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Miss Shontell Murphy, USF Project Officer making a Presentation at Community Discussion in Layou

NTRC educates public about Telecommunications Dispute Resolutions

On Thursday July 17, 2014, the National Telecommunications Regulatory Commission (NTRC) held its second in a series of Community Discussions for the year 2014. This event was held in Layou at the Community Center and began at 7:00 PM.

In the first presentation, Miss Mishka Quashie, Accountant at the NTRC highlighted that the Commission was established as a result of the passing of the Telecommunications Act 2001 and added that this act governs the Commission's daily operations. Miss Quashie told the gathering that one of roles of the Commission is to facilitate Dispute Resolutions. "The Telecommunications (Dispute Resolution) Regulations 2007 have been implemented mainly to help in the resolution of telecommunications disputes between Telecommunication Service Providers (e.g. Digicel, Cable & Wireless and Karib Cable) and Customers" Miss Quashie explained. She added that the regulations provide a way to resolve any disputes that may arise among the parties outside the usual court process. The Accountant said the process for resolution should begin with filing a complaint using a statement of complaint form which should be submitted to the service provider. The customer and provider are then given a period of 30 days for the issue to be resolved. If not resolved within that time period, then the Customer must submit a second complaint form to the NTRC. The NTRC would then decide on the best method to have the dispute resolved within 60 days.

After being empowered with such knowledge, the attendees took the opportunity to issue their questions and complaints regarding service providers such as "Flow" for their abrupt change in channel line up and LIME and Digicel for their frequent SMS promotion campaigns. Also making presentations were Miss Shontell Murphy, USF Project Officer, who spoke of the Universal Service Fund and Mr. Marcellus Constance Jr., ICT Officer who spoke about Cyber Security.

Source: [NTRC](#)

Password:

Password Managers

Passwords, passphrases, PINs, and other forms of authentication have become a fact of life for modern computer users.

If you've used one password for all of your accounts, it just takes one data breach at one of those accounts to expose that password you rely on for everything. One solution to have a different strong password for each account is to use a password manager.

Password managers are applications that store passwords for you. They encrypt the passwords and use a single strong master password that you enter when you want to access your other passwords. This means that you can use a different, strong password (many password managers will generate these for you) on every site that you log in to, without needing to worry about remembering more than one master password.

Here are two open-source password managers that you can consider:

Keypass—An open source software that can be installed on your PC or USB drive

LastPass—A free browser-based, cross-platform password manager.

NTRC offers Scholarships for Mobile App Development & Cyber Security Programs



The National Telecommunications Regulatory Commission will be offering ten (10) scholarships for each of the programs that would be offered at the St. Vincent and the Grenadines Community College funded by the Universal Service Fund SMART Project.

The programs that would be offered are:

1. Certificate in Mobile Application Development
2. Certificate in Advanced Mobile Application Development
3. Associate Degree in Cyber Security

The scholarships granted would cover the cost of the application, registration and tuition fees as well as the resource materials required for the program.

Application and scholarship forms are available at the Registrar's office at the SVGCC campus in Villa and on the SVGCC's website www.svgcc.vc. Application forms along with the relevant documents should be submitted to the Registrar's Office by Friday 8th August, 2014.

The USF SMART project contract was signed between the NTRC and Cable & Wireless on November 20th, 2012 for a total of ECD \$1,698,994.00 for a period of five (5) years. The objectives of this project were to provide computers as well as teaching aids for new and existing courses at the SVGCC both online and face to face where necessary. Additionally, Internet access will be provided to a maximum of 340 needy households at a subsidized cost under this project.

Source: [NTRC](#)

Digicel offers ICT Solutions to compliment Students' Laptops

Telecommunications provider Digicel has suggested to the Ministry of Education and Ministry of Foreign Affairs, Foreign Trade, Commerce and IT ways in which technology can be used to maximise student's benefit from the laptops being distributed by the Government of St. Vincent and the Grenadines.

The Government has recently distributed Acer laptops to secondary school students under the one laptop per child initiative, and following on the heels of this, Invest SVG, through collaboration with telecommunications services provider Digicel suggested to the Ministry of Foreign Affairs, Foreign Trade, Commerce and IT an idea on how to maximize the use of the laptops.

Minister of Foreign Affairs, Foreign Trade, Commerce and IT, Camillo Gonsalves met with Digicel's Director of Projects for the Caribbean and Central America, Lisa Lewis, Sanjeev Patni and Ringkasan CV Raman of software solutions company Xchanging.

During the meeting, Lewis said that Xchanging, through their learning management solution, has transformed the educational system in Malaysia into a top of the line ICT setup that benefits students, teachers, and parents.

Over the years, Digicel has been involved in a lot of work in education and has adopted the Millennium Development Goal (MDG), which speaks to literacy, Lewis said.

She said that in St. Vincent, Digicel wants to examine how to use technology to enhance education. She added that in other countries, Digicel has created technology enabled learning environments where teachers have been taught how to use ICT to integrate their current content.

"This is more than just using a laptop and bringing a tablet into the classroom, it is about how they create ICT content that is correct and engages the student. It's more than just being ICT literate; it involves being an ICT enabled teacher and how to use ICT tools to train," Lewis said, also adding that this concept can help maximize the use of the laptops.

Source: [I-Witness News](#)

Grenada to Distribute Tablets to Schools



Grenada will be launching a programme to distribute tablet computers in the country's schools in September, the Government announced.

The plan will be conducted with help from telecommunications provider LIME, which offered to do so during a meeting that included Prime Minister Dr Keith Mitchell in June 2014.

In a statement, the Government said the purpose of the tablet programme, which has been conducted in several countries in the region, is to expand the role of science and technology improving the local economy.

The plan was first announced by Mitchell during his 2014 budget presentation.

Grenada said once an agreement is reached with LIME, the tablets are slated for installation in time for the new school year.

Tablets have found particular favour in Antigua, where the country has distributed tablets in schools in partnership with Digicel.

In Guyana, the Government has embarked on a similar plan to distribute laptops to rural communities, with support from the government of China.

Source: [Caribbean Journal](#)

Digicel blocks Viber in Trinidad and Tobago



VIBER, one of the VoIP apps blocked by Irish telecom provider Digicel, said that the move to do so would be considered illegal in most countries.

In a statement, Viber CEO Talmon Marco said Digicel owed his company money and said that Digicel CEO Denis O'Brien is on the wrong side of history and added that his arguments are a decade old. Most carriers around the world have come to realise that users want and expect the advanced messaging, voice and video services offered by Viber and its competitors. "Increasingly, users want just an Internet connection from the carrier. It's called being a utility. In many countries, under current legislation, Mr O'Brien's net censorship will be considered illegal."

Digicel stated that it was no longer prepared to facilitate users who refuse completely to pay for calls and messages, which are possible through the blocked apps. Digicel customers were issued a text message from the company advising that some third party VoIP apps are no longer available. In a media release, Digicel claimed that Viber, through an interconnect arrangement, owes Digicel a substantial amount of money.

Digicel said while an invoice has been issued, Viber has refused to pay the amount due and has left Digicel with no choice but to stop offering service, until the invoice is paid. Digicel is calling on the blocked companies to pay their outstanding invoices and said if the companies agree to do so, it will not hesitate to allow customers to once again access the apps.

In the meantime, Telecommunications Services of Trinidad and Tobago (TSTT) declined comment on Digicel's decision and said its policy on VoIP use via its mobile network dictates that customers be provided with a conduit to voice and data services. "Customers pay us a subscription fee for this access and once customers have bought data services from bmobile, customers determine how they wish to use their data," TSTT said. "VoIP essentially is data on the mobile network, much like e-mail, YouTube, social media or downloading apps and games. Each local provider must therefore decide, based on what it knows of the capabilities of its network, how to treat with customers using VoIP," TSTT stated.

Source: [Trinidad Express](#)



5G is expected to be deployed by 2020

Today's wireless networks have a hard time keeping up with the demand by mobile devices for higher data rates, multimedia services support, and ever more bandwidth. And when data starts being generated by the millions, if not billions, of machines and devices that are expected to comprise the [Internet of Things](#), the current generation of wireless systems will be challenged as never before.

That's why the communications industry is working on a fifth-generation wireless system. Compared with today's 4G and LTE networks, researchers say 5G will achieve 1,000 times the system capacity; 10 times the energy efficiency, data rate, and spectral efficiency; and 25 times the average mobile cell throughput. The aim is to offer seamless and universal communications between any people, anywhere, at any time by just about any wireless device. Standards for 5G are likely to be defined between 2016 and 2018, with 5G-ready products not expected until 2020.

The IEEE Communications Society is helping to educate the communications industry and others with technical and research articles and meetings on the 5G world. The February issue of IEEE Communications Magazine, for example, published a special report that covered the prospects and challenges surrounding 5G, and the May issue of IEEE ComSoc Technology News (CTN) had articles on the topic recently published by the society, including a look at how fast 5G is likely to be.

Source: [The Institute](#)

FTC: T-Mobile Allowed Bogus Charges on Customer Bills

The Federal Trade Commission filed suit against T-Mobile for failing to stop bogus charges on customers' bills.

In a complaint filed in federal court in Seattle, the FTC said that T-Mobile made "hundreds of millions of dollars" by charging customers for premium SMS subscriptions. These services - which ran US\$9.99 per month for things like flirting tips, horoscope information, or celebrity gossip - were added to T-Mobile users' bills by scammers without the customer's authorization.

When customers complained, however, T-Mobile continued to bill some users for years, the FTC said. The carrier then made anywhere from 35 to 40 percent of the total amount charged to consumers.

"T-Mobile knew about these fraudulent charges and failed to take any action," FTC Consumer Protection Director Jessica Rich said during a conference call with reporters.

Meanwhile, the FTC alleges that T-Mobile's bills were so complicated that customers could not easily decipher what the excess charges covered. They were hidden in a section called "Usage Charges" and sometimes described by indecipherable letters and numbers, like "8888906150BrnStorm23918."

"It's wrong for a company like T-Mobile to profit from scams against its customers when there were clear warning signs the charges it was imposing were fraudulent," FTC Chairwoman Edith Ramirez said in a statement. "The FTC's goal is to ensure that T-Mobile repays all its customers for these crammed charges."

Source: [PC Mag](#)



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

Website: www.ntrc.vc



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