



THE NATIONAL TELECOMMUNICATIONS REGULATORY COMMISSION

ICT NEWSLETTER

NTRC ICT NEWSLETTER ISSUE #52

August 2014



Kyrton Duncan, NTRC USF Administrator and Dr. Jerrol Thompson, Director of Special Projects in the Prime Minister's Office posing with CTC Project of the Year 2014 award.

NTRC / USF SMART Project wins CTC Project of the Year Award

The SMART Project, a project implemented by the St. Vincent and the Grenadines National Telecommunications Regulatory Commission (NTRC) through the Universal Service Fund (USF) has won the "Connect the Caribbean Project of the Year 2014" award.

The award was presented Wednesday, August 13, 2014 during the 30th annual Conference and Trade Exhibition CANTO, a non-profit association of operators, organisations, companies and individuals in the information communication technology (ICT) sector. 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 was provided to a maximum of 340 needy households at a subsidized cost of EC\$10.00 per month for a period of two years.

Director of Special Projects in the Prime Minister's Office, Dr. Jerrol Thompson who was also present at the conference indicated that St. Vincent and the Grenadines would be taken further in terms of its ICT and education development because of the SMART Project. He added that Teachers in St. Vincent and the Grenadines are being trained in using classroom management software.

In determining the winner, judges looked at the extent to which the ICT initiative incorporate the three building blocks of the World Summit on the Information Society and the International Telecommunication Union's Connect the World framework, namely enabling environment, infrastructure development, and development of services and application. Click [here](#) to see SMART Project video.

Source: [I-Witness News](#), [NTRC](#)



Fake Antivirus

A Fake antivirus is malicious software (malware) designed to steal information from unsuspecting users by mimicking legitimate security software. It's important to protect your computer from fake antivirus infection and to be able to recognize when an infection has occurred.

How will I know if I am infected?

The presence of pop-ups displaying unusual security warnings and asking for credit card or personal information is the most obvious method of identifying a fake antivirus infection.

What can I do to protect myself?

- Be cautious when visiting web links or opening attachments from unknown senders.
- Keep software patched and updated
- To purchase or renew software subscriptions, visit the vendor sites directly
- Monitor your credit cards for unauthorized activity.

NTRC takes Open Day to Barouallie Learning Resource Center



USF Assistant, Keisha Gurley (middle) demonstrates the use of computer software.

The National Telecommunications Regulatory Commission (NTRC) held an open day session at the Barouallie Learning Resource Center on August 6, 2014. This activity was held to sensitize the public on the free wireless internet access which is now available at the resource center and the various other locations across the country through the Universal Service Fund (USF) managed by the NTRC. Persons were also educated about the role of the NTRC with respect to the regulation of Telecommunications services in St. Vincent and the Grenadines.

Additionally, the ICT Officer at the NTRC was present to share information on Cyber Security which involves technologies and processes designed to protect computers, networks and data from unauthorized access, vulnerabilities and attacks delivered through the Internet by cyber criminals.

Officials from the Adult and Continuation Education Department were invited to provide assistance in teaching attendees on the use of computer software such as Microsoft Word and Excel as well as web browsing.

The open day sessions are a part of the NTRC's overall public awareness plan. The next event will take place at the Vermont Community Center in the form of a Community Discussion later in August 2014.

Source: [NTRC](#)

Lime Urges Greater Broadband Penetration In The Caribbean

The Telecommunications provider that first connected the Caribbean to the rest of the world, LIME, has called on regional government ministers and fellow providers to push for greater broadband penetration in the region. That would allow Caribbean nationals and businesses to participate in the consumption, creation and commercialisation of mobile applications and digital content capitalising on the benefits of the thriving global technology industry.

LIME Caribbean CEO, Martin Roos was lauded for his statesman-like address at the Caribbean Association National Technology Organisation (CANTO), 30th anniversary ministerial breakfast on August 11, 2014 where he observed that, "the Caribbean is behind in relation to smart phone penetration and usage."

He noted that, "You must be able to consume in order to create and Caribbean consumers need more indigenous regional content. There is also a huge opportunity to export content as the world is interested in the Caribbean. Together we must enable entrepreneurs to tap into this global ecosystem."

The LIME executive, speaking at Atlantis, Paradise Island, called on regional government ministers to remove tax concessions on smart phone devices as a part of their market liberalisation programme to better facilitate content creation and entrepreneurship, especially among young people. Noting that LIME has been the Caribbean's 'green house' for engineers, he said that the technology highway is the new playground that will unlock and unleash the potential to export Caribbean music, sports and produce, as well as allow those in the region's ubiquitous hospitality industry to better position the region's natural beauty in the global competition for tourism.

Aided by research, he predicted that mobile data will increase by a factor of ten over the next five years, and appealed for urgency in regional action so that the Caribbean is not to be left behind.

LIME is making a major network investment to the tune of US\$1.05bn across the Caribbean to ensure that their network will continue to transcend not just the surrounding geographic borders but connect to the gateways of the world's sophisticated telecoms ecosystem.

The CANTO ministerial breakfast is a flagship event in the annual conference, which is celebrating its thirtieth anniversary under the theme "Strategic Alliances for Sustainable Broadband Development."

Source: [Tribune242](#) via [ICT Pulse](#)

Bright Path To Digital Careers At TechLink Barbados



More than thirty young Barbadians learned basic skills for developing successful mobile apps and producing high-quality digital photography at a special workshop facilitated by the BrightPath Foundation, in collaboration with Columbus Communications.

A mix of small business owners and entrepreneurs assembled at the Cave Hill School of Business for BrightPath's TechLink, a regional technology education program offering training in digital content creation and business development.

Bevil Wooding, executive director of BrightPath Foundation, described TechLink as "practical training in technology related skills to communities across the region."

"Making the shift from digital consumers to digital producers is important for creating the jobs and businesses of the future. How successfully we build the digital Caribbean of tomorrow depends on how well we build our technical capacity today," Wooding said.

"Initiatives like BrightPath's TechLink benefit individuals and communities by enabling us to solve our own problems and create our own opportunities. It creates independence, inspiring us to take risks, and encourages global involvement," said Shelly Ann Hee Chung, Columbus Communications vice president of sales and marketing for the Eastern Caribbean.

Source: [Curacao Chronicle](#)

The "Website Defacement" Cyber Threat To The Caribbean

In the last year there has been a significant increase in the number of cyber related criminal activities in the Caribbean. In recent days the unauthorized changes made to a key regional tourism website represents yet another troubling component of the growing cyber threat we face called "website defacement". Website defacement is a type of cyber-attack where a hacker makes unauthorized changes to the content of a website that is offensive, embarrassing, or destructive in nature. When hackers make unauthorized changes to the websites of Caribbean businesses, governments and organizations that alter their content, or appearance, it is considered by many as a type of corporate sabotage that can cause severe reputational damage, lower customer confidence, or adversely impact revenues. Unfortunately, this reality makes any Caribbean business, government or organization with a website vulnerable to website defacement, however something can be done about it.

To carry out website defacements, hackers often use one of the oldest and most common cyber-attack methods called the SQL injection technique. This proven cyber-attack method used by hackers enables them to gain unauthorized administrative access to a website or in some cases the host network. Website defacers will often post negative messages or content to the website administrator, business, government or organization. In addition to the fact that website defacements can cause significant public embarrassment to an organization when their website is defaced, they can also be a gateway for greater unauthorized access and compromise of a system/network, or lead to data losses depending on the business function of the website. For example a website that is defaced that has online payment processing capabilities may lose significant customer confidence causing them to be reluctant to use the online capabilities due to security concerns, as a result a loss of online revenue could occur.

The Caribbean Cyber Security Center (CCSC) believes that the best way for Caribbean businesses, organizations and governments to prevent website defacements is to have their websites tested for website application and hosting platform vulnerabilities and threats a hacker can exploit, and fix all identified issues by severity as soon as possible. CCSC also urges the region to utilize local and trusted ICT resources to conduct the recommended website testing as far too often we are outsourcing our IT security support needs to sources in Canada, the U.K, or the U.S for no good reason, which often costs us more.

Source: [Curacao Chronicle](#) via [ICT Pulse](#)



The Internet Is Officially More Popular Than Cable in the U.S.

For the first time, the number of broadband subscribers with the major U.S. cable companies exceeded the number of cable subscribers, the Leichtman Research Group reported on August 15, 2014.

To be sure, the difference is minimal: 49,915,000 broadband subscribers versus 49,910,000 cable subscribers. But even assuming a huge overlap in those numbers from customers who have both, the primacy of broadband demonstrates a shift in consumer priorities. Nearly all the major cable companies added broadband subscribers over the past quarter, for a total of nearly 380,000 new signups. Cable subscribers don't have to worry about TV as they know it is going away any time soon. But cable is on its way to becoming secondary, the "nice to have" compared to the necessity of having broadband access.

The better margins boil down to the fact that broadband is purely about access, while cable is about content. The crux of the cable side of the cable business is hatching deals with the makers of sports, news, and entertainment so there's something to send through the box. And the costs can be steep. ESPN, the most pricey by far, tops \$5 per subscriber per month.

With broadband, the cable companies don't have to put anything through those pipes themselves. They may not like the way Netflix and its more than 36 million U.S. subscribers are eating into their TV businesses, but Netflix and other streaming services are helping drive demand for broadband—a service cable operators can provide without having to serve up any content themselves at all.

Source: [WIRED](#)

US Mobile Service Revenues Fell by \$1 Billion in Q2

Mobile services revenues in the USA declined 2% during the second quarter of this year, reflecting a drop of around a billion dollars making it one of the biggest revenue declines in recent times.

The mobile data services revenue however continued to increase and is on track to exceed the \$100B mark in mobile data services revenue. Data contribution to the overall revenues is now at 55%, according to Chetan Sharma.

T-Mobile USA continued to outperform its competitors in net-adds. T-Mobile has almost recovered all its postpaid losses that started back in Q3 2009 and continued till Q1 2013. The analysts predict that it should move into the positive territory next quarter. T-Mobile also crossed the 50M sub mark and is now within a striking distance of Sprint and could become the number 3 operator in the country before early 2015.

AT&T registered the lowest postpaid churn in its history at 0.86. For the industry buffs, the US record is held by Verizon which recorded the churn of 0.84 in Q2 2012. The world record is held by NTT DoCoMo for its churn of 0.44 in Q2 2010. In general, Japanese have the most loyal customer base in the world.

The net-adds in the US market is now primarily driven by connected devices such as tablets. 84% of the net-adds in Q2 2014 were from the non-phone category. Tablets are driving the connected devices segment with 70% share. The net-effect has been that while the overall subscriber count has increased, there has been a negative impact on the ARPU which declined by 2.27%.

Smartphone penetration increased to 70% and roughly 93% of the devices sold now are smartphones.

Source: [Cellular News](#)



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