

REGIONAL & REMOTE · PRACTICAL BUILD · 2026

If Your Business Is Outside the Coverage Map

There is a policy conversation happening about regional mobile coverage, and it will take years. Meanwhile you have a shed with no signal, a crew three hours away, and a phone that rings out.

Coverage is not reachability, and only one of them is yours to fix. Four distinct failures get lumped together as “no coverage”: **no signal at the premises** (fixed with voice over the site's internet, the mobile network is irrelevant), the **indoor blackspot** in a shed or cool room (fixed with Wi-Fi, the cheapest and most common win), **staff genuinely out of range** (nothing carries voice there today, this is where satellite messaging fits), and the **site link failing** (fixed with failover you have actually tested). Voice needs about **100 kbps per call** and cares far more about **jitter under 30 ms** than about speed, so almost any working connection carries it.

The short version

Failure	Symptom	Fix	Cost to fix
1. No signal at the premises	The site has poor or no mobile signal but does have internet of some kind	Run voice over the internet connection. The mobile network stops being relevant	Low, usually a configuration change
2. The indoor blackspot	Signal in the yard, nothing in the shed, workshop or cool room where people work	Wi-Fi coverage plus a phone app that calls over it	Low, one or two access points
3. Genuinely out of range	Staff in vehicles or on properties with no network at all	Nothing carries voice here today. Capture what they miss; use messaging for safety	Low, but it is mitigation rather than a fix
4. The link itself drops	Weather, power, a cut cable, a provider outage	Layered failover, configured in advance and tested	Moderate, a second path costs money

■ Also worth knowing

Layer	What it is	Switches when
1	Primary internet at the site	Normal operation
2	A second path on a different technology, mobile broadband if the primary is fixed, or the reverse	Automatically, on loss of the primary
3	Staff mobile apps over mobile data, anywhere	Automatically, if the site is unreachable entirely
4	Divert the number to another site, a mobile, or an answering arrangement	Automatically, after a set time with no answer

Which one do you have?

Most regional businesses assume they have failure 3, the hard one, when they actually have failures 1 and 2, the cheap ones. Ten minutes with a phone, walking your own site, settles it. Businesses spend years working around a shed with no signal without ever discovering that an access point on the wall would have ended it.

■ Questions the full guide answers

- ☐ My site has almost no mobile signal. Can I have a proper business phone system?
- ☐ Is satellite internet good enough for phone calls?
- ☐ Can I make calls over satellite direct to my mobile?
- ☐ There is signal in the yard but none in our shed. What fixes that?
- ☐ What can I do about staff who are genuinely out of range?
- ☐ How do I test whether my failover actually works?
- ☐ Should I wait for the ACCC roaming inquiry before making changes?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call 1300 663 222 or visit vocphone.com/about/contact-us.