

**From:** Margaret Francis [REDACTED]  
**To:** secretariat@rtirc.gov.au  
**Sent:** Fri 2/12/2011 4:38 PM  
**Subject:** Stakeholder

Hello,

My name is Margaret Francis  
I live at [REDACTED] Booral 2425  
ph [REDACTED]  
President of Stroud Lions Club  
I also try to run an agricultural consulting business from my farm.

The Karuah Valley has had a long history of being behind the communication '8 ball' . We have only had an automatic phone for 30 years with a dismal record of technical problems and antiquated phone exchanges. When I first tried the internet our phone line didn't support it and I had to wait for an upgrade at the exchange. We still don't have caller ID at the Booral exchange.

I tried satellite but couldn't put it on my roof and had it put on my shed with wireless connections - 4 in fact which meant that when I had a drop out I had to go to the shed and turn everything off and then with the laptop in the shed gradually turn on each section of the network. Terrible on a cold wet night!!!

I now have a tenuous wireless internet but with windy or very fine weather it sometimes fails to give me a connection and the Karuah tower that I access is regularly hit with lightning and again I do not have internet.

This area is within close proximity of Newcastle - 1 hour, many people commute for work and educational reasons but our TV, phone and internet access is as if we live in a very remote area.

I have been on many government boards and committees and receiving business papers and being able to communicate adequately has been very difficult.

The Karuah valley would very much appreciate not being forgotten again when the rest of the country gets upgraded internet.

PS There will be many people in this area that will not receive TV reception when the analog is turned off, as they have NO digital reception.

Hoping that you will be able to remedy our plight.

Yours Sincerely

Margaret Francis