

NTRC participates in World Consumer Rights Day Exhibition



As part of activities to observe 'World Consumer Rights Day', 2018, the Ministry of Foreign Affairs Trade and Commerce has partnered with the Saint Vincent and the Grenadines Bureau of Standards, Customs and Excise Department, Information Technology Services Division, National Centre of Technological Innovation Incorporation, National Consumer Association and the National Telecommunications Regulatory Commission to have a presentation display in Kingstown. The theme for the day was "Making Digital Marketplaces Fairer".

The display took place on March 15, 2018, under the Singer building gallery and it featured; posters, brochures, flyers and pamphlets with useful information for the general public. The partner agencies also had members of staff on site to provide more information where necessary.

Representatives of the NTRC spoke

to the public about the recommended process to file a complaint against a telecommunications service provider.

The process includes three easy steps as follows:

Step 1: Get an NTRC customer complaint Form. Forms are available at the service providers offices, NTRC and Police Stations across SVG.

Step 2: Fill out and return the form to the provider's Customer Service Representative. The provider should acknowledge receipt of the form within 3 days.

Step 3: If your complaint has not been resolved to your satisfaction within 30 days, visit the NTRC to file a complaint. NTRC will intervene and have the matter resolved.

Source: [Gov.vc](#), [NTRC](#)

A Guide to Safe Facebook Use

Facebook's entire existence is predicated on tracking and collecting information about you. If that concept makes you feel creeped out, then perhaps you should quit it. But if you are willing to trade that off for using a free service to connect with friends, there's still some steps you can take to limit your exposure.

Review how much information you've given up. Go to your profile, see how much you have revealed about yourself, and remove it if you feel uncomfortable sharing that information. Think of birthdate, hometown, cities you've lived in, etc.

Check who can access your Facebook information. Facebook is designed so that some of your friends, and in some cases, friends of friends, can see some of your data. Toggle and modify these settings depending on how much you want to share.

Use as few Facebook apps as possible. Third-party apps are a great way for sketchy companies to collect your Facebook data. Avoid all apps if possible. But if you really have to, only use trusted apps.

Delete old stuff. Facebook is a goldmine of information from your past that you may want to scrap from the internet. Not just for advertisers, but even creeps, stalkers, or people who may want to publish malicious information about you online. Go to Activity Log and take a look around. You can filter by "Likes and Reactions" and by year. Then, you can either delete those Likes, or turn them private.

Source: [The Motherboard](#)



Vincentians receive training in Cartography

During the week of March 12—16, 2018, a diverse group of over forty (40) Vincentians were taught about cartography (the practice of making maps) during a one (1) week training workshop held at the eGov Center and Service Commissions Training Room, 2nd Floor, Ministerial Building, Kingstown.

The training was offered as part of the World Bank Department for International Development partnership project to support Open Data in the Caribbean. The workshop was offered by the World Bank in collaboration with The Ministry of Finance, Economic Planning, Sustainable Development and Information Technology,

the Ministry of Tourism, Sports and Culture, the Open Core Team, the Information Technology Services Division and the National Telecommunications Regulatory Commission (NTRC).

Participants learnt about the growing importance of web-based mapping, the use of OpenStreetMap (OSM) and QGIS, and open source software. Additionally, participants were taught how to organise mapping events across St. Vincent and the Grenadines to ensure that the country is substantially tagged with geospatial elements of relevance to locals, tourists and entrepreneurs.

Applications developed using Open Government Data together with OpenStreetMap can help entrepreneurs create economic value through new businesses and services

The training workshop was led by Ms. Maggie Cawley, an organiser for TeachOSM, and board member for OpenStreetMap-US and Mr. Steven Johnson an organiser for TeachOSM. TeachOSM is an initiative aimed at promoting the use of OSM for teaching geography.

Source: [NTRC](#)



ICANN spearheads VDECC project to build Internet economy in the Caribbean

A group of global and regional technology organisations are partnering to help Caribbean professionals get more out of the digital economy.

The Internet Corporation for Assigned Names and Numbers (ICANN) spearheaded the launch of the Virtual DNS Entrepreneurship Center of the Caribbean (VDECC). The term DNS refers to the domain name system, a core component of the technology behind the

Internet. The DNS automatically translates human-readable website addresses into the numeric machine addresses that computers use.

VDECC aims at building capacity for Caribbean Entrepreneurs in the digital space. VDECC's objective is to serve as a knowledge and networking resource on digital business opportunities tailored to the Caribbean region. Being Virtual, VDECC will make use of online tools to reach out to digital industry leaders to share their messages to Caribbean communities. Knowledge topics will be organized on tracks according to consultations with the regional community.

The initiative was launched in Port of Spain on February 19, 2018 in partnership with the Latin American and Caribbean Country Code Top-Level Domain Association (LACTLD), CANTO, the Caribbean Telecommunications Union, and the Caribbean Network Operators Group (CaribNOG); the volunteer-based community of computer network administrators from across the Caribbean.

Source: [geradbest.com](#)



Minister responsible for information, Science, Telecommunication and Technology Mr Kelder Darroux

Bidding process for provision of telecommunications service to Government opened

The bidding process for provision of telecommunications service to the Government of Dominica officially opened on Friday 2nd March 2018 for the provision of telecommunication services to the Government of Dominica.

Speaking at the launching ceremony Minister of Information, Science, Telecommunications and Technology Kelder Darroux said it is no secret the negative effects on the island's telecommunications service as a result of the passage of Hurricane Maria last

September.

"Myself, as the Minister responsible for telecommunications, and also as an elected member of parliament, I have responsibilities to the Dominican people first, to ensure that we can restore the infrastructure in the quickest possible time and to provide an even more reliant and efficient service to the Dominica people" Darroux said.

Further, the Minister indicated that Telecommunications service providers should also feel obligated to provide an enhanced telecommunications product to Dominicans. "As mentioned by the Honorable Prime Minister, we are working towards the establishment of Dominica as the first climate resilient county in the world. And your contribution in building such a resilient telecommunications infrastructure is very critical".

Communication in times of disaster is important said Darroux, reminiscing on the issues faced in the immediate aftermath of Hurricane Maria where this posed an issue for many on island and those overseas.

"Communications brings hope, and hence the Government looks forward to working with the winning bidder in developing Dominica as the first 21st Century fully resilient and digitalized Government to cater for climate changes in the global weather, which Dominica felt during the impact of Hurricane Maria"

Source: [Dominica Vibes](#)

ECTEL's commitment to an open internet

The Eastern Caribbean Telecommunications Authority (ECTEL) wishes to reiterate to the citizens of the ECTEL Member States our firm commitment to maintain an open Internet; no blocking or throttling of online content, applications and services.



Notwithstanding the decision of the Federal Communications Commission (FCC) of the United States of America to repeal its net neutrality rules on 14th December 2017, many countries, including

those of the European Union, maintain strong net neutrality rules aimed at protecting consumers' freedom to access all websites without additional charges, thereby fostering greater use of the Internet. Whilst ECTEL and the National Telecommunications Regulatory

Commissions (NTRCs) maintain cordial relations with the FCC, we assert our independence to implement policies and regulations that are suited to the needs of our region, taking into consideration international best practice.

ECTEL and the NTRCs have undertaken a number of initiatives to promote open broadband access to the Internet, and improve the quality of service offered to customers. These include the development of a suite of regulations relating to Consumer Protection to be passed upon promulgation of the EC Bill, and educational activities alerting customers about their rights and how to address substandard service from their providers. Customers who are experiencing any degradation of their broadband Internet service, are reminded to firstly register their complaint with their service providers. If, after thirty (30) days of filing the complaint, the issue is not resolved, the customer may file an application with the NTRC for assistance in resolving the complaint.

Source: [ECTEL](#)



Brazil makes progress on IPv6 adoption

Brazil is making progress in the adoption of the next-generation protocol for Internet networking IPv6, according to new research.

According to data released by Google, 23.6 percent of Brazilian Internet users now access the Internet through the new addressing protocol.

As well as solving the issue of IPv4 address exhaustion, IPv6 adds a number of additional features in areas such as mobility, auto-configuration and overall extensibility, supporting a much wider range of devices that can be directly connected to the Internet.

Back in 2015, Brazilian telecommunications agency Anatel announced that Internet operators would have to provide IPv6 addresses to consumers as part of a set of initiatives to move faster to the new standard.

Brazil now ranks 9th in the world for IPv6 adoption on the Internet, according to the National Union of Fixed and Mobile Telecom Companies (Sinditelebrasil). The entity says that the growth is due to the rapid deployment of the protocol by telecommunication providers, who have already adapted all of their mobile networks to offer the IPv6 address.

Brazil is currently in the third phase of the policy elaborated by NIC.br, the body that oversees the distribution of Brazil's IPv4 and IPv6 addresses, to deal with the exhaustion of IPv4.

In total, about 4 million IPv4 addresses have been reserved, and since February approximately 1 million addresses have been allocated.

Source: [ZDNet](#)

Spain to bring fibre to all by 2021 in EUR 525 million investment

Spain's President Mariano Rajoy has announced a new project, dubbed "Plan 300x100", to bring fibre-optic broadband access to all localities and 95 percent of the population by 2021 in a total investment of EUR 525 million. Significant private investment from Telefonica, Vodafone, Orange and Masmovil has already helped Spain create Europe's largest fibre to the home (FTTH) network, covering 76 percent of the country's population (more than Germany, the UK and Italy combined), with 33.6 million installed accesses compared to just 1.6 million in 2012. The Government has now committed to bringing fast broadband to all remaining underserved areas as well as 300Mbps fibre to all population centres over the next 4 years.

Rajoy said fast broadband penetration in regions such as Madrid and the Basque Country already tops 95 percent of households, but remains below 80 percent in other communities such as Galicia, Cantabria, Castilla-Leon and Extremadura. The aim is to ensure all regions reach 85 percent penetration by 2019, rising to 100 percent by 2021 via the funds allocated, starting with 150 million euros in 2018.

Along with the 150 million, a further 45 million euros of Government subsidies will be freed up to bring satellite-based broadband to the 5 percent of households outside population centres.

Source: [Telecompaper](#)



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

