



# Network Coverage - Repeaters

## What Influences Your Coverage?

Like any mobile network, coverage on the Telstra Mobile Network depends on where you are, the mobile handset, tablet or mobile broadband device you're using, and whether an external antenna can be attached.

It's important to understand that different devices have different capabilities. How each device performs depends on network coverage and device type, make and settings. There are some important factors to consider when choosing a mobile device and any accessories:

- Where you'll be using your device – metropolitan areas, regional areas, rural areas, out at sea or indoors; and
- Whether you'll be using it:
  - in handheld mode
  - with a directly coupled car kit and an external antenna; or
  - with a patch lead and an external antenna.

Obstructions – such as buildings, vehicles, trees, hills and building materials – can all reduce the signal level available for your mobile handset, tablet or mobile broadband device.

Indoor mobile coverage is susceptible to interference from the building you are in, and just as TV sets sometimes need external antennas to improve reception, there are cases where the use of an authorised repeater can make a significant difference to the performance of a mobile device indoors.

## Repeaters

Would you like to extend your connection? Adding a stationary or portable repeater can get you maximum coverage, and clearer voice and faster data in regional and rural areas. It comes down to choosing the right repeater for the best result.

Mobile repeaters improve the reliability of mobile coverage in places where the signal is weak. The devices work by wirelessly replicating, or “repeating” a mobile signal to boost reception. Repeaters are effective in regional and remote locations where consistent coverage may be tricky.

A network extension device like a repeater can increase coverage and help you to:

- Make voice calls and access mobile broadband in more areas of your home or office
- Enjoy more reliable voice calling with fewer dropouts
- Experience more consistent mobile broadband data speeds (3G 850 MHz and 4G 700 & 1800 MHz).

## Our Approved Range of Repeaters

### Telstra Go Repeater – mobile and stationary

The Telstra Go Repeater is an intelligent antenna solution designed to improve mobile coverage or provide coverage in most places where it's unavailable.

Developed as part of Telstra's investment in mobile coverage for regional customers, the device can help improve voice quality and data speeds for residential and business customers.

Telstra Go Repeater is available in two variants: a stationary version designed for customers seeking a coverage solution in residential and commercial premises, and a portable version designed for customers that want to boost coverage in their car, truck or boat.

Operating on Telstra's 3G, 4G and 4GX technology, the device works by receiving mobile signals through an external antenna and then enhancing and re-transmitting this signal to a single indoor or in vehicle antenna to extend coverage where the customer requires service.

Band select	3G phone use	4G phone use	4G phone (VoLTE Compatible)
3G	Voice & Data	Voice & Data	Voice & Data
4G	Nothing	Data only	Voice & Data

Suitable for customers that travel between coverage areas or through areas of patchy coverage, or who work in offices or live in residences where indoor signal may be weaker or lacking, Telstra Go Repeater can both improve and extend coverage in areas where signal doesn't reach.

Customers can take up the Telstra Go Repeater on a monthly repayment plan or purchase the device outright;

- \$720 for the portable version which includes an external magnetic mount antenna and internal antenna. Telstra does not offer installation for the portable version and it is recommended that customers arrange installation by an auto-electrician if required.
- \$648 for the stationary version which will require an external antenna at an additional cost and is required to be professionally installed.

Go Repeater's Top Features

- Coverage per unit 40 meters (conditions apply)
- Connects multiple internal antennas (via splitter) to extend building coverage

### Telstra's T Go Repeater

Telstra's T Go product is a commercially grade repeater for use in building (stationary) or in vehicles. It's most suitable for commercial customers who have poor or no in-building coverage but do have external coverage; or customers who have a vehicle that travels between coverage.

It's a smart solution that enhances connection from regional and remote areas to Telstra's mobile network across Australia.

### The trouble with illegal mobile repeaters

The problem with illegal repeater devices, and the reason using them is against the law, is that without the necessary authorisation for use - and, more importantly, the technical specifications and internal protections of Telstra approved devices - they can cause major interference on the network.

They do this by generating an excessive level of "noise" that can degrade network performance for other users, and effectively drown out other communications, including on the portion of our network used by emergency services.

While reception may improve in the immediate vicinity of an illegal repeater, the coverage for people located elsewhere in the coverage area - particularly for those using devices on the edge of the coverage area - is often degraded or even lost completely.

Interference caused by illegal mobile repeaters can become life-threatening when it prevents people from calling Triple Zero in an emergency. For these reasons we, alongside the Australian Communications and Media Authority (ACMA) and state and territory government agencies, are working hard to reduce the instances of illegal mobile repeaters.

Therefore, it's important to only use network extension devices approved for use on the Telstra mobile network. Telstra is the exclusive licensee of X spectrum, and the use of any other devices on this frequency without Telstra's authorisation is an offence under the Radio communications 1992 act.

For more information please visit [Acma.gov.au/theACMA/mobile-phone-repeaters-information-for-consumers](https://www.acma.gov.au/theACMA/mobile-phone-repeaters-information-for-consumers).

### Find Out More

For more product information please visit [Telstra.com.au/coverage-networks/network-coverage-extension-devices](https://www.telstra.com.au/coverage-networks/network-coverage-extension-devices).

Visit your local Telstra shop for help choosing and installing the right antenna or repeater for your location, or call the following numbers:

#### Residential customers

Call **132 200** and say 'coverage' after supplying your number.

#### Business customers

Call **132 000** and say 'coverage' after supplying your number.

#### Account Managed customers

Contact your account executive.

