Dear Resident,

RE: DIGITAL CONNECTIVITY UPDATE

I would like to thank all residents who participated in last year's Digital Connectivity Survey. This feedback has been invaluable in helping us understand the connectivity challenges faced by our community. The insights provided enable the council to advocate for improved digital infrastructure across the shire. This letter is to update you on current projects and support available.

Upcoming Connectivity Projects
As part of the Connecting Victoria program, the following projects are scheduled for completion in the 2025/26 financial year:
- Lexton – NBN Fixed Wireless Tower Broadband (Estimated completion: Q3 2025/26)
- Waterloo – NBN Fixed Wireless Tower Broadband (Estimated completion: Q3 2025/26)
- Landsborough (Navarre) NBN Fixed Wireless Tower Broadband (Estimated completion: Q2 2025/26)

Additionally, we have recommended Moonambel and Yalla-Y-Poora for consideration in Round 8 of the Mobile Black Spot Program to support the development of new infrastructure.

Lexton Feasibility Study
A Telstra feasibility study is currently underway to explore potential improvements in telecommunications services at Lexton. This study is expected to take a few months, after which the findings will be assessed to determine the next steps.

Later this month, we will conduct a mobile drive test across the shire with a Telstra wireless engineer. This test will help us further investigate problematic areas identified through the survey and by our team members.

We Need Your Input
We recognise that telecommunications remain a challenge for many residents. To strengthen our advocacy and support future investment, we are seeking further input on the specific connectivity issues you are experiencing. Since our last survey, the 3G network has been shut down, and we are particularly interested in hearing about your experiences since this change.

Please complete our new survey here: https://engage.pyrenees.vic.gov.au/digital-connectivity

Responses to the survey close on 7 April 2025.

If you have ongoing concerns or feedback, please reach out. Your insights will help us push for meaningful improvements in digital connectivity across the shire.

For free, independent advice on phone and internet services, we recommend reaching out to the

Regional Tech Hub:
Website: https://regionaltechhub.org.au/
Phone: 1300 081 029
Our feedback from other residents who have reached out to Regional Tech Hub has been very positive. They have been able to provide advice on what technology is best suited for their situation and location.

Thank you for your continued support.

Yours sincerely,

Jim Nolan
Chief Executive Officer