

# Cornerstone Community Information Sheet

## Coverage and Capacity

Mobile phone base stations are needed in areas where people work and live to ensure that they can access digital services, keep in contact with friends, family and work colleagues as well as new connectivity solutions such as Internet of Things. Without ongoing improvements to connectivity which includes measures such as upgrading existing base stations, areas will become digital black spots where lack of connectivity prevents economic development, hinders local services and frustrates efforts to keep vulnerable members of the community healthy and safe.

Individual base stations can only handle a certain number of calls or data downloads. If the number of calls or data requests exceeds the base stations capability then local network users will experience a reduction in data download speeds and reduced call quality. We call areas without good coverage 'blackspots' and all mobile phone networks suffer from them. You can experience them wherever you are, even in cities with lots of base stations. Mobile network operators monitor call quality so they are aware of any necessary improvements.

To keep up with growing demand we need to upgrade existing base stations or build new base stations. Upgrading a site will increase the capacity of a base station. Capacity is the maximum data or calls that can be processed by a base station. An upgrade can be done in a number of ways, often by redeveloping the site to enable an increase in the number of technologies, or increasing the number or height of the antennas.


However, even after these upgrades, in some busy areas the demand for services can still exceed the capacity of the local base station. In this situation we may need to look into developing a new base station, resulting in improved service for our customers.

### **For further information please contact:**

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