



THE NATIONAL TELECOMMUNICATIONS REGULATORY COMMISSION

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USF Operations Officer, Miss Keisha Gurley, speaking at the launch of the 3rd annual i^2 Competition.

NTRC launches 3rd Annual i^2 Competition

On Friday September 18, 2015, The National Telecommunications Regulatory Commission launched its third annual ideas and innovation competition dubbed as the i^2 Competition. The launch was held at the Glen campus of the St. Vincent and the Grenadines Community College where students, stakeholders of the NTRC, partners in the competition and Government officials were in attendance.

Miss Keisha Gurley, USF operations officer at the NTRC and also project coordinator for the competition gave an overview of the competition. Miss Gurley told the gathering that the i^2 Competition seeks to primarily focus on the importance of idea creation and the possibilities that can develop from the seeds of innovation that are planted in the minds of our young people. She added that the competition's main purpose is to develop the entrepreneurial skills of our youth by looking at the needs in our society and finding ICT solutions for them. Such initiatives can have direct economic benefits for our country while making us more efficient in what we do on daily basis. Miss Gurley indicated that currently, our regulations do not allow the NTRC to use funds from the Universal Service Fund (USF) for the development of apps, however, the regulations are being revised to facilitate this. Once these regulations are in place, the NTRC promises that funds will be used to implement some of the innovative ideas and applications put forward in the i^2 competition.

Ms. Ronika Boyd, representative from the Union Island Secondary School (UISS) IT Group (2014 idea category winner) also gave remarks. The UISS IT group proposed a system catering for the different needs of all students throughout the primary and secondary schools for them to function well in society. Their idea sought to decrease the levels of school dropouts and emotional or psychological issues faced by students. Miss Boyd encourage her peers to join the competition to improve their presentation and innovative skills as well as to take advantage of the prizes being offered. The prizes include cash prizes; smartphones, tablets, free broadband for a year. For more information, visit: <http://www.ntrc.vc/general/ntrcs-i-squared-competition>.

Mobile Security Best Practices



User Authentication

Restricting access to the device by requiring user authentication (lock pattern, password or personal identification number (PIN)).

Update Your Mobile OS with Security Patches

Keep the mobile operating system and its apps up to date. Mobile operating systems like Apple's iOS, Google's Android platform and Microsoft's Windows Phone provide regular updates to users that resolve security vulnerabilities and other mobile security threats.

Enable Remote Data Wipe as an Option

Ensure a remote data wipe option is available on the device and that users know how to utilize it in case the device is stolen or lost. Apple's Find My iPhone app, for example, offers a remote data wiping option in addition to the ability to find the iPhone if it's lost.

Avoid All Jailbreaks

Ensure that the phone remains locked down as opposed to being jailbroken. While jailbreaking a smartphone can enable the user to run unverified or unsupported apps, many of these apps carry security vulnerabilities. In fact, the majority of security exploits for Apple's iOS only affect jailbroken iPhones.

[Webopedia](#)

NTRC continues to visit more communities in its public drive



On September 23, 2015, staff of the National Telecommunications Regulatory Commission (NTRC) journeyed to the Barouallie and Kearthons communities in the Central Leeward district of St. Vincent to interact with persons within these communities.

These visits were done to raise awareness of the NTRC amongst the residents of the communities and gather feedback on the quality of telecommunications services that they receive. Residents were grateful to learn that there were systems in place to have their complaints resolved if they are not satisfied with an action or conduct of a telecommunications provider against them. The proper procedure to file a complaint was outlined as follows:

First, the customer shall fill out and submit an NTRC customer complaint form which should be available at the provider's office. The provider has 30 days to resolve the complaint. If not resolved within 30 days, the customer should visit the NTRC to have another form filled out after which the NTRC will use its best effort to have the complaint resolved within 60 days.

The NTRC also took the opportunity to speak with the youngsters within the communities regarding the upcoming third annual Ideas and Innovations *i*² Competition which was launched on September 18, 2015. This competition gives youth the opportunity to put forward innovative ideas or mobile applications to improve services offered by the public sector. Students can win prizes up to EC\$3,500.00 along with smartphones compliments Digicel and LIME, cash prizes compliments Fanfare Events, 1 Year Free broadband compliments Flow and tablets compliments King Computer corporation.

Source: NTRC



ECTEL warns providers about OTT Services

The Eastern Caribbean Telecommunications Authority (ECTEL) cautioned service providers operating within the sub-region to immediately refrain from the practice of blocking over-the-top (OTT) services, websites and or throttling speeds.

In an official release on September 4, 2015, the regulator stated that it has received media reports that some telecommunications providers have blocked over-the-top (OTT) services, such as, but not limited to, WhatsApp voice service, over their telecommunications network in some ECTEL Member States; Grenada, St. Vincent and the Grenadines, Saint Lucia, Dominica. ECTEL has been advised that a wide range of stakeholders, including policy makers are concerned over these reports.

ECTEL indicated that it is appealing to all Services Providers operating within its Member States, to immediately refrain from the practice of blocking OTT services, websites and or throttling speeds, and commit to the principle of an open Internet, as concluded through a public consultation conducted by ECTEL and the National Telecommunications Regulatory Authorities (NTRCs) between 23rd September 2013 and 4th November 2013.

The interception on any communication without the consent of the receiving party is a breach of provisions of the operator's licence and the action also contravenes the national laws. To ensure the principle of an open Internet is observed, ECTEL has requested all NTRCs to report any documented cases of blocking of OTT services in their jurisdictions. In addition, ECTEL has had meetings with some Service Providers, and has requested documented evidence of the impact of OTT services on their key performance business indicators, such as, revenue, profit, network performance, voice and traffic data, and customer and device uptake.

Source: [ECTEL](#)

Grenada to examine legislation on digital electioneering

The Parliamentary Elections Office in Grenada says it is proposing that changes be made to the legislation governing election canvassing to take into consideration the use of digital technology.

Supervisor of elections, Alex Phillip, has confirmed that the Parliamentary Elections Office has already considered the implications that technology can have on election day, and that his office will soon be approaching the Ministry of Legal Affairs with a view to amending the Representation of the People's Act to cover the role of technology.

"The world has changed, technology has many advantages and disadvantages, but we have to prepare for it and we have already considered a number of issues as it pertains to the use of digital technology and the elections process," said Phillip.

"As you know the rules and regulation were written in an era when technology did not play such an important role in our daily lives and therefore it was not included, but like I said, we have already considered it and once we make our concerns known to the ministry, it will now be up to them to do the necessary amendments to the legislation," he added.

Phillip said that Grenada has to prepare to deal with technology "because it's here and it's not going away.

"It's playing an important role in our lives and if we are not prepared to deal with the advantages and disadvantages then anything can happen, so our move will be to act in advance to ensure our laws speak to the use of technology and the work of the office," he said.

Phillip was commenting on whether general elections rules and regulation cover the use of digital canvassing on election day, in the wake of allegations in Trinidad and Tobago that text messages were being sent out to voters on Monday when the country elected a new government.

"This is a lesson not just for the Trinidad and Tobago Election and Boundaries Commission, but for all of us with legislation that do not speak to or consider the use of technology in the process, especially digital canvassing on election day," he added.

Grenada's next general election is constitutionally due in 2018.

Source: [Jamaica Observer](#) via [ICT Pulse](#)



Dominican Republic's Telecommunications Regulator to launch connectivity project in November

Dominican Republic's telecommunications regulator Indotel announced the launch of its Hogares Conectados project, which will aim to bring the internet to 10,000 homes in the Caribbean country, for November.

The regulator has called a tender for the supply of the personal computers and continuous feed system. The project is part of the Digital Agenda 2016-20, which the country is currently tweaking through a public consultation that is due to last for the rest of the month. Indotel president Gedeón Santos said that access and infrastructure are priorities for the agenda. "The policies need to be focused on sustainable development and based on collaborative work of the interested parties, and aim to have a positive impact on the population," he said.

The Dominican Republic plans to increase its internet penetration to 70% by 2020 from nearly 52% last year. The agenda also looks to increase the number of homes with at least one computer to 40% from 30% in the next five years, while the target for homes with broadband access will be 25%, up from 18.6%. The plan also calls for the rate of internet subscriptions to grow to 50.8% from 39.9%. The plan is built around infrastructure and access, e-government, digital education, productive development and a suitable environment for the advance of IT.

Source: [CANTO](#)

Apple suffers first major attack on its App Store



Apple said it has removed hundreds of apps from its App Store after suffering its first large-scale attack on its app platform. The malware,

dubbed XcodeGhost, was embedded in legitimate iPhone and iPad apps and arose from app developers using a counterfeit version of Xcode, Apple's software for creating iOS and Mac apps. Before this attack only five malicious apps had ever been found in the App Store.

"We've removed the apps from the App Store that we know have been created with this counterfeit software," Apple spokeswoman Christine Monaghan told Reuters. "We are working with the developers to make sure they're using the proper version of Xcode to rebuild their apps."

Apple has not issued any instructions to users who may have downloaded the infected apps on their devices. Popular apps affected by the malware include Chinese messaging app WeChat and China's largest taxi-aggregator app from Didi Kuaidi, a rival to US-based Uber.

It is being speculated that hackers may have convinced some developers to use either a counterfeit or modified version of Xcode. A reason why developers may have agreed is that the software downloads faster from Chinese servers, compared to Apple's servers based in the US.

The Financial Times however said that Apple has not explained how the infected apps had got through its security screening for the App Store.

Source: [IBTimes](#)

Mobile operators wasting billions through shambolic Wi-Fi management



A lack of Wi-Fi management means that mobile network operators (MNOs) are wasting precious capacity resources, says a new study. It quantifies the collective global opportunity cost to MNOs at \$18 billion.

As Wi-Fi becomes an increasingly critical resource for off-leading traffic from cellular networks, it's turning into an expensive weak link, according to Xcellair. The MNOs must tackle the lack of standards for spectrum, interference and a lack of attention to detail over radio resource management, it warned.

Currently, the Wi-Fi networks are not designed to be fully efficient, with no cell discipline and a lack of thought towards integrating multiple technologies. The jarring effect of clashing cell types and technologies means that the Wi-Fi spectrum is damagingly inefficient, with a potentially fatal effect on the user experience. Mobile traffic hops from a well-ordered cellular network to a 'wild west' Wi-Fi with no rules, where standards, cell types and technologies frequently clash.

In one exercise XCellAir analysed 250 live Wi-Fi access points around its offices in Montreal, Canada. By modelling common urban scenarios in which public Wi-Fi is in everyday use, it found that 92 per cent of access points do not adjust their operating frequency, no matter how badly performance is degraded by interference.

On average, two channels worth of bandwidth is unused at any given time, despite congestion and interference, it discovered. Each channel equates to 50Mbps of idle bandwidth totalling 100Mbps unused. This sample set of 250 Wi-Fi access points around Montreal wasted capacity that could ideally be monetised by streaming 25 High definition or more than 3000 high definition voice calls.

Source: [Telecoms](#)

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