



Mr. Carlton Derrick Intern at the NTRC (right) is speaking to students about the proper procedure to file a complaint about telecommunication services.

NTRC participates in World Consumer Rights Day Event

On Wednesday 15th March, the Consumer Affairs Department within the Ministry of Foreign Affairs, Trade, and Commerce, in collaboration with the National Consumers Association, celebrated World Consumer Rights Day, by joining a global campaign under the theme 'Building a Digital World Consumers can Trust'.

To celebrate this day, the NTRC joined with the Consumer Affairs Department in a march around Kingstown on March 15, 2017 which culminated with an exhibition. At this exhibition, the NTRC took the opportunity to educate the public about the procedure in which to file complaints about telecommunications services in St. Vincent and the Grenadines.

To file a complaint, the aggrieved party shall first seek to remedy the cause of grievance with the telecommunications provider by filing a statement of complaint (form 1) directly to the offending provider, henceforth known as the respondent. Statement of complaint forms can be found at the provider's office as well as the NTRC office in Kingstown. These forms would soon be available at various other locations across St. Vincent and the Grenadines.

Additionally, the NTRC took the opportunity to share of its activities in monitoring the radio frequency spectrum and resolving interference complaints which ensures that consumers of telecommunication services in SVG get the best service possible.

Source: NTRC

Cyber Tips

Recognizing Fake Antiviruses

A fake antivirus is malicious software (malware) designed to steal information from unsuspecting users by mimicking legitimate security software. The malware makes numerous system modifications making it extremely difficult to terminate unauthorized activities and remove the program. It also causes realistic, interactive security warnings to be displayed to the computer user.

How can my computer become infected with fake antivirus?

Criminals distribute this type of malware using search engines, emails, social networking sites, internet advertisements and other malware. They leverage advanced social engineering methodologies and popular technologies to maximize number of infected computers.

What can I do to protect myself?

Be cautious when visiting web links or opening attachments from unknown senders.

Keep software updated.

To purchase or renew software subscriptions, visit the vendor sites directly.

Monitor your credit cards for unauthorized activity.

NTRC demonstrates monitoring of radio frequencies to students



On Thursday, March 2, 2017, students of the electrical engineering class of the St. Vincent and the Grenadines Community College, Division of Technical Education were given hands on experience in monitoring radio frequencies. Miss Nadine Hull, ICT Manager at NTRC gave a brief overview of the NTRC's mandate in radio frequency monitoring while NTRC's ICT Officer, Marcellus Constance gave hands on demonstration in monitoring the radio frequencies of FM and television broadcasters.

Source: NTRC

New App for Consumers to be launched

The Ministry of Foreign Affairs, Trade and Commerce in collaboration with the National Telecommunications Regulatory Commission (NTRC) will be launching a mobile application for consumers in St. Vincent and the Grenadines.

The launch is scheduled to take place on Thursday March 30, 2017 at 10:00 am at the Ministry of Foreign Affairs conference room. The Featured Address for the event will be done by the Minister of Foreign Affairs, Trade and Commerce, Sir Louis Straker.

This app is based on an entry submitted in the 2014/2015 annual ideas and Innovations (i²) competition which is put on by the NTRC to encourage innovation in youths.

Source: NTRC

CTU presents road map for single ICT space



The Secretary General of the Caribbean Telecommunications Union (CTU), Ms. Bernadette Lewis addressed the 28th Inter-Sessional Meeting of the Conference of the Heads of Government of the Caribbean Community on 17th February, 2017 at

the Marriott Hotel in Georgetown, Guyana.

On the subject of the Vision and Roadmap for the CARICOM Single ICT Space, Ms. Lewis made a presentation on behalf of the CTU, the lead agency for the development of the document. She noted the contribution of the Caribbean Broadcasting Union, the CARICOM Implementation Agency for Crime and Security, the Caribbean Centre for Development Administration, the Caribbean Knowledge and Learning Network Agency, the CARICOM Secretariat and many other organisations and individuals from the public and private sectors and civil society, who were consulted in developing the Roadmap.

Having been asked by the CARICOM Head responsible for Science and Technology Hon Dr. Keith Mitchel Prime Minister of Grenada to present a high-level view of the Roadmap to the Conference, the Secretary General stated the vision for the CARICOM Single ICT Space as: an ICT-enabled borderless space that fosters economic, social and cultural integration for the betterment of Caribbean citizens. She defined it as an ecosystem of regionally harmonised ICT policies, legislation, regulations, technical standards, best practices, networks and services.

The Secretary General explained that the objective of the CARICOM Single ICT Space is to provide the ICT-enabled foundation for enhancing both CARICOM's functional cooperation and fulfilling the social, cultural and economic imperatives of the region.

It is expected that the most significant outcomes resulting from a CARICOM Single ICT Space are ubiquity and consistency of ICT services across the Caribbean Community at affordable prices to citizens.

Source: [St. Lucia Times](#)

Dominica joins the world in celebrating World Consumer Rights Day

Roseau, Dominica (March 14, 2017): March 15th is World Consumer Rights Day (WCRD) and Dominica, through the Ministry of Trade, Energy and Employment, in partnership with the National Telecommunications Regulatory Commission (NTRC), will stand in solidarity with the rest of world.

WCRD is being observed under the theme, "Building a Digital World Consumers can Trust" and a number of activities will mark the day, including a discussion on Child Online Protection on DBS, with a simulcast on Kairi FM, from 9:00 a.m. and a panel discussion on Cyber Security on GIS - Channel 7 - from 7:00 p.m. Listeners and viewers are encouraged to interact with the panellists by calling DBS or sending their comments and questions via text or what's app to 275-1503 or 613-0220, on Facebook at NTRC Dominica or Twitter at NTRC_Dominica (NTRC_Dominica).

Director of Trade, Matthan Walter, who will moderate the discussion on DBS, is very keen on the activities surrounding WCRD. He stated that, "This day comes as a forerunner to the culmination of a project at the end of March being conducted by the Ministry of Trade. The conclusion of this project will mean an ushering in of a new era of consumer protection in Dominica, with legislation that ensures that consumer rights are fully protected. We at the Ministry are very excited to be a part of these activities to recognize WCRD and welcome the collaboration with the NTRC."

Craig Nesty, Executive Director of the NTRC and Moderator of the GIS panel, said, "The NTRC is pleased to collaborate with the Ministry of Trade to observe this day through a series of discussions which will arm consumers with greater knowledge on the topics. This year's theme is very apt in light of the prevailing climate as it relates to issues of privacy, online security, child online protection, credit card fraud, identity theft, new data practices and a host of other concerns. Education and empowerment of the consumer are key to addressing these matters and we are happy to be part of the process."

WCRD marks the date in 1962 when President John F. Kennedy first outlined the definition of Consumer Rights. It presents an opportunity to promote the basic rights of all consumers, for demanding that those rights are respected and protected, and for protesting the market abuses and social injustices which undermine them. WCRD was first observed on March 15th, 1983 and has since become an important occasion for mobilising citizen action.

Source: [NTRC Dominica / Facebook](#)

FCC Chairman Pai champions spectrum above 95 GHz for 5G support

Federal Communications Commission Chairman Ajit Pai is looking for the government agency to maintain "5G" spectrum support initiatives began by his predecessor, including the possibility of opening up access to new airwaves in bands above 95 GHz.

During a speech in the week of March 13, 2017 at Carnegie Mellon University's Software Engineering Institute in Pittsburgh, Pai said the FCC is looking at allowing applications for experimentation using spectrum above the 95 GHz band to operate under Section 7 of the Telecommunications Act, which calls for the commission to act within one year on those applications deemed in the public interest.

"Those frequencies haven't traditionally been used for mobile wireless technologies," Pai noted in his speech. "But I believe that instead of having regulators decide which frequencies are useful, we should put spectrum out there as a test bed and leave it to the innovators to figure out how to use it. ... And this determination, in turn, could accelerate the deployment of cutting-edge wireless services and other innovations."

Pai said he was putting the FCC's Office of Engineering and Technology in charge of compliance with Section 7 regulations.

"Going forward, if a petition or application is filed with the FCC proposing a new technology or service, we'll supply an answer within a year," Pai said. "To be clear, our answer won't necessarily be yes. There could be many reasons why a new technology or service wouldn't be in the public interest, like interference with an existing service. But we will provide an answer with dispatch. Also, it's important to note that a Section 7 petitioner must actually propose a new technology or service. The Office of Engineering and Technology (OET) will make an independent assessment of this. And if the technology or service isn't new, it won't qualify for speedier treatment."

Source: [RCR Wireless](#)

British government publishes 5G policy paper

Following the publication of the UK's spring budget, the government has released a policy paper entitled 'Next Generation Mobile Technologies: A 5G strategy for the UK'. Among the headline elements of the paper, the state has announced its intention to create a new 'national 5G Innovation Network' which will be used to trial and demonstrate 5G applications. Detailing its plans, the government will initially invest up to GBP16 million (USD19.5 million) on a 'cutting edge' facility equipped with appropriate technology to run the trials, which it says will be delivered via several leading 5G research institutions working together in 2017/18. Looking further ahead, an end-to-end 5G trial is expected in early 2018, with a number of 'testbed spokes' coming on stream from 2018/19. Funding for future trials will be awarded on a competitive basis, the paper notes.

Concurrently, the government is establishing a new centre of 5G expertise in the Department of Culture, Media and Sport (DCMS) to 'ensure that work across the UK to develop 5G capabilities is joined up in a way that meets the strategic objectives of the programme'. Meanwhile, a further GBP200 million will fund a programme of local projects to test ways to accelerate market delivery of new full-fibre broadband networks. The programme envisages the setup of better connections to business and residential premises across the UK and helping to deliver fibre connections that will support 5G. In revealing the funding plans, the government said it recognised that having 'access to fibre is a critical limiting factor in the deployment of 5G and will continue to drive the deployment of new fibre networks'.

Source: [Telegeography](#)



An 81-year-old woman created her own iPhone app

Masako Wakamiya an 81 year old woman is a vibrant, self-described chatterbox who just launched her first smartphone app.

The retired banker asked a bunch of people to create games for seniors, but no one was interested. So she took matters into her own hands and achieved something many people half her age haven't done. She said she felt compelled to do something after noticing a shortage of fun apps aimed at people her age.

Wakamiya stated, "We easily lose games when playing against young people, since our finger movements can't match their speed", so she created a fun app to get elderly people interested in smartphones.

Though it took her about half a year to develop the app, with her face covered in sweat and tears as she tried to set up her own computer, she stated, "You don't have to be a professional, if you have creativity, if you have a playful mind, you can create teaching materials."

Hinadan was her first app, but it likely won't be her last as she has more ideas and would like to create more apps.

Source: [CNN Tech](#)



Contact Us

National Telecommunications Regulatory Commission

2nd Floor NIS Building, Upper Bay Street Kingstown

St. Vincent

Tel: 784-457-2279 | Fax: 784-457-2834 | Email: ntrc@ntrc.vc

