the level of digital connectivity available in the region is impacting their ability to work from home
- Approximately half of responses noting a critical influence.
- Over 85% of businesses believe that digital connectivity has some impact on their ability to grow their business



Support

The level of support respondents feel from the providers

- Only 5% of businesses believe they are receiving excellent support
- Over 75% of businesses showing limited to no support from local digital connectivity (or telecommunications)



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SUMMARY OF DEMAND



Mobile Connectivity

Importance and Lack of Reliability

Across the region, 3/4G, satellite and microwave technologies are used for many businesses to operate via a range of different carriers. Over 50% of businesses noted that mobile connectivity has a critical impact on their ability to operate, and over 35% noting that this connectivity is critical in their business expansion decisions.

It is evident from the feedback obtained, that digital connectivity is paramount business operations – both in regard to consistency and reliability of these services across the region.



Support

The level of support respondents feel from the providers

Respondents expressed the need for improved customer service with their telecommunication vendors. Local knowledge is deemed a critical aspect for customer service.

Businesses are locked in with service providers due to current availability – opportunities to investigate and integrate new providers / technologies, and improved customer representation and support, will lead to improved services by providers.



Fixed Connectivity

Importance and Lack of Consumption Capability

Poor connectivity, high cost and limitations (data) of fixed line services within Moira Shire will result in businesses moving to other regions with better and more reliable fixed line services.

With the expansion of new ways of working e.g., working from home, the need for efficient and cost-effective fixed line services is critical to attract customers and employees. Fixed digital services negatively impacts 90% of respondent business – inefficient connectivity is no longer an option.

The two largest industries in the Shire – Agriculture and Hospitality /Tourism, rely heavily on efficient digital connectivity to manage the business, maintain staff, and increase productivity and clientele.

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CURRENT SERVICES AVAILABLE – NBN



Fixed Line NBN

NBN Co.

- Fibre to the Node (FTTN) - Yellow
- Fibre to the Premises (FTTP) - Orange
- Fibre to the Curb (FTTC) – Green

These services are only available in major centres and in limited locations in these centres

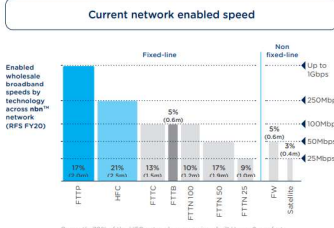
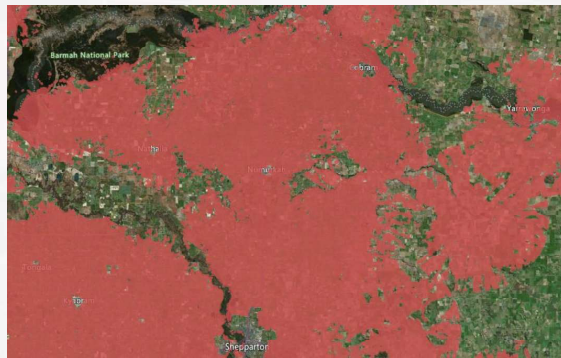
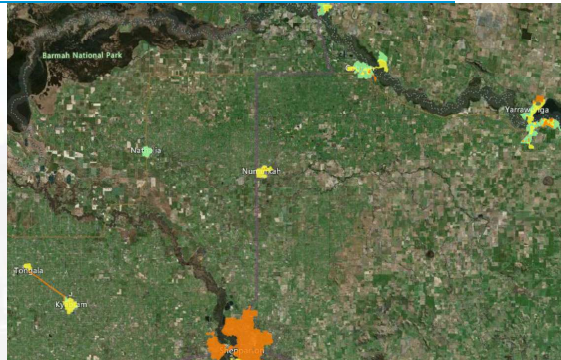


NBN Fixed Wireless

NBN Co.

- Fixed Wireless - Red

Fixed Wireless services have far greater coverage than the fixed line services however this service has less bandwidth available than fixed line NBN services.



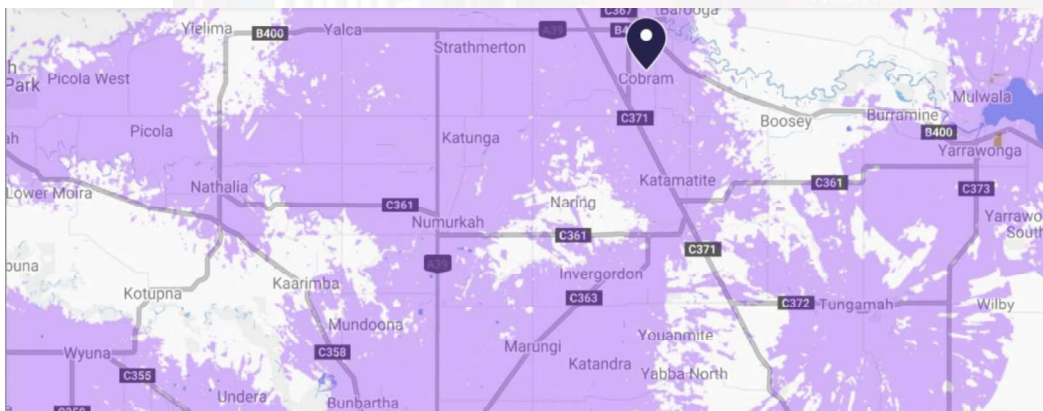
CURRENT SERVICES AVAILABLE – NBN



Skymuster Satellite Internet

NBN Co

- NBN Speeds up to 25 Mbps (5 Mbps Up)
- Limited sizing NBN plans
- Cost prohibitive



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TELSTRA CONNECTIVITY



Mobile Internet

Telstra

Mobile Connectivity

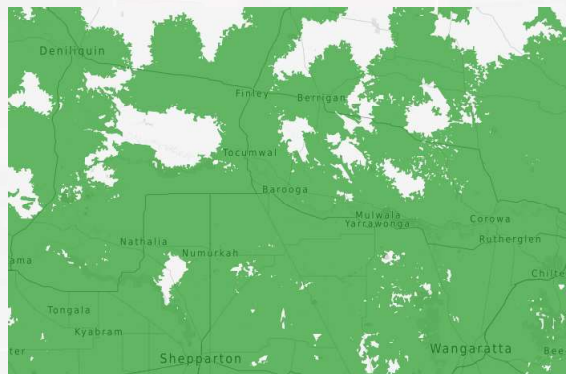
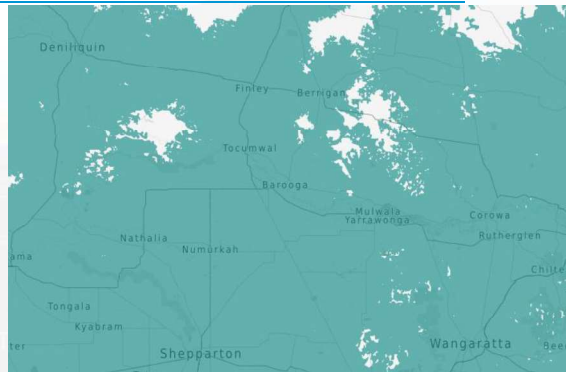
3G – Blue – Telstra plan continue 3G until June 2024

4G – Green

Telstra currently perform most of their coverage expansions in regional areas through the federal government black spot program.

Also there are a number of extension options for personal and business use that can be installed in home and business locations to extend coverage into homes and businesses.

<https://www.telstra.com.au/coverage-networks/network-coverage-extension-devices>



OPTUS CONNECTIVITY



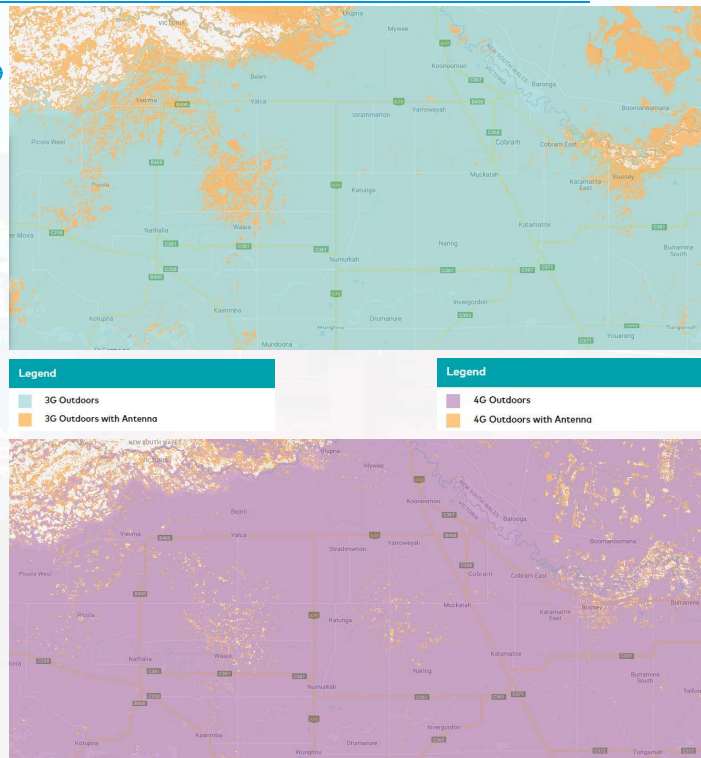
Mobile Internet

Optus

Mobile Connectivity

Like Telstra, Optus currently perform most of their coverage expansions in regional areas through the federal government black spot program.

Optus publish their coverage information based on outdoor coverage. Also like Telstra there are a number of extension options for personal and business use that can be installed in home and business locations to extend coverage into homes and businesses.



IDENTIFIED BLACKSPOT LOCATIONS

The Federal Government opened submissions for the identification of mobile black spot areas to identify locations where mobile coverage was insufficient.

The National Mobile Black Spot Database closed for nominations on 11 October 2018,

This Table shows "Community Reported Black Spots" That are registered in the Mobile Black Spot Data Base.

Of the 53 Reported Sites in Moira Shire, 1 has been addressed.

Location Name	Identifier	Road Section	Public Interest Premises	State	Post Code	Latitude	Longitude	Local Government Area	Remoteness Area	Updated
Almonds	VC-0018	N/A	No	Victoria	3727	-36.2187719	146.0317543	Moira	Inner Regional Australia	February 2016
Barnham	VC-0088	N/A	No	Victoria	3639	-36.0166262	144.9607312	Moira	Outer Regional Australia	February 2016
Bearii	VC-0105	N/A	No	Victoria	3641	-35.8981587	145.3325544	Moira	Outer Regional Australia	February 2016
Boomahoomoonah	VC-0201	N/A	No	Victoria	3730	-36.09894327	146.0844733	Moira	Inner Regional Australia	February 2016
Bosey	VC-0211	N/A	No	Victoria	3730	-36.0506868	145.7959922	Moira	Inner Regional Australia	February 2016
Boweya North	VC-0218	N/A	No	Victoria	3727	-36.21172802	146.0954826	Moira	Inner Regional Australia	February 2016
Bundalong	VC-0272	N/A	No	Victoria	3730	-36.02974774	146.1604482	Moira	Inner Regional Australia	February 2016
Burramine	VC-0292	N/A	No	Victoria	3730	-35.9955287	145.9029221	Moira	Inner Regional Australia	February 2016
Cobram	VC-0408	N/A	No	Victoria	3644	-35.91866736	145.6496441	Moira	Inner Regional Australia	February 2016
Cobram East	VC-0409	N/A	No	Victoria	3644	-35.97927299	145.7454702	Moira	Inner Regional Australia	February 2016
Koonoomoo	VC-0964	N/A	No	Victoria	3644	-35.88873322	145.5737331	Moira	Inner Regional Australia	February 2016
Kotupna	VC-0977	N/A	No	Victoria	3638	-36.14861392	145.1290037	Moira	Inner Regional Australia	February 2016
Lake Rowan	VC-1007	N/A	No	Victoria	3727	-36.26842476	145.9662993	Moira	Inner Regional Australia	February 2016
Lower Moira	VC-1090	N/A	No	Victoria	3639	-36.0701886	145.0030769	Moira	Inner Regional Australia	February 2016
Pekelaba	VC-1428	N/A	No	Victoria	3727	-36.9962069	145.9802994	Moira	Inner Regional Australia	February 2016
Picola	VC-1441	N/A	No	Victoria	3639	-35.99445258	145.108111	Moira	Outer Regional Australia	February 2016
Picola West	VC-1442	N/A	No	Victoria	3639	-35.95451556	145.0575911	Moira	Outer Regional Australia	February 2016
Strathmerton	VC-1655	N/A	No	Victoria	3641	-35.92521231	145.4793183	Moira	Inner Regional Australia	February 2016
Ukappa	VC-1826	N/A	No	Victoria	3641	-35.83470562	145.4582527	Moira	Inner Regional Australia	February 2016
Witly	VC-1950	N/A	No	Victoria	3728	-36.1997112	146.0163937	Moira	Inner Regional Australia	February 2016
Wurghnu	VC-2028	N/A	No	Victoria	3635	-36.15388918	145.4316835	Moira	Inner Regional Australia	February 2016
Yalca	VC-2038	N/A	No	Victoria	3637	-35.92560429	145.3366621	Moira	Outer Regional Australia	February 2016
Yelima	VC-2069	N/A	No	Victoria	3638	-35.9293226	145.2066856	Moira	Outer Regional Australia	February 2016
St James	VC-2096	N/A	No	Victoria	3727	-36.259242	145.8760335	Moira	Inner Regional Australia	February 2016
Barnah National Park	VC-2113	N/A	No	Victoria	3639	-35.880066	145.07139	Moira	Outer Regional Australia	February 2016
Baxters Road	VC-2115	Between Waapa and Nathalia	No	Victoria	3638	-36.070876	145.27573	Moira	Inner Regional Australia	February 2016
Benalla-Tocumwail Road	VC-2122	Between Broken Creek and Murray Valley Highway	No	Victoria	3649	-36.113712	145.715706	Moira	Inner Regional Australia	February 2016
Centre Road	VC-2164	N/A	No	Victoria	3637	-36.038907	145.310253	Moira	Inner Regional Australia	February 2016
Cobram South Road	VC-2169	Between Muckatah and Cobram	No	Victoria	3644	-35.960852	145.631979	Moira	Inner Regional Australia	February 2016
Cotons Road	VC-2178	Between Healy Road and Murray Valley Highway	No	Victoria	3644	-35.961295	145.677998	Moira	Inner Regional Australia	February 2016
Goulburn Valley Highway	VC-2219	Between Koonoomoo and Murray Valley Highway	No	Victoria	3644	-35.913981	145.583608	Moira	Inner Regional Australia	February 2016
Goulburn Valley Highway	VC-2220	N/A	No	Victoria	3644	-35.856625	145.55892	Moira	Inner Regional Australia	February 2016
Kaarimba	VC-2262	N/A	No	Victoria	3635	-36.148903	145.295241	Moira	Inner Regional Australia	February 2016
Katamatite-Shepparton Road	VC-2365	Between Congana and Katamatite	No	Victoria	3634	-36.183916	145.545497	Moira	Inner Regional Australia	February 2016
Katamatite	VC-2366	N/A	No	Victoria	3640	-35.999997	145.460378	Moira	Inner Regional Australia	February 2016
Keenan Road	VC-2267	N/A	No	Victoria	3675	-36.22686	146.12886	Moira	Inner Regional Australia	February 2016
Larissa Road	VC-2279	Between Lukes Road and Loofs Road	No	Victoria	3636	-36.062601	145.595435	Moira	Inner Regional Australia	February 2016
Lorenson Road	VC-2283	Between Katunga and Muckatah	No	Victoria	3640	-36.003698	145.505581	Moira	Inner Regional Australia	February 2016
Marung	VC-2295	N/A	No	Victoria	3634	-36.193019	145.532595	Moira	Inner Regional Australia	February 2016
Murray Valley Highway	VC-2328	Between Yarroweyah and Cobram	No	Victoria	3730	-35.996394	145.804837	Moira	Inner Regional Australia	February 2016
Mywee	VC-2333	N/A	No	Victoria	3641	-35.846304	145.496336	Moira	Inner Regional Australia	February 2016
Orares Road	VC-2346	Between Nathalia and Picola	No	Victoria	3638	-36.037594	145.158796	Moira	Inner Regional Australia	February 2016
Singapore Road	VC-2388	N/A	No	Victoria	3640	-36.009079	145.57762	Moira	Inner Regional Australia	February 2016
Waapa	VC-2430	N/A	No	Victoria	3637	-36.053717	145.331876	Moira	Inner Regional Australia	February 2016
Yabba Road	VC-2456	N/A	No	Victoria	3646	-36.208849	145.710109	Moira	Inner Regional Australia	February 2016
Yumbuna Bridge Road	VC-2457	N/A	No	Victoria	3638	-36.191668	145.026044	Moira	Inner Regional Australia	February 2016
Yumbuna Bridge Road	VC-2463	N/A	No	Victoria	3638	-36.173332	145.029872	Moira	Inner Regional Australia	February 2016
Cotons Road	VC-2498	N/A	No	Victoria	3644	-35.9794	145.67777	Moira	Inner Regional Australia	October 2018
Evans Road	VC-2507	N/A	No	Victoria	3638	-36.02524	145.25664	Moira	Inner Regional Australia	October 2018
Kaarimba Road	VC-2532	N/A	No	Victoria	3635	-36.14887	145.43076	Moira	Inner Regional Australia	October 2018
Stevenson Court	VC-2587	N/A	No	Victoria	3730	-36.02513	146.06292	Moira	Inner Regional Australia	October 2018
Tongamah Road	VC-2598	N/A	No	Victoria	3644	-35.86256	145.56596	Moira	Inner Regional Australia	October 2018
Yarroweyah	VC-2616	N/A	No	Victoria	3644	-35.92606	145.55762	Moira	Inner Regional Australia	October 2018



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THE NEW PLAYER - STARLINK



Starlink Satellite Internet

Starlink

"Starlink provides high-speed, low-latency broadband internet across the globe. Within each coverage area, orders are fulfilled on a first-come, first-served basis."

Starlink is a new player in the internet market that is currently in Beta testing. Starlink is now available in Southern Australia and in open areas with a minimum 25 Degree Satellite angle is available 99.6% of the day and is expected to support speeds between 50 & 150 Mbps

Starlink is a program run by Elon Musk's space transportation company SpaceX, with the intention to provide broadband internet all over the world through an array of low-orbit satellites.

Starlink internet is connected to the premise with the installation of a satellite dish, with only a single plan available (\$139 per month for unlimited data) although this is subject to change. (as of Nov 2021) When released, it'll be an alternative to the NBN in Australia, along with other internet types across the world.



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NBN ROLLOUT INITIATIVES



NBN Business Fibre Initiative

NBN Rollout of Business Fiber into some regional areas

NBN Co has launched the Business Fibre Initiative, an investment of up to \$700 million in a multi-faceted package delivered over the next three years to support innovation, productivity and growth for Australian businesses.

A key part of the initiative includes the creation of NBN™ Business Fibre Zones across Australia. For businesses within these zones, NBN is offering Enterprise Ethernet to service providers with no up-front build costs, and at our most competitive wholesale service pricing. Plus, if your provider signs up for a three-year Enterprise Ethernet plan, there's no up-front connection cost charged to them.

Yarrawonga has been enabled as a Business Fibre Zone



NBN Corporate Plan 2021

Long term rollout plans

This plan contains various projections, high-level estimates and other forward-looking information (Estimates). This plan also contains Estimates in respect to periods after 30 June 2024, including in the long-term financial outlook section.

These Estimates are based on the best considered professional assessment of present economic and operating conditions, present Commonwealth Government policy, and a number of assumptions regarding future events and actions, which, at the date of this document, are expected to take place.

nbn™ Business Fibre Zone indicative map – Yarrawonga and surrounds



The nbn™ Business Fibre Initiative is available to businesses right across the country.

The area highlighted on this map, is part of an nbn™ Business Fibre Zone that is eligible for business nbn™ Enterprise Ethernet.

To find out more about the Fibre Initiative contact your service provider, or visit: nbn.com.au/businessfibre

Key
 ● nbn™ Business Fibre Zone
 ○ Adjacent/nearest nbn™ Business Fibre Zone (where relevant)

business nbn™

Please note: This map is intended as a general guide only and should not be used as a guide. You should make your own enquiries as to the currency, accuracy and completeness of the information. Reason for the provision or other to find out if a specific address is suitable for the nbn™ Business Fibre Zone. Your service provider or visit nbn.com.au/businessfibre. ©2023 nbn™. nbn™, business nbn™ and other nbn™ logos are trade marks of nbn™. nbn™ is a nbn™. 100-100-100



FUNDING BODIES

Currently there are funding bodies and initiatives available for Council to lobby to support investment to bring additional service coverage and capacity to the region.



Regional Co-Investment Fund

NBN Co.

The purpose of the Regional Co-Investment Fund (the Fund) is to further enhance broadband services for rural and regional households, businesses, and communities to help meet the growing and diverse needs of Australians living in regional areas. The \$300 million (GST exclusive) fund invites federal, state and territory and local governments to co-invest alongside NBN, to help deliver improved broadband services to communities where those investment would otherwise be sub-commercial.

The Fund aims to:

- Improve broadband services for Australia's regional rural and remote communities.
- Strengthen relationships with government, industry, and communities to optimise customer benefits,
- Provide immediate economic stimulus through infrastructure enhancements; and
- Help regional and rural communities realise the socioeconomic benefits that access to high-speed broadband can unlock.

The fund is designed to uplift digital capability in regional and remote areas, outside capital cities, that are served by nbn's Fixed Wireless or Satellite infrastructure, by increasing the number of premises that can access technologies that support higher speeds.

The types of projects that are eligible under the fund are:

1. Satellite or Fixed Wireless to Fibre to the Premises
2. Satellite to Fixed Wireless.

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FUNDING BODIES CONT.

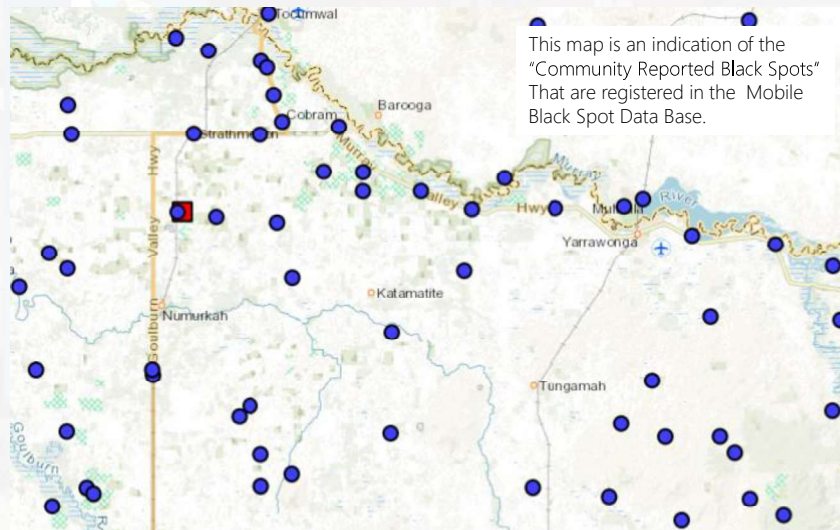


Mobile Black Spot Program

Australian Federal Government.

"The Federal Government's Mobile Black Spot Program is one of the largest ever expansions of mobile coverage in regional and remote Australia. Starting with 'Round 1' in 2015, multiple new areas have received mobile network coverage with 'Round 5A' most recently announced in July 2021.

After this latest supplement to Round 5, and once all five rounds of the Mobile Black Spot Program are completed, Telstra will have invested up to \$300 million and built around 930 new sites to improve coverage for regional areas around the country – more than 2/3rd of the total 1296 sites co-funded by Government under the Program since 2015. "



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REGIONAL ANALYSIS



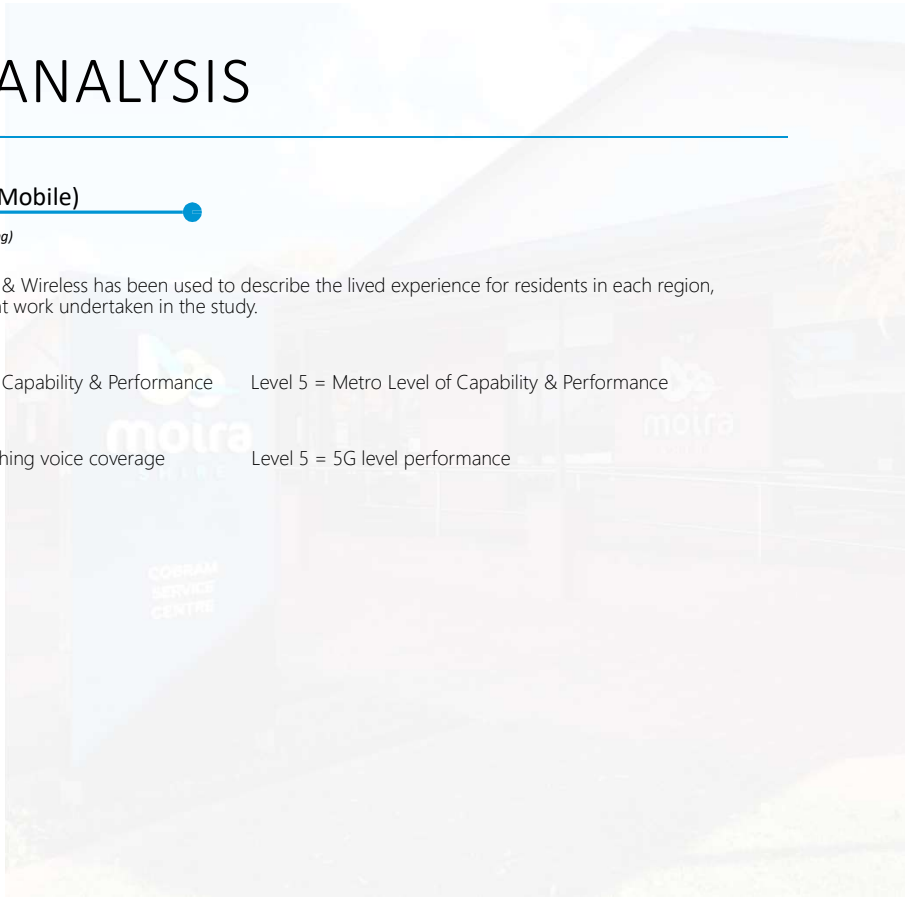
Rating System (Fixed, Mobile)

Fixed and Wireless (In town/Surrounding)

The following rating system for Fixed & Wireless has been used to describe the lived experience for residents in each region, based on the survey and engagement work undertaken in the study.

Fixed: Level 1 = Very Limited Capability & Performance Level 5 = Metro Level of Capability & Performance

Mobile: Level 1 = Limited patching voice coverage Level 5 = 5G level performance



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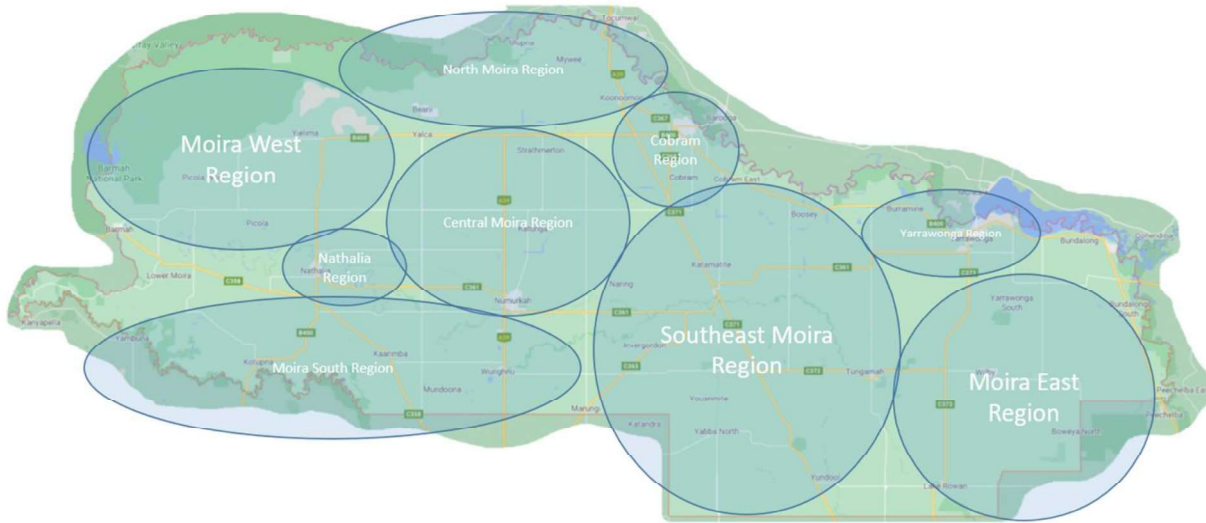
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REGIONAL ANALYSIS

The Shire was divided into the regions shown in the diagram below

For each region, the nature of the demand for digital services from businesses was examined compared to service performance experienced by those businesses

Recommendations are made for improving digital services in each region



Fixed: Fixed Wireless is available around town, satellite services available further away

REGIONAL ANALYSIS (FIXED, MOBILE)



Moira West (55 Total Businesses) (2,2)

Includes, Yielima, Picola, Picola West, Barmah, and Lower Moira

- Mobile: Coverage patchy and inconsistent
- Fixed: Current Fixed Wireless is all that is available without moving to satellite services.
- Recommendation for Council: Lobby blackspot program, NBN Co-investment
- Recommendation for Users: Installation of mobile amplifiers to uplift inbuilding coverage, installation of satellite services such as StarLink



North Moira (50 Total Businesses) (2,2)

Includes Mywee, Ulupna, Bearli and Koanoomoo

- Mobile: Coverage patchy and inconsistent
- Fixed: Current Fixed Wireless is available in and around towns, satellite services available
- Recommendation for Council: Lobby blackspot program, NBN Co-investment opportunity
- Recommendation for Users: Installation of mobile amplifiers to uplift inbuilding coverage, installation of satellite services such as StarLink



Central Moira (352 Total Businesses) (3,3)

Includes Strathmerton, Katunga, and Numurkah

- Mobile: Coverage in town good with 5G available coverage becomes patchy and inconsistent out of town
- Fixed: Current Fixed Wireless is available in and around towns other than Numurkah, satellite services available
- Recommendation for Council: Lobby blackspot program, Tower capacity available
- Recommendation for Users: Installation of mobile amplifiers to uplift inbuilding coverage, installation of satellite services such as StarLink



Nathalia (108 Total Businesses) (4,4)/(2,2)

Nathalia

- Mobile: In town coverage good but 5G not currently available, becomes patchy and inconsistent out of town
- Fixed: Current Fixed Wireless is available in and fixed line business services are available
- Recommendation for Council: Lobby blackspot program, tower capacity available
- Recommendation for Users: leverage business grade service where needed. Investigate use of Council Infrastructure to improve service offering.



REGIONAL ANALYSIS



Moira South (49 Total Businesses) (1,2)

Includes Kotupna, Kaarimba, Mundoona, Wunghnu

- Mobile: Coverage patchy and inconsistent
- Fixed: Limited Fixed Wireless is all that is available without moving to satellite services.
- Recommendation for Council: Lobby blackspot program
- Recommendation for Users: Installation of mobile amplifiers to uplift inbuilding coverage, installation of satellite services such as StarLink



Cobram (360 Total Businesses) (2,3)

Includes Cobram and Cobram East

- Mobile: Coverage in town good coverage becomes patchy and inconsistent out of town
- Fixed: Current Fixed Wireless is available in and around towns, satellite services available
- Recommendation for Council: Lobby blackspot program, NBN Co-investment opportunity
- Recommendation for Users: Installation of mobile amplifiers to uplift inbuilding coverage, installation of satellite services such as StarLink



Southeast Moira (149 Total Businesses) (2,3)

Includes Katamatite, Narin, Invergordon, Youanmite, Yabba North, Tungamah, Yundooi

- Mobile: Coverage in town good coverage becomes patchy and inconsistent out of town
- Fixed: Current Fixed Wireless is available in and around towns, satellite services available
- Recommendation for Council: Lobby blackspot program, Tower capacity available
- Recommendation for Users: Installation of mobile amplifiers to uplift inbuilding coverage, installation of satellite services such as StarLink



Moira East (26 Total Businesses) (2,2)

Includes Yarrawonga South, Lake Rowan, Boweya North, Wilby

- Mobile: Coverage in town good coverage becomes patchy and inconsistent out of town
- Fixed: Current Fixed Wireless is available in and around towns, satellite services available
- Recommendation for Council: Lobby blackspot program
- Recommendation for Users: Installation of mobile amplifiers to uplift inbuilding coverage, installation of satellite services such as StarLink

REGIONAL ANALYSIS



Yarrowonga (343 Total Businesses)(4,4)/(2,2)

Includes Yarrowonga and Burramine In Town/Surrounding Areas

In Town

- Mobile: Coverage in town good with 5G available
- Fixed: Fibre Services and Fixed Wireless is available in and around towns, satellite services available

Surrounding Areas

- Mobile: Coverage outside of town is patchy and inconsistent 3/4G service only
- Fixed: Fixed Wireless is available around towns, satellite services available further away

Recommendations

- Recommendation for Council: Lobby blackspot program and NBN to extend fibre coverage, tower capacity available
- Recommendation for Users in town: request NBN business grade services where available
- Recommendation for Users in surrounding areas: Installation of mobile amplifiers to uplift inbuilding coverage, installation of satellite services such as Starlink



Areas Outside Of Towns (2,2)

Includes areas surrounding between towns

Outside of Towns

- Mobile: Coverage outside of towns is patchy and inconsistent 3/4G service only
- Fixed: Fixed Wireless is available around towns, satellite services available further away

Recommendations

- Recommendation for Council: Lobby blackspot program and NBN to extend fibre coverage, tower capacity available
- Recommendation for users in surrounding areas: Installation of mobile amplifiers to uplift inbuilding coverage, installation of satellite services such as Starlink



RECOMMENDED APPROACH



NBN Fixed Services

Regional Co-investment Fund

Council can work with NBN Co. as a government body to look to convert some areas from Wireless to Fibre connectivity for business and community groups as defined by the NBN regional co-investment fund. The NBN Co. document on this is included in the appendix and the key dates are below.

Activity	Estimated timeframe
Guidelines released and applications open	23 June 2021
Closing date for receiving build estimate requests	5pm 12 November 2021 (AEST)
Closing date for receiving build quote requests	5pm 28 February 2022 (AEST)
Closing date for receipt of Applications	5pm 25 April 2022 (AEST)
All upgrade work expected to be completed	by 30 June 2024



3rd Party Communications Providers

Direct Engagement

Council can work with 3rd party communications providers to establish commercial offering for networking services into the region. The information the Community Engagement report and the services heatmap will inform suppliers of the demand for services in the region.



Mobile Services

Mobile Black Spot Program

The Mobile Black Spot Program has a set approach to rollout out new towers in a services of phases with Phase 5a being the latest.

Phase 6 has been announced to commence at the conclusion of phase 5a with no dates having been given as yet.

With only 1 of 53 identified Black Spot sites addressed there is an excellent case for the Shire to Lobby both State and Federal members to support black spot remediation program with the support from Regional Development Victoria.



LOBBYING



NBN Fixed Services

Regional Co-investment Fund

NBN have direct engagement channels for council to engage with NBN to apply for funding. Council's first point of contact should be the Engagement Manager for North East Victoria Damien Cocks M +61 438 951 084

E damiencocks@nbnco.com.au. NBN are currently focused on extending satellite and fixed wireless. Details on the Co-Investment fund are available from the following link. [NBN Documents](#)



Mobile Services

Mobile Black Spot Program

The mobile blackspot project is a federal government initiative and as such lobbying from council should be channelled through the Federal Members for Murray and Indi.

The details from the number of business impacted and the experience of users in the reports will be important data to present to the members.



Regional Development Victoria

Direct Engagement

Wilbur Kueter-Luks (he/him)
Graduate Policy Officer, Telecommunications and Digital Economy
Jobs, Innovation and Business Engagement
Department of Jobs, Precincts and Regions
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• 0433 486 314 | • wilbur.kueter-luks@ecodev.vic.gov.au



3rd Party Providers

Direct Engagement

Direct engagement with providers from 2nd tier telco providers with the possibility of co-investment, capacity sharing e.g. tower capacity.

Main Providers considering investment in Moira in the future include: Telstra, Optus, Encoo and Logicalis.

LOGICALIS
Architects of Change



REGIONAL EDUCATION

To support consumers in the region council should leverage the communication channels available such as website, local newsletters and regional papers to increase the understanding of the services available. Elements to communicate:

- Residential Grade vs Business Grade NBN Services:
 - Link Speeds
 - Quality of Service
 - Contention
 - Service Level Agreements
- Satellite delivered internet services and options for consumers
- Mobile Services and where signal boosters can assist with mobile & in building services



BRIDGE THE GAP

EMPOWERING AND CONNECTING PEOPLE



LOGICALIS
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