



Bendalong – Berringer Lake - Cunjurong Point – Manyana - North Bendalong

Email: [rhva.secretary@gmail.com](mailto:rhva.secretary@gmail.com)  
Phone (Chris Hayes) 0419 20304  
PO Box 2015 Bendalong NSW 2539

26th February 2025

Fiona Phillips MP  
Member for Gilmore  
PO Box 1009  
Nowra, NSW, 2541

**Re: Mobile phone black spot**

Bendalong and Manyana area

Dear Mrs Phillips,

I'm writing on behalf of the Red Head Villages Association Incorporated.

We'd like to request your support for our community to be included in the Federal Governments' Mobile Black Spot Program (MBSP), round 8, 2025.

Our five villages, Bendalong, Berringer Lake, Cunjurong Point, Manyana and North Bendalong have very poor mobile reception in a number of places.

In areas like Manyana and North Bendalong we're limited to 1bar of reception at best for TPG, Optus and Telstra.

Telstra have acknowledged by email that the problem is congestion on the Sussex Inlet tower. Telstra have also said that they have no plans to fix this problem. They suggested that a Cel-Fi antenna for every house at a cost of around \$3000 would be a solution.

We have a Berringer Lake tower, but topography prevents us from accessing that signal.

At present all we have is WIFI calling at home, using our home wireless NBN network. WIFI and CellFi won't work when the electricity is out, which given our location is not uncommon.



Bendalong – Berringer Lake - Cunjurong Point – Manyana - North Bendalong

We understand that you have already contacted the communications minister, Michelle Rowlands who recommended contacting The Regional Tech Hub (RTH).

RTH provided maps (attached)\* indicate that the issues are topography that prevents us getting signal from the Berringer Lake tower, and the distance and weak signal from the Sussex Inlet tower. It is clear on the map that those issues involve large areas of our community.

The need for communication was most abundantly clear during the Currowan fires of 2019/20. Our community was affected dramatically. We had scared locals and visitors trying to communicate unsuccessfully. So many have expressed the difficulties leading up to, during and even more so after the fires. During the evacuation process that took 3 days people were unable to contact family. After the fires we had 2 weeks without electricity and of course no communication. Fires, power outages and other emergencies are more common in our regional areas and our resident population is growing. During the holiday seasons the population explodes together with corresponding communication difficulties.

Discussions with the RTH and others have provided solutions such as a new tower or Small-Cells that provide additional coverage for up to 2 to 3 kilometres.

Application for the MBSP must be made by Mobile Network Operators, not individuals or organisations. The limited coverage has only been exacerbated by the shutdown of the 3G network that had a greater range than 4G. We are asking for your continued support in having our community included in the MBSP for 2025.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Chris Hayes', is written over a light blue rectangular background.

Chris Hayes  
Secretary RHVA Inc