

From: [REDACTED] **On Behalf Of** Penn, Andrew
Sent: Tuesday, 22 February 2022 12:41 PM
To: Nicole Carnegie [REDACTED]
Cc: [REDACTED]
Subject: Wentworth Point

Dear Ms Carnegie

Thank you for your letter regarding mobile coverage issues in Wentworth Point. I am sorry for the frustration and inconvenience this is causing some residents.

Telstra's mobile network provides generally good outdoor coverage in the Wentworth Point area, but due to the high density of apartment buildings there are some areas which may experience poorer indoor coverage.

Telstra is actively looking to install a new Macro Base Station in Wentworth Point which will provide improved coverage for our customers.

While we are currently working to find a suitable location for the base station, the dense high-rise environment within Wentworth Point introduces challenges in selecting the right location for a site to provide optimal coverage to the area.

We are already in discussions with Ausgrid to potentially co-locate on one of their assets and are undertaking a candidate assessment process to review secondary candidates to ensure all options are explored.

As these third party discussions are on-going we are unable to provide a timeframe for construction right now, however we will continue to prioritise this project.

A member of the Telstra team, [REDACTED] will be able to provide you with ongoing updates as the project progresses.

In the meantime, some customers may benefit from the use of a [network extension device](#) to improve their indoor network experience.

Customers may also be able to utilise their fixed broadband connections in their homes to enable our voice calling and SMS over [Wi-Fi](#) feature on supported devices.

Thank you again for raising your concerns with me.

Yours sincerely
Andy

Andrew Penn
Chief Executive Officer
Telstra Corporation Limited



[REDACTED]

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