



Ms. Keisha Gurley, Consumer & Public Awareness Manager speaking to persons about the NTRC

## NTRC Participates in Public Service Day Exhibition

The National Telecommunications Regulatory Commission participated in a public service day exhibition held on June 23, 2016. The exhibition was held as part of a public service week of activities hosted by The Public Sector Reform Unit in the Ministry of National Reconciliation, the Public Service, Labour, Information and Ecclesiastical Affairs. The theme for the week of activities was "Innovating Public Service Delivery to Implement the Post 2015 Development Agenda".

The NTRC took the opportunity at the exhibition to display various services that they provide to the public. One such service includes the dispute resolution where consumers of telecommunications services who are dissatisfied in some way with their telecommunications service provider can have their complaints formally addressed.

Additionally, the NTRC was proud to illustrate to the public the recently launched NTRC Connect app. The NTRC Connect app is an Android application that was developed in-house by members of the NTRC. The NTRC Connect App is a mobile application designed to assist locals and visitors of St. Vincent and the Grenadines to find the locations of various wireless connectivity hotspots across the country. Such connectivity spots include open wifi hotspots at all educational institutions across St. Vincent and the Grenadines and Wifi hotspots at various Community centers and tourism sites. The aforementioned hotspots were put in place by the NTRC via the Universal Service Fund (USF). The app provides the user with information about the school, pictures of the school and also allows someone to report a wifi fault.

The public was able to receive other valuable information such as how to be safe online and information on the latest developments of projects put in place by the NTRC via the Universal Service Fund.

Source: NTRC



### How to Protect your Mobile Devices

*Symantec reports that nearly 40% of mobile device users have experienced mobile cyber crime in the past 12 months. Here are some tips on how to protect your device(s).*

- 1. Install applications from trusted sources.** Users must recognize that some applications may be malicious. If an app is requesting more permissions than seems necessary, do not install it.
- 2. Don't jailbreak your device.** To "jailbreak" or to "root" a device means to bypass important controls and gain full access to the operating system. Doing this will usually void the warranty and enables applications, including malicious ones, to bypass controls and access the data owned by other apps.
- 3. Disable unwanted services.** Capabilities such as Bluetooth and NFC can provide ease and convenience in using your smartphone. They can also provide an easy way for a nearby, unauthorized user to gain access to your data. Turn these features off when they are not required.

## NTRC holds GMDSS Training in Bequia



The National Telecommunications Regulatory Commission held its third Global Maritime Distress and Safety System (GMDSS) training at the Paget Farm Community Center on the Grenadine island of Bequia.

The training session was conducted by Mr. Grayson Stephens of the SVG Coastguard.

This training was offered free of cost to fishermen and persons involved in maritime activities in the Paget Farm as well as other communities in Bequia. The GMDSS system was implemented by the NTRC to facilitate an improved and efficient means of communication at sea. A person with a GMDSS enabled handset can send a distress call with a push of a button and alert the coastguard and other vessels having GMDSS radios within a 40 km range.

Other GMDSS training sessions will be held in the Barrouallie Community and the Grenadine island of Union Island.

## ECTEL / NTRC Forum held in St. Vincent & the Grenadines

The Eastern Caribbean Telecommunications Authority, ECTEL, and the NTRCs from the five member states (St. Vincent and the Grenadines, Grenada, St. Lucia, St. Kitts and Dominica) , met in St. Vincent and the Grenadines from June 22 to 24, 2016 to hold a consultative forum.

The ECTEL/NTRC Consultative Forum considered a number of regulatory matters currently on the plate of the regulators. These include the issues of roaming, number portability, the Universal Service Fund and new regulations led by the Electronic Communication (EC) Bill.

The forum also discussed issues and challenges regarding operational matters and conduct a strategic review of ECTEL and the NTRCs.

Managing Director of ECTEL Embert Charles outlined that activity gives the NTRCs an opportunity to review what has been done so far and provide their input, based on instructions from the Council and Board.

Source: [ECTEL](#)



## St. Lucia's Education ministry hosts website competition

Deputy Permanent Secretary in St. Lucia's Ministry of Education, Innovation, Gender Relations and Sustainable Development, John Calixte, recently spoke on the importance of developing technology skills in web design.

His comments were made at a prize giving ceremony for the Infant and Primary School Website Competition .

"I would like to challenge students to be creative in the ways they use websites at schools," he said. "You need to ensure that you utilize websites in a responsible manner—for learning and providing information on activities undertaken at the school. Finally, I would like to challenge students to create a mobile app. We created a website so therefore, now, I would like to challenge you in this modern world, modern technology to create a mobile app for your schools which will definitely provide some visibility not only to the school but to the achievements of the students and their community"

Planning Officer in the Ministry of Education, Dr. Claudia Louis, congratulated the schools who participated in the website competition.

"The objectives were really to let each school take control of their online presence, so we wanted every school to have a website and we wanted it to be controlled at the school level, so you have full control. We also wanted to encourage web development skills in our schools. Unlike the secondary schools competition, unfortunately, we were not able to engage the students because your students are much younger; but we recognize that any skills passed on to the teachers will eventually be passed on to the students."

Source: [St. Lucia News Online](#)

## CWC posts net decline in mobile subscribers in Q4

Cable & Wireless Communications (CWC) said it saw a net loss of 94,800 mobile subscribers over its fiscal fourth quarter to end-March, narrowing from a loss of 159,300 clients in the year-earlier period. Company-wide, ARPU fell from a year earlier in all segments apart from telephony, with average monthly mobile revenue over the quarter at USD 19.1, down from 19.5.

Over the full year, CWC's sales totalled USD 2.38 billion, up 2.1 percent from a year earlier on a pro forma basis and adjusted EBITDA rose 11 percent to USD 950 million. Capex over the full year fell 18.4 percent to USD 528 million and stood at 22.2 percent of revenue, down from 26.0 percent.

The company had a total 4.015 million mobile subscriber at the end of March, up 5 percent from a year earlier, driven by a 23 percent increase in mobile data subscriptions to 2.1 million, with data penetration rising above the 50 percent threshold of the total mobile subscriber base.

In Panama, the company's largest mobile market, subscriptions were up 2 percent year-on-year, helped by 9 percent growth in the postpaid subscriber base, which marked seven consecutive quarters of growth.

In the Caribbean region, where CWC launched its Flow brand during the year, mobile subscriptions grew 10 percent year-on-year, including 16 percent growth in Jamaica.

In the fixed business CWC reported growth in full-year 2016 in both broadband internet, with 37,000 net additions, and video, with 14,000 net additions. Fixed voice subscribers were broadly flat year-on-year, with 5,000 net additions, as growth in the company's Barbados market, following the roll-out of its new fibre network, was offset by structural declines in other markets.

Source: [TelecomPaper](#) via [ICT Pulse](#)

## NTRC hosts Second Annual App Development Program

The National Telecommunications Regulatory Commission will this year host its second annual mobile app development programme dubbed "myApp Summer Program". This year, the program will be held in the north leeward community of Petit Bordel at the Petit bordel Secondary School's Computer lab. The program will run from July 25, 2016— August 26, 2016. Students will be taught how program using the programming language Java and how to develop native Android applications in Android Studio.



### T&T's Minister of Public Administration and Communications welcomes the strategic direction of the CTO

Port of Spain, 18 July 2016 – The Honourable Maxie Cuffie, Minister of Public Administration and Communications for Trinidad & Tobago has congratulated the Commonwealth Telecommunications Organisation (CTO) for its new strategic goals in areas such as ICT regulation and Cybersecurity.

Minister Cuffie discussed these key areas of work with CTO Secretary-General, Mr Shola Taylor, at a meeting in Port of Spain on 13 July 2016, ahead of the CTO's Broadband Caribbean Forum 2016.

The Secretary-General congratulated Minister Cuffie on his assumption of responsibility for a converged portfolio. He also used the occasion to outline the CTO's Strategic Plan for 2016-2020 and to highlight the Country Action Plan developed by the CTO to assist Trinidad and Tobago in pursuing its ICT ambitions.

"This is my opportunity to discuss the ICT priorities of Trinidad and Tobago and identify areas in which the CTO can assist our long-standing member and holder of the office of First Vice Chairman of the Council" said Mr Taylor. "I was interested in hearing of Minister Cuffie's ambition to expand the use of ICTs within the Public Sector and commend him for establishing an ICT Steering Committee to advance this objective"

Minister Cuffie, in extending a warm welcome to the Secretary General, noted the CTO's initiative to conduct a global study on Over the Top Operators (OTTs). "I am extremely interested to learn of the CTO's strategic plan for the next four years and how it is relevant to the development of the country's ICT sector," Minister Cuffie remarked. "I would also like to commend the Organisation for the timely hosting of a conference on broadband, with a focus on the specific needs of the Caribbean."

The Broadband Caribbean Forum 2016 opened on 14 July 2016 at the Hyatt Regency Trinidad to examine the importance of broadband to 21st Century life in the Caribbean and discuss how broadband can be rolled out to make connectivity available and affordable for all in the region.

Source: [CTO](#)





## Brazilian courts order WhatsApp blackout, change course hours later

A Brazilian judge ordered an indefinite blackout of the WhatsApp messaging service on July 19, 2016, only to be overturned within hours by the country's supreme court. First reported by O Globo, the order comes after temporary blackouts issued in December and May, both of which were overturned by higher courts in a matter of days.

Unlike previous orders, July 19th's blackout had no set expiration period and was intended to continue until the company complies with a previously issued request for WhatsApp messages related to an ongoing investigation. WhatsApp's lawyers have argued in court that the company does not have access to the requested data and is unable to comply with the request. WhatsApp began rolling out end-to-end encryption in November 2014, blocking company access to WhatsApp conversations.

The blackout order specifically targeted Brazil's five wireless carriers, rather than WhatsApp itself or its parent company Facebook. The carriers were ordered not to carry any data for WhatsApp, and will be subject to daily fines of 50,000 real if they are found violating the order.

Reached by *The Verge*, WhatsApp criticized the initial order as overbroad. "Indiscriminate steps like these threaten people's ability to communicate, to run their businesses, and to live their lives," a spokesperson said. "As we've said in the past, we cannot share information we don't have access to. We hope to see this block lifted as soon as possible."

Source: [The Verge](#)

## ZTE Unveils 'Vertical Broadband' & Smart City Solutions

ZTE Corporation, a major international provider of telecommunications, enterprise and consumer technology solutions for the Mobile Internet, on July 20, 2016, announced the unveiling of its vertical broadband solution (v2.0) at the fourth Connect To Connect Summit (C2C), 19th – 21st July, Pretoria, South Africa. ZTE's vertical broadband solution deals with the design and construction requirements of not only national backbone broadband networks, but also broadband networks for power, rail transportation, radio, and television. Construction of broadband networks promotes the development of information within countries, cities and even enterprises which, in turn, imposes new requirements for broadband architecture, applications, and management models.

As one of the world's top information and communications technology (ICT) solution providers, ZTE launched a series of special solutions, such as vertical broadband and smart city at the C2C Summit. In addition, ZTE discussed the opportunities and challenges occurring during the process of information development within countries, cities and enterprises with experts from around the world and held workshops on the subjects of "Smart City - Wonderful World" and "ZTE Vertical Broadband Network Solution".

Information development in a city or a country requires breaking free from traditional chains, by planning and managing smart cities on a unified platform in a unified way, communicating information among government departments, driving the development of a local software industry and solving other governmental matters such as social stability, traffic and attracting investment. The ZTE pipeline solution and the application of an overall smart city solution transfers the urban "nerve endings" composed of handheld terminals, cameras and sensors to the control centre through urban infrastructure networks (communication networks, Internet and Internet of Things), building the urban infrastructure networks into a unified bearer network and realising network interconnection.

Source: [Lightreading](#)



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