

**From:** John & Jenny Schwarz [REDACTED]  
**Sent:** Friday, 18 November 2011 4:57 PM  
**To:** secretariat@rtirc.gov.au  
**Subject:** Telecommunications Review- Submission for the Committee to consider

**Submission for the Committee of the Regional Telecommunications Review**

I was unable to attend the meeting recently held at Berri Town Hall on November 11 2011, but I would like to bring to your notice our limited telecommunication service.

We live at [REDACTED]  
[REDACTED] Nadda, Via Taplan.

We have no mobile phone coverage at all and only Dial-up for Internet at home.  
We are approx 15 km from Taplan Telephone Exchange and we have our phone with Telstra.  
Bigpond is our Internet provider.

In the past I have been able to send emails freely from my computer at home, whenever I wish, and that usually works well, but receiving emails is not so successful. The way I manage is to go to our local Loxton library [50kms away] once a week, copy large emails on to a CD and bring them home to put on to the computer then, after deleting the email at Loxton. Otherwise sometimes I print a hard copy off, and once again delete the original email, when it is a larger one. By deleting all the junk mail and larger emails in Loxton, the afternoon before, then usually I am able to download the remaining ones at home, if I try early the next morning, preferably before 6am, when it does not seem to be so busy. It is not always possible, as even then sometimes the connection fails and half way through, "an error has occurred".

I am just in the process of updating my computer from an XP to Windows 7, and understand that a modem has been especially fitted in to the computer because we are not on Broadband, and that now modems are almost obsolete. A second hand one was used, but if something goes wrong with that, I have been told that there are very few options available. With this new computer I have also been told I will not be able to send emails without receiving them at the same time, and that may be very limiting for our farming business.

I have been very grateful to our local library for their willingness to allow me more than the "1hour per day per person" time, if for any reason I have more than 1 week's accumulation of emails that I need to address. Usually the time taken to deal with emails limits any further use of the web, but we have managed occasionally, if it is particularly urgent to follow up information.

Thank you for reading this and we await further developments in our area. Last week a Telstra representative spent considerable time on the phone to me talking about our service and checking it out, and promised to advise when mobile coverage may be extended in our area,

Respectfully Submitted,  
Jenny Schwarz [REDACTED] Taplan, 5333, SA

John and Jenny Schwarz, [REDACTED]