



THE NATIONAL TELECOMMUNICATIONS REGULATORY COMMISSION

# ICT NEWSLETTER

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Mr. Nigel Scott of Toastmasters making a presentation to Tertiary students.

## *NTRC provides Presentation Tips for $i^2$ Competition 2014*

The National Telecommunications Regulatory Commission held a series of Good Tips Presentation for the competitors of its second annual Ideas and Innovations ( $i^2$ ) Competition between October 28th—November 7th. These presentations were held in central locations in all of the zonal categories of the competition.

The purpose of the presentations is to thoroughly discuss the competition with participants and to clear up any misconceptions and answer any lingering questions they may have concerning the competition. This year, the NTRC partnered with the Toastmasters international who were also present at these sessions to provide tips to students on how to improve their oral presentation skills to capture the attention of the judges and the audience.

Toastmaster Mr. Nigel Scott told the tertiary competitors on October 31, 2014 that their presentations should have a good structure including an attention grabbing opening, a solid body to follow up on the opening and a conclusion that leaves the audience wanting more. Additionally, he advised students that they should have a good vocal variety, knowing when to raise and lower their pitch so that they effectively deliver their points. Moreover, Mr. Scott said that body language is also important and shared tips that they should adopt to communicate their message properly.

The video streams of these presentations were made available online on Youtube ([click here](#)) for the students' future reference.

The  $i^2$  Competition was initiated by the NTRC in 2013 to encourage students across St. Vincent and the Grenadines to put forward ideas that can implement new systems or improve existing systems of state agencies that provide services to the public resulting in cost savings and / or faster delivery of service.

Source: [NTRC](#)



## *Tips to Help Stop Cyber Bullying*

Here are a few tips to help stop Cyber Bullying.

**Don't respond or retaliate.** Sometimes a reaction is exactly what aggressors are looking for because they think it gives them power over you, and you don't want to empower a bully.

**Save the evidence.** The only good news about bullying online or on phones is that it can usually be captured, saved, and shown to someone who can help.

**Use available tech tools.** Most social media apps and services allow you to block the person. Whether the harassment's in an app, texting, comments or tagged photos, do yourself a favor and block the person. You can also report the problem to the service. If you're getting threats of physical harm, you should call your local police.

**Protect your accounts.** Don't share your passwords with anyone – even your closest friends, who may not be close forever – and password-protect your phone so no one can use it to impersonate you.

## NTRC aims to improve services provided by projects implemented under USF



High Powered External Access Point at St. Vincent Community College (Division of Technical and Vocational Education)

Since the establishment of the Universal Service Fund (USF) in 2008, the National Telecommunications Regulatory Commission has implemented a total of eight projects. These projects have been put in place to help promote social, educational and economic development among other things by providing telecommunications services to schools, health facilities, rural and under-served areas of the country. Given this, the Commission found that it was imperative to monitor these projects to ensure that the objectives are being met. Several electronic and hard copy questionnaires have been prepared and administered in the target areas. The results of these responses would be analysed to determine whether the expectations have been met.

One of the projects currently being worked on is the Schools Project which was awarded to LIME for the supply, installation and the maintenance of hardware and services to facilitate broadband access over Wi-Fi at all One Hundred and Seven (107) Educational Institutions throughout St. Vincent and the Grenadines. The Commission has been paying regular visits to these institutions to ensure that acceptable service is provided to students given that there has been a significant increase of wireless clients on the networks since its implementation as a result of the one laptop per child initiative by the Government of St. Vincent and the Grenadines.

Also, the Commission has been working along with LIME to improve coverage by re-positioning access points on poles in central areas such that more classrooms can receive sufficient signal enabling teachers to use ICTs to deliver their lessons. Some learning institutions have since seen some improvements, however, work is ongoing to improve the reliability and stability of these large open Wi-Fi networks.

Source: [NTRC](#)

## SAT Telecommunications re launches as Digicel Play in Dominica



In February 2014, Telecommunications provider Digicel Group expanded its operations in Dominica through the acquisition of cable TV and internet provider SAT Telecom, from previous owner Marlon Alexander. SAT Telecom was issued with a cable TV and broadcasting operating licence in December 1999, and in 2003 received concessions allowing it to provide fixed public telecommunications networks, value added services (VAS), plus fixed and wireless internet access. Since then it has gone on to construct the largest fibre network in Dominica and provides a range of TV, telephony and broadband internet services to residential and business customers. For its part, Digicel Group is looking to diversify its business beyond its core mobile operations and has already moved into the fixed and internet sectors in certain markets, including Bermuda where it acquired internet service provider (ISP) Transact in November 2011.

Digicel Play, a new service provider borne out of the merger of Digicel Dominica and SAT Telecom has officially relaunched services in the country, promising customers affordable, superfast broadband connections and cable TV access across the country. To entice new customers to sign up, Digicel Play is offering free installation, a free wireless modem and a free set-top box, along with a discounted promotional offer for early adopters. In a press release, the company said that end users will be able to choose from an entry-level 8Mbps service, rising to a premier 50Mbps package.

Richard Stanton, CEO of Digicel Dominica, comments; "Customers are looking for superfast multimedia experiences on multiple devices and, as a company, we are always looking for new ways to excite and engage them. With Digicel Play, customers will be able to access and enjoy the best in entertainment and infotainment for the best value underpinned by our commitment to customer service and constant innovation."

Source: [Telegraphy, Dominica News Online](#)

## Cyber Crime in the Caribbean

The Caribbean cyber security center (CCSC) continues to urge the Caribbean region to take the growing threat from cyber criminals and hackers seriously. CCSC estimates that on a frequent basis Caribbean businesses, organizations, governments and homes are targeted and scanned for information system weaknesses and vulnerabilities that can be exploited, yet very little has been done comprehensively to combat this growing national security, public safety and economic development threat. In the last 12 months we have seen reports from all across the region of network breaches, website defacements, ATM scams, denial of service attacks, and credit card fraud incidents. According to recent reports from leading global security organizations, in 2013 the region saw significant increases in data breaches, banking trojans, mobile malware and other online threats. While the CCSC is pleased to see justice served in the recent sentencing of the ATM scamsters in Barbados, ATM scams represents only one front of the multi-front cybercrime war we face as a region. Cyber criminals must not only be prevented from ATM scams (by the entire banking sector finally moving to more secure ATM technologies), they need to be prevented from breaking into business, government, and home computers all across the region. CCSC's belief is based on the extremely low level of regional cyber security awareness, non-adherence to cyber security best practices and standards, and the time it takes an average person, business, organization or government to realize they have been "hacked or compromised", which can be as long as two to three years.

As we promote the effective use of technology regionally, we must do so with a keen understanding of the cyber threat and invest in cyber protections from the management, operational and technical security controls perspectives.

Source: [St. Kitts Observer](#)

# LIME

## 1.05 billion Upgrade to LIME Caribbean Networks

Cable and Wireless Communications (CWC) has unveiled a plan to spend more than \$1 billion on network upgrades in the Caribbean. The plan is known as "Project Marlin", and through the project, LIME Caribbean – CWC's Caribbean operation – will see a major network upgrade investment of US\$1.05 billion, a 30 percent (\$250 million) increase in capital expenditure over the previous year.

Project Marlin is expected to bring island-wide Superfast 4G and 4G LTE plus Superfast fiber optic broadband to the 13 Caribbean markets that make up the LIME portfolio. CWC CEO Phil Bentley is presently touring the Bahamas, having been in office for nine months, discussing recent improvements and expansions to the Bahamas Telecommunications Company (BTC) network. He revealed that \$65 million will be invested in BTC by CWC through year-end for improvements and the expansion of network and product services, including fixed mobile conversion, IPTV, which is launching in 11 markets across the region, and B2B commercial customer solutions.

CWC's LIME Caribbean has already pumped \$80 million into Barbados and is soon to complete the first phase of a fiber optic rollout.

LIME also invested another \$20 million into its Cayman infrastructure; the money went toward investing in cables that better connect Cayman with the rest of the world.

The company has set aside \$92 million for upgrades in Jamaica. Since April 1, approximately 126 mobile sites there have been upgraded with 4G technology, and this upgrade is expected to be completed by year end.

A total investment of US\$44.5 million has been allocated to transform the network in the northern islands cluster of Antigua and Barbuda, Anguilla, the British Virgin Islands, the Turks and Caicos Islands, St. Kitts and Nevis and Montserrat. These islands will benefit from maximum reliability and 100 percent coverage of Superfast 4G and 4G LTE mobile and Superfast Broadband penetration.

St. Lucia, St. Vincent and the Grenadines, Grenada and Dominica are set to gain US\$42.5 million worth of network upgrades, bringing 100 percent coverage of Superfast 4G and Superfast Broadband penetration to these island nations.

Martin Roos, LIME Caribbean CEO, said network speeds, capacity, reliability and resilience are nonnegotiable for businesses and governments.

"As the 'technology backbone' of the Caribbean for over 140 years, LIME also has the best enterprise connectivity network in the Caribbean with 184 Internet protocol/multi-protocol label switching (IP/MPLS) nodes across 14 markets including The Bahamas and our seven partner networks. Undoubtedly, LIME has the biggest and most resilient corporate data network in the region. LIME has more of our network in ducts, in buildings and provides more alternative routes on and off island in case of 'drunk driver' fiber cut" he said.

Source: [The Nassau Gaurdian](#) via [ICT Pulse](#)



## Qualcomm and Ericsson test 450Mbps Cat10 LTE speeds.

Qualcomm and Ericsson have made a joint announcement to proclaim that they have successfully achieved Cat10 LTE speeds of 450Mbps with their latest hardware.

This breakneck speed was accomplished using Qualcomm's fifth-generation LTE multimode solution, which combines its Qualcomm Gobi 9x45 modem, and second-generation Qualcomm RF360 Envelope Tracker. The 9x45 modem is the first Category 10 LTE cellular modem to support carrier aggregated LTE connections for download speeds of up to 450 Mbps and upload speeds of 100 Mbps.

The modem supports 3x 60 MHz carrier aggregated downlink connections and two 40 MHz uplinks. Carrier aggregation essentially combines multiple signals over multiple frequency bands in order to increase the bandwidth available for downloading and uploading. The 9x45 works with a range of cellular standards, including DC-HSPA, EVDO, CDMA 1x, GSM and TD-SCDMA, and is also 30 percent smaller than Qualcomm's previous generation.

Ericsson provided the infrastructure to test out Qualcomm's latest chips, using their RBS 6000 family of base stations for macro and small cell networks. This means that the test was only conducted over short distances and isn't yet representative of something you're likely to find in the real world. Still, this chip is capable of some impressive speeds when the rest of the technology catches up.

Source: [CNN](#)

## New York City will soon offer a free wi-fi network with gigabit speeds.



A group of businesses are coming together to offer gigabit wi-fi to public spaces in New York City. The group is called CityBridge and they will be offering gigabit speeds through a network called LinkNYCnetwork. CityBridge includes companies such as Qualcomm, Titan (advertising company), Control Group (design company), Comark (hardware manufacturer), the Mayor's Office of Technology and the Department of Information Technology and Telecommunications.

As can be seen by the companies involved, the offering will be a public-private consortium that will be funded by advertising. Some early estimates claim that the public wi-fi will bring in at least \$500 million in revenue over the next 12 years.

Although New York City has released press materials claiming that the wi-fi network will allow people to download "a two-hour high-def movie in as little as 30 seconds," it remains to be seen as to how fast the network will be once many people are on the network and downloading their own media.

Construction on the network is expected to begin next year and should be ready to start rolling out to various parts of the city by the end of 2015. New York City plans to build the network by installing "up to 10,000 Links across the five boroughs."

Source: [Tech Crunch](#)

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