National Telecommunications Regulatory Commission



Annual Report

for the period October 2012 to September 2013

November 30, 2013



Annual Report

for the period

October 2012 to September 2013

November 30, 2013

LIST OF CONTENTS

List	of Figures and Tables5
Abbı	reviations and Acronyms6
Exec	cutive Summary
1 Na	tional Telecommunications Regulatory Commission14
1.1	Constitution of the Commission
2 Th	e Secretariat
2.1	Appointments
	2.1.1 Position of Director/Secretary
2.2	Training & Professional Development16
3 Fin	nancial Review21
3.1	Summary of Incomer Inflows & Usage
3.2	Financial Audit Report
4 Te	ecommunications Licences, Certification & Registration22
4.1	Telecommunications Licence Update
4.2	The Issuance of Licences and Frequency Authorisations
5 Tel	ecommunications Fees49
5.1	Telecommunications Licence Fees
5.2	Frequency Authorisation (Spectrum) Fees

6 Un	niversal Service Fund Office	54
7.Ot	ther Sector Issues	64
8 201	12/2013 Work Programme	68
8.1	Update on 2012/2013 Work Plan	
8.2	Technical Unit Matters	71
0.0		7
y Co	onclusion	70

	•	

APPENDICES

Appendix A: Financial Audit Report

Appendix B: Register of Type-Approved Equipment

Appendix C: Register of Dealers and Suppliers of Terminal Equipment and Related

Services

Appendix D: 2012/2013 Documents formulated under Work Plan

Appendix E: Universal Service Fund National Survey Report

LIST OF FIGURES AND TABLES

Figure 2.1:	Organisational structure for the National Telecommunications Regulatory Commission
Figure 3.1:	Distribution of expenditure for the fiscal years 2012/2013
Table 4.1:	Status of Telecommunications Licence Applications Received and Processed through the Commission
Table 5.1:	Telecommunications Licence Fees Collected by the Government of Saint Lucia and ECTEL.

ABBREVIATIONS AND ACRONYMS

Act Telecommunications Act, Saint Lucia, No. 27 of 2000

Commission Saint Lucia National Telecommunications Regulatory Commission

CTU Caribbean Telecommunications Union

ECTEL Eastern Caribbean Telecommunications Authority

ECTEL Member Dominica, Saint Lucia, St. Vincent & the Grenadines, Grenada St.

States Kitts & Nevis,

ECTEL Treaty Treaty Establishing the Eastern Caribbean Telecommunications

Authority

ITU International Telecommunications Union

Minister with responsibility for Telecommunications

MMS Mobile Monitoring Station

NTRCs National Telecommunications Regulatory Commissions in the

ECTEL Member States

OECS Organisation of Eastern Caribbean States

TICT Telecommunications and Information Communications Technologies

Treaty Treaty Establishing the Eastern Caribbean Telecommunications

Authority

USF Universal Service Fund

USFO Universal Service Fund Office

ENUM E-Numeration

ICT Information Communications Technologies

NANP North America Numbering Plan

HIPCAR Harmonization of ICT Policies Legislation and Regulation

Procedures in the Caribbean

Disaster Risk Reduction DRR

Budget Advisory Committee BAC

Caribbean Network Operators Group **CARIBNOG**

Voice Over Internet Protocol VOIP

Saint Lucia Air and Sea Port Authority SLASPA

Government of Saint Lucia **GOSL**

FM Frequency Modulation FRS

Family Radio Service

HSPA HSPA+, or Evolved High-Speed Packet Access

IMT International Mobile Telecommunications

LMR , Land Mobile Radio

LTE ' Long-Term Evolution

Saint Lucia Air and Seaport Authority SLASPA

¹ Saint Lucia Amateur Radio Club. SLARC

Spectrum Management Software 4 Developing Countries. SMS4DC

TU Technical Unit (NTRC)

UMTS The Universal Mobile Telecommunications System

Glossary

3G: 3G, short for third Generation, is the third generation of mobile telecommunications technology. This is based on a set of standards used for mobile devices and mobile telecommunication use services and networks that comply with the International Mobile Telecommunications-2000 (IMT-2000) specifications by the International Telecommunication Union. 3G finds application in wireless voice telephony, mobile Internet access, fixed wireless Internet access, video calls and mobile TV.

4G: generation of 4G. short for fourth generation, is the fourth mobile telecommunications technology succeeding 3G. A 4G system, in addition to usual voice and other services of 3G system, provides mobile ultra-broadband Internet access, for example to laptops with USB wireless modems, to smartphones, and to other mobile devices. Even though 4G is a successor technology of 3G, there can be signification issues on 3G network to upgrade to 4G as many of them were not built on forward compatibility. Conceivable applications include amended mobile web access, IP telephony, gaming services, high-definition mobile TV, video conferencing, 3D television, and cloud computing.

Amateur Radio: Amateur radio (also called ham radio) is the use of designated radio frequency spectra for purposes of private recreation, non-commercial exchange of messages, wireless experimentation, self-training, and emergency communication. The term "amateur" is used to specify persons interested in radio technique solely with a personal aim and without direct monetary or other similar reward, and to differentiate it from commercial broadcasting, public safety (such as police and fire), or professional two-way radio services (such as maritime, aviation, taxis, etc.).

Colocation: Colocation is the act of placing multiple entities within a single location. Colocation is often used in the data sourcing industry to mean off-site data storage, usually in a data center.

Digital Broadcasting: Digital broadcasting is the practice of using digital data rather than analogue waveforms to carry broadcasts over television channels or assigned radio frequency bands. It is becoming increasingly popular for television usage but is having a slower adoption rate for radio.

HSPA: HSPA+, or Evolved High-Speed Packet Access, is a technical standard for wireless, broadband telecommunication. HSPA+ enhances the widely used WCDMA based 3G networks with higher speeds for the end user that are comparable to the newer LTE networks.

IMT: International Mobile Telecommunications-Advanced (IMT-Advanced) are requirements issued by the ITU-R of the International Telecommunication Union (ITU) in 2008 for what is marketed as 4G mobile phone and Internet access service.

Infrastructure Sharing: Due to economy of scale property of telecommunication industry, sharing of telecom infrastructure among telecom service providers is becoming the requirement and process of business in the telecom industry where competitors are becoming partners in order to lower their increasing investments. The degree and method of infrastructure sharing can vary in each country depending on regulatory and competitive climate.

Interference: Interference is anything which alters, modifies, or disrupts a signal as it travels along a channel between a source and a receiver. The term typically refers to the addition of unwanted signals to a useful signal.

LTE: Commonly marketed as 4G LTE, is a standard for wireless communication of high-speed data for mobile phones and data terminals. It is based on the GSM/EDGE and UMTS/HSPA network technologies, increasing the capacity and speed using a different radio interface together with core network improvements.

Maritime Mobile radio: The Maritime Mobile Service is an internationally-allocated radio service providing for safety of life and property at sea and on inland waterways. It includes the Maritime Mobile Service, the Maritime Mobile-Satellite Service, the Port Operations Service, the Ship Movement Service, the Maritime Fixed Service, and the Maritime Radio determination Service.

Radio frequency: Radio frequency (RF) is a rate of oscillation in the range of around 3 kHz to 300 GHz, which corresponds to the frequency of radio waves, and the alternating currents which carry radio signals.

Spectrum Management: Spectrum management is the process of regulating the use of radio frequencies to promote efficient use and gain a net social benefit.

UMTS: The Universal Mobile Telecommunications System (UMTS) is a third generation mobile cellular system for networks based on the GSM standard. Developed and maintained by the 3GPP (3rd Generation Partnership Project), UMTS is a component of the International

Telecommunications Union IMT-2000 standard set and compares with the CDMA2000 standard set for networks based on the competing CDMA technology. UMTS uses wideband code division multiple access (W-CDMA) radio access technology to offer greater spectral efficiency and bandwidth to mobile network operators.

Wireless broadband: Wireless broadband is technology that provides high-speed wireless Internet access or computer networking access over a wide area.

Chairman's Remarks

During the period 2012 to 2013, the National Telecommunications Regulatory Commission (NTRC) continued with its efforts at ensuring that the gains that were made through the liberalization of the Telecommunications Sector were not eroded.

In an attempt to do this, we focused our energies and limited technical and financial resources on those areas that we considered to have the greatest impact in ensuring that consumers received fair value and that Service providers met the obligations stipulated in their licenses, frequency authorizations and the Telecommunications Act and Regulations.

Additionally, we sought to ensure that the consuming public were aware of the NTRC and its role and that they had some form of recourse, whenever they were dissatisfied with the level of service or treatment meted out to them by telecommunication service providers.

As we worked to provide the most effective Regulation dictated by the circumstances, we continued to face new challenges that in many ways we were ill equipped to handle.

The delays in promulgating Competition Legislation and the new Electronic Communications Bill diminished the power of the Regulator to respond to changes in the ICT industry. Additionally, the two tier regulatory mechanism that included ECTEL as the upper tier, did not always work as well as it was expected to, as ECTEL has had to deal with its own challenges.

Despite the above, we are reasonably satisfied that the Commission has executed its mandate and implemented the plan of action articulated in the 2012/2013 Work Plan.

For this, we need to recognize the work of the staff at the Commission, many of whom have had to play multiple roles and accept additional responsibility, whenever the situation necessitated it.

We need to also recognize the commitment of the Commissioners to providing quality and effective regulation of the Telecommunications sector. This required them to sometimes set aside other personal and professional commitments, in order to attend to the business of the Commission.



Executive Summary

The extent of the Commissions work plan and activities in any programme year is dictated by the financial and human resources available to it. The financial resources assigned by ECTEL to the Commission for 2012/2013 was fully utilized in the execution of the work plan. However certain elements of that plan could not be undertaken due to the inadequacy of the resources.

During the period October 2012 to September 2013, the Commission was able to complete and undertake the following major activities in addition to its day to day operational activities;

- commenced the review of telecommunications pricing and quality of service standards
- completed the frequency conservation guidelines and public consultation on these guidelines
- completed the co-location and infrastructure sharing guidelines
- completed the technical broadcast standards
- completed a public sensitization campaign on the functions/roles of the Commission utilizing radio, television and road shows.

The Universal Service Fund commenced operations in earnest during this year, with the receipt and approval of the first two major projects. Prior to that, the procurement guidelines and all other operational guidelines and procedures were documented.

The commission also focused on its mandate to enforce the rules related to obligations of licensees, spectrum use and payment and pursued FM broadcasters and telecommunications service providers operating without licenses or who were otherwise in breach of the Telecommunications Act.

At the technical level, the Commission continued with the work it started in the previous year on monitoring the use of spectrum and the operations of providers of telecommunications services. A Framework for the operation and functioning of Inspectors was also prepared with a view to the eventual appointment of Inspectors to assist the technical officers.

The success of this element of the Commissions mandate however, can be significantly improved, if the equipment for real time monitoring with directional finding capability is procured. However the Commission does not have the resources to do so and it is hoped that ECTEL will be able to assist in that regard.

The Commission also concentrated on improving its capacity to provide effective Regulation of the telecommunication sector by attending training courses, conferences and workshops in areas pertinent to telecommunications regulations and telecommunication technology. Commissioners as well as staff benefited from these capacity building initiatives.

Despite the challenges posed by a rapidly changing telecommunication and ICT sector that included the acquisition of Karib Cable, the joint venture agreement between Cable and Wireless and Columbus for sharing Cable infrastructure, the adoption of new technology and new ways of doing business by providers, as well as the inadequacy of the Legislation and Regulations to deal with emerging issues and insufficient financial resources to hire subject matter specialist or conduct research in-house, the Commission has performed reasonably well during the reporting period.

NATIONAL TELECOMMUNICATIONS REGULATORY COMMISSION

1.1 Constitution of the Commission

The Commissioners of the National Telecommunications Regulatory Commission as of September 30, 2013 are:

Mr. Jerome Jules

Ms. Tracy Polius

Mr. Nigel George

Mr. Roderick Cherry

Mr. Gerry George

ORGANISATIONAL CHART

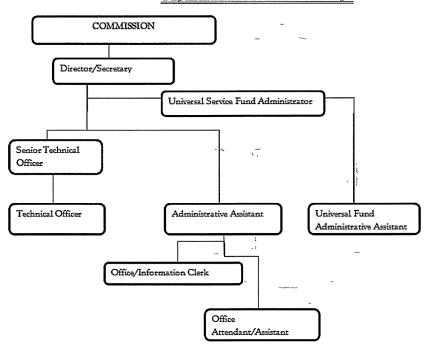


Figure 2.1: Organisational Structure for the National Telecommunications Regulatory Commission

2.1 Appointments

2.1.1

Position of Universal Service Fund Administrator

Ms. Alison K. Joseph was appointed as the Commission's Universal Service Fund Administrator and commenced her tenure on November 1, 2012. Ms. Joseph tendered her resignation on February 28, 2013.

2.2 Training & Professional Development

COURSE/ MEETING TITLE	PLACE	D&TE.	ATTENDEES
Media Training & Presentation Skills	St. Lucia	November 16, 2012	NTRC St. Lucia
Final Countdown to the Largest Telecommunications Conference of the Region	Curacao	February 14-15 2013	Alden St. Clair Senior Technical Officer
CTU WCIT Meeting- Invitation to Attend 11th Caribbean Ministerial Strategic ICT Seminar and 2nd Partnership Meeting	Trinidad & Tobago	March 19 2013	Commissioner Tracy Polius and Director/Secretary Shana Willie-Matoorah
NTRC/Forum	St. Vincent & The Grenadines	April 11 and 12 2013	Commissioner Jerome Jules (Chairman), Gerry George and Director/Secretary Shana Willie-Matoorah

NTRC SLU's Training in Telecommunications Pricing	St. Lucia	April 15-19, 2013	NTRC Director, Senior Staff, Staff and Commissioners
Invitation to CARCIP Launch	St. Lucia	April 17 2013	Commissioner Jerome Jules and
Seminar on Spectrum Management	St. Vincent & The Grenadines	April 29 2013 - May 3 2013	Alden St. Clair Senior Technical Officer
Project Management	St. Lucia	Jul-13	NTRC Staff
4th Generation regulation: driving digital communication ahead	Warsaw, Poland	July 3-5 2013	Director/Secretary, Commissioner
Cyber Security Training	St. Lucia	July 3-7 2013	Awaiting further arrangements
ECTEL's Administrative Training Programme	Saint Lucia	June/ July 2013	Administrative Staff
The Wireless Broadband Revolution	Santa Clara, CA	July 29-30, 2013	Technical Officer Shaun Julien
Best Practices for Universal Service Fund Programs	Washington, DC	August 02 2013	Commissioner Roderick Cherry
IMT (3G/4G) Mobile Broadband	Washington, DC	August 12-16,2013	Senior Technical Officer Alden St. Clair

The USFA and the USFAA along with other members of the Secretariat participated in the following:

- The USFAA attended a nine (9) week project management cash course at the UWI Open Campus, The Morne Castries St Lucia commencing from May 2nd 2013.
- A one day media training and presentation skills workshop with Mrs. Barbara Jacobs- Small on Friday 16th November 2012.
- 3. The USF Consultant Mr. Cherry attended a training /workshop with USTTI in Washington from July 31st to August 8th 2013 on the following topics:
 - Policies to enable Wireless Broadband
 - Fostering the Deployment of broadband Networks and converged services.

Caribbean Growth Forum (CGF)

The Senior Technical Officer- Mr. Alden St Clair attended the forum stated above on Tuesday 22nd of January 2013.

The Caribbean Growth Forum (CGF) provided Saint. Lucia with a unique opportunity to bring all stakeholders—public and private sectors, civil society, youth and academia—together in one space and place to discuss issues of interest. As a result, potential sources of funding for stagnant projects and reforms were unearthed.

2.2 Capacity Caribbean 2013

Mr. Alden St. Clair attended this event on the 14th and 15 February 2013 in Curacao.

The event provided a platform for leading executives to debate the future of the Caribbean wholesale market, providing insight into the latest developments in the competitive landscape, international transit routes, commercial opportunities in the content market and strategic initiatives to achieve wholesale growth.

2.3 Education Enhancement through ICT Program (EEICTP)

Mr. Alden St. Clair is part of a steering committee responsible for launching said project. Through several meetings and countless contributions from committee members, this project has come to a successful end with most of the goals achieved. This project was funded by the European Union (EU) and since the completion of the project funding has ceased. The committee designed different methodologies so that the product of the project could be self-sustaining.

2.4 ITU/ CTU assisted Regional Seminar on Spectrum Management and Digital Broadcasting Transition

Mr. Alden St Clair along with the sister NTRCs attended this seminar in Saint Vincent from April 29 – May 03 2013.

The seminar was designed to help and encourage the building of spectrum management expertise in the Caribbean and to reform and harmonize policy approaches to spectrum management in the region.

The seminar aimed to promote a regional environment of regulatory certainty that encourages private sector participation and investment and ensures that spectrum is utilized efficiently, economically and rationally in keeping with the rapid evolution of wireless technologies and services.

2.5 The Wireless Broadband Revolution

Mr. Shaun Julien- the Technical Officer attended the course in Santa Clara, California USA from the July 24th - 30th July 2013. The course focused on different facets of regulation as it pertains to advancements in technology in this Telecommunications field. The sponsoring agency was the USTTI through the Federal Communications Commission.

Course 13-212 was held at The Intel Capital, Mission College Boulevard, Santa Clara, CA. Presentations included the way forward as it pertained to 60MHz band but the primary focus of the course however, was an in depth look at the methodology and processes entailed in adopting ITU standards e.g. 802.11b/g/n. The course allowed for an exchange of ideas/experiences and networking of technical personnel in the field of Telecommunications Regulation amongst several countries. At the end of the course an informative tour was given of the Intel museum, focusing on the history behind the Intel Pentium chip and the physical stages in its advancement.

2.6 IMT 3G/4G Mobile Broadband

Mr. Alden St Clair attended the said training in California from August 12 -16 2013.

The course covered the latest developments in IMT (3G/4G) technologies UMTS/HSPA, LTE, CDMA2000 1xEVDO and their future roadmap. An update of global spectrum developments related to broadband technologies was offered including discussions on policies that can spur the deployment of affordable broadband connectivity in both urban and rural areas.

The course offered information and tools for governments drafting national broadband plans, but also how wireless is playing an increasingly important role in other key sectors such as healthcare, education, and public safety. It also focused on fixed and mobile operators looking to expand their broadband capabilities and offerings. Other topics that were presented included a global market overview, the use of femto cells, the advent of machine-to-machine (M2M) communications, and policy concepts such as net neutrality and open access. The attendees were also given an in-depth tour of QUALCOMM's (sponsoring agency) manufacturing plant. The tour gave insight of the companies leading processor chip (SnapDragon), where and how it is utilized in different devices worldwide.

2.7 SMS4DC Training

Mr. Alden St Clair and Mr. Shaun Julien along with the sister NTRCs attended the said training at the Bay Gardens Resort St Lucia from September 16th – 20th 2013.

ECTEL (sponsoring agency) conducted a training session on the newly acquired software –SMS4DC. This database software has engineering tools which will assist the Technical Unit with interference issues, assignment of frequencies and a host of other aspects involved in spectrum management. ECTEL has already distributed to all NTRCs their personal copy, but the official start date to use the software has not been communicated. The TU has however taken the initiative to commence the inputting of data into the database.

Financial Review

In this chapter, the Financial Reports for the National Telecommunications Regulatory Commission, for the period October 1st, 2012 to September 30th, 2013, are presented. The discussion is supported by the Auditor's Financial Report, which is included as Appendix A.

3.1 Summary of Income Inflows and Usage

For the period October 1st, 2012 to September 30th, 2013, ECTEL disbursed EC\$ 782, 220.00 to meet the Commission's operating budget.

These funds were completely utilized in the execution of the 2012/2013 workplan. In fact, due to resource constraints some elements of the workplan were not accomplished. Consequently, those activities not undertaken were postponed to the 2013/2014 programme year.

3.2 Financial Audit Report

The Financial Audit Report was prepared by an independent auditor, Mario Lendor.

In the main, the Commission's Audited report revealed that its financial statement and cash flow for the period October 1st, 2012 to September 30th, 2013 was fairly presented and was in keeping with the International Financial Reporting Standards.

4.1 Telecommunications Licence/Frequency Authorization Update

Pursuant to s. 14(7) of the Act, the Commission prepared for publication in the Saint Lucia Government Gazette a list of the *Telecommunications Licences that have been Issued*, *Modified*, *Renewed or Revoked in Saint Lucia*, as of September 30th, 2013. The list is included herein. (See Section 4.2).

The table below specifies the following:

- the number of licence applications that the Commission received, for the period under review,
- the number of those applications for which positive recommendations were submitted to the Minister, and
- the number of licences that the Commission has on record as having been issued by the Minister, within the stated year.

Table 4.1: Status of Telecommunications Licence Applications Received and Processed through the Commission for the period October 2012 to September 2013

	October 2012 to September 2013
No. of Licence Applications Received by the Commission	62
No. of Application Closed with Positive Recommendations	60
No. of Licences Granted by the Minister	60

4.2 The Issuance of Licences and Frequency Authorisations

Pursuant to sub-section 14(7)(a) of the Telecommunications Act, No. 27 of 2000 and in keeping with its records, the National Telecommunications Regulatory Commission hereby lists the telecommunications licences that have been issued, modified, renewed or revoked in Saint Lucia by the Minister, as at September 30, 2013.

Telecommunications Licences Issued	Licensee	Date Issued
(i) For the Establishment and Operation of a Fixed Public Telecommunications Network and the Provision of Certain Fixed Public Telecommunications Services in Saint Lucia	Cable & Wireless (West Indies) Limited	October 10 th , 2001
	Digicel (St. Lucia) Limited	April 17 th , 2008
	Kelcom International	April 17th, 2008
	Tele (St. Lucia) Limited	June 24th, 2008
(ii) For the Establishment and Operation of a Public Cellular Mobile Telecommunications Network and the Provision of Public Cellular Mobile Telecommunications Services in Saint Lucia	Cable & Wireless Caribbean Cellular (St. Lucia) Limited	October 10th, 2001
	Digicel (St. Lucia) Limited	September 6th, 2002
	AWS Caribbean Holdings Limited[1]	September 10th, 2002
	Wireless Ventures (St. Lucia) Limited, transferred from AWS Caribbean Holdings Limited[2]	September 10 th , 2006
	21st Century Telecoms Network (Caribbean) Limited.	December 19th, 2007
	PATWA (St. Lucia) Inc.	April 29th 2010
(iii) For the Installation and Operation of an Internet Network and the Provision of Internet Services in Saint Lucia	Cable & Wireless (West Indies) Limited	October 10 th , 2001
	Antilles Crossing (St. Lucia) Limited	April 22 nd , 2006
	21st Century Telecoms Network (Caribbean) Limited.	December 19th, 2007
	Link Technologies Limited	February 15th, 2008
	Kelcom International Limited	April 17th, 2008
	Digicel (St. Lucia) Limited	April 17th, 2008
	Tele (St. Lucia) Limited	June 19th, 2008
	PATWA (St. Lucia) Inc.	April 29th 2010
	Helen Television System (HTS)	December 29th 2011

(iv) For the Landing of a Submarine Cable and the		
Establishment and Operation of a Submarine Cable Telecommunications Network and the Provision of Certain Telecommunications Services in Saint Lucia	Antilles Crossing (St. Lucia) Limited	February 2 nd , 2005
	Southern Caribbean Fibre Limited	#####
(v) For the Provision of Full Internet Services in Saint Lucia	Almus McDowall (NETEL)	February 12th, 2003
	Advanced Network Associates	February 18th, 2003
(vi) For the Provision of Restricted Internet Services in Saint Lucia	Flo Internet Services	January 8th, 2003
(vii) For the Resale of International Switched Minutes in	NCIC (Saint Lucia) Inc.	October 28th, 2003
Saint Lucia		——————————————————————————————————————
	Global Link (St. Lucia) Limited	November 21st, 2003
	NETEL	December 5th, 2003
	CARINET Incorporation	January 10th, 2006
(viii) For the Establishment and Operation of a Private Telecommunications Network and Services in Saint Lucia	I Ielen IT Systems	July 27th, 2004
	FINMAN Information Technology Unit	September 22 nd , 2004
	PBL Sat	July 02nd 2009
	Globecast UK	May 20th 2011
	West Indies Cricket Board	January 15th 2013
(ix) For the Use of Radio Frequencies in Connection with the Operation of Certain Telecommunications Networks and the Provision of Certain Telecommunications Services in Saint Lucia	Cable & Wireless Caribbean Cellular (St. Lucia) Limited	October 10 th , 2001
	Helen Television Systems Limited	February 2 nd , 2007
	Link Technologies Limited	February 15th 2007
	Hit Radio Limited	June 4th, 2007
	Hot FM Communications	September 11th, 2008
	Rhythm FM Inc.	September 11th, 2008
	Southern Broadcasting Services	September 11th, 2008
	Antilles Crossing (St. Lucia) Limited	September 11th, 2008
	Valerie Octave (RFI Group)	December 12th 2008
	Pentecostal Assemblies of the West Indies	December 12th 2008
	Link Technologies	November 03rd, 2008
	Digicel (St.Lucia) Limited	November 03 rd , 2008
	Cable & Wireless (St.Lucia) Limited	November 03 rd , 2008

	Almus McDowall	November 03rd, 2008
	John Poleon	November 03rd, 2008
	World on Wireless	
	Communications	November 03 rd , 2008
	21 CTN Telecoms Network (Caribbean) Limited	November 03 rd , 2008
	SES Americom Incorporated	#####
	BBC World Service	March 02 nd 2009
	All Biz Limited	March 02 nd 2009
	Soufriere Regional Development Foundation	March 02 nd 2009
	Arqiva	March 30th 2009
	Link Technologies	June 02 nd 2009
	PBL SAT	July 02 nd 2009
	Gem Radio (The Wave)	July 06th 2009
	L.A Broadcasting Company Limited	November 13th 2009
	Mix Broadcasting Company Limited	November 13th 2009
	Royal St. Lucia Police Force	March 08th 2010
	Cable & Wireless (Trading as LIME)	April 06th 2010
	Uno Broadcasting	April 06th 2010
	Globecast Africa Limited	April 29th 2010
	PATWA (St. Lucia) Inc.	June 01st 2010
	Tele (St. Lucia) Inc	April 11th 2011
	Globecast UK Limited	May 20th 2011
	Cable & Wireless (Trading as LIME)	May 20th 2011
	Cletus Hippolyte	June 06th 2011
	Digicel (St.Lucia) Limited	June 06th 2011
	Stompid Electronics	June 06th 2011
	Jaycom International	September 30th 2011
	Upsurge	June 06th 2012
	Digicel (St.Lucia) Limited	January 18th 2012
	Helen Television Systems Limited	July 03rd 2012
	John Polcon	November 02nd 2012
	Dystreek Inc (Rayneau Gajadhar)	February 19th 2013
	Cable & Wireless (Trading as LIME)	February 06th 2013
	Island Broadcasting, Advertising Services (IBAS)	February 19th 2013
	West Indies Cricket Board	January 15th 2013
(x) Special Licence for the Establishment and Operation of Telecommunications Networks and the Provision of Telecommunications Services in Saint Lucia	Cable & Wireless (West Indies) Limited	October 1st, 2001

(xi) Special Licence for Land Mobile Radio and Frequency Authorisation for Operation in Saint Lucia	Discovery at Marigot Bay Limited	December 01st 2006
(vii) For the exerction of a Maritima Makila Service in Saint		
(xii) For the operation of a Maritime Mobile Service in Saint Lucia	I-Iess Oil St. Lucia Limited	June 16th 2009
	Whitaker Augier	December 17th 2009
	Rendezvous (Malabar Beach Limited)	June 4 th 2010
	Peter Philip Rowland	April 29th 2010
	Francis Compton	August 15th 2011
	Le Sport	September 30th 2011
	Curtis John	October 11th 2011
	Reel Irie	December 29th 2011
	The Landings St. Lucia	June 28th 2011
	Soufriere Regional Development Foundation (SRDF)	May 10th 2012
	Carnival Sailing Limited	October 03rd 2012
	Thompson William	October 03rd 2012
	Sandals Resorts International	October 03rd 2012
	SLASPA	December 21st 2012
	Hess Oil St. Lucia Limited	December 18th 2012
	Stephen Antoine	June 25th 2013
	Anse Chastanet Resort/Scuba St. Lucia	September 10th 2013
	Alphonso Spooner	November 14th 2013
(xiii) For the use of Amateur Radio Service in Saint Lucia	Thomas Grove	October 03rd 2008
	Dudley Du Boulay	October 03rd 2008
	William Schmidt	October 03rd 2008
	John V. Abbruscato	October 03rd 2008
	Frans Van Santbrink	October 03rd 2008
	Peter Cross	October 03rd 2008
	Baerbel Linge	October 03rd 2008
	Lothar Linge	October 03rd 2008
	John Fricot	October 03rd 2008
	Albert Flenry	February 20th 2009
	Bernard Thomas	March 02 nd 2009
	Tony Du Boulay	March 02nd 2009
	Arthur Charles (Novice)	April 02nd 2009
	Andrew Lewis (Novice)	June 16th 2009
	Frederick H. Kleber	June 16th 2009
•	Clem Bobb	June 16th 2009
	Annette Du Boulay	June 16th 2009

Peter James June 16th 2009	Ermelia George	June 16th 2009
Givan George		
John V. Abbruscato		· · · · · · · · · · · · · · · · · · ·
Lionel Ellis		
Matthew Nelson August 25th 2009		
Martin Daniel		
Robert Michael Greenwood December 17th 2009		
Paul Wesley Van Dyke December 17th 2000		
Howard Andrew Sine December 01st 2009		
Budd Lee Drummond December 17th 2009 Weymouth Dove Walker Jr. December 17th 2009 Christopher David Drummond December 17th 2009 Christopher David Drummond December 17th 2009 Guy A Hamblen December 17th 2009 Stephen Marcin Galchutt December 17th 2009 Daniel Thomas Gagnon December 17th 2009 Bryon Scott Anderson December 17th 2009 Bryon Scott Anderson December 17th 2009 Derek Noel Kirkham December 17th 2009 William J. Schmidt December 17th 2009 William J. Schmidt December 17th 2009 Stephen Pinill April 06th 2010 William A Richards II April 26th 2010 John V. Abbruscato April 26th 2010 Howard Andrew Sine September 07th 2010 Frederick T. Clarke Jr October 26th 2010 Gary D Hughes October 26th 2010 Gary D Hughes October 26th 2010 Milton Kent Miller October 26th 2010 William T Brady October 26th 2010 William T Brady October 26th 2010 William T Schmidt II January 11th 2011 Volkmar Junge February 04th 2011 Volkmar Junge February 04th 2011 Avery Trim May 20th 2011 Linus Theclus June 06th 2011 Linus Theclus June 06th 2011 Stephen Harry Whitfield June 06th 2011 Stephen Harry Whitfield June 06th 2011 Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011		
Weymouth Dove Walker Jr. December 17th 2009 Christopher David Drummond Guy A Hamblen December 17th 2009 Stephen Martin Galchutt December 17th 2009 Stephen Martin Galchutt December 17th 2009 Daniel Thomas Gagnon December 17th 2009 Bryon Scott Anderson December 17th 2009 Derek Noel Kirkham December 17th 2009 William J. Schmidt December 14th 2009 William J. Schmidt December 14th 2009 William J. Schmidt December 04th 2000 Stephen Pinill April 06th 2010 William A Richards II April 06th 2010 William A Richards II April 26th 2010 John V. Abbruscato April 26th 2010 Howard Andrew Sine September 07th 2010 Frederick T. Clarke Jr October 26th 2010 Gary D Hughes October 26th 2010 Milton Kent Miller October 26th 2010 Milton Kent Miller October 26th 2010 William T Brady October 26th 2010 William T Brady October 26th 2010 William S Maynard October 26th 2010 William S Maynard October 26th 2010 William S Maynard October 26th 2011 Volkmar Junge February 04th 2011 Nace Karim Ehlayil February 04th 2011 Nace Karim Ehlayil February 04th 2011 Robert C Whelan June 06th 2011 Linus Theclus June 06th 2011 Linus Theclus June 06th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011		
Christopher David Drummond Drummond Guy A Hamblen December 17th 2009 Stephen Martin Galchutt December 17th 2009 Daniel Thomas Gagnon December 17th 2009 Daniel Thomas Gagnon December 17th 2009 William J. Schmidt December 17th 2009 William J. Schmidt December 17th 2009 William J. Schmidt December 10th 2000 Stephen Pinill April 06th 2010 William A Richards II April 26th 2010 John V. Abbruscato April 26th 2010 Howard Andrew Sine September 07th 2010 Frederick T. Clarke Jr October 26th 2010 Gary D Hughes October 26th 2010 Milton Kent Miller October 26th 2010 William T Brady October 26th 2010 William T Brady October 26th 2010 William S Maynard William S Maynard October 26th 2010 William S Schmidt II January 11th 2011 Volkmar Junge February 04th 2011 Marc Karim Ehlayil February 04th 2011 Robert C Whelan June 06th 2011 Linus Theclus June 06th 2011 Matthew Nelson June 06th 2011 Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011		
Drummond December 17th 2009		December 17th 2009
Stephen Martin Galchutt December 17th 2009		December 17th 2009
Daniel Thomas Gagnon December 17th 2009	Guy A Hamblen	December 17th 2009
Bryon Scott Anderson December 17th 2009 Derck Noel Kirkham December 17th 2009 William J. Schmidt December 04th 2009 Stephen Pinill April 06th 2010 William A Richards II April 26th 2010 John V. Abbruscato April 26th 2010 Howard Andrew Sine September 07th 2010 Frederick T. Clarke Jr October 26th 2010 Gary D Hughes October 26th 2010 Milton Kent Miller October 26th 2010 Guy A Hamblen October 26th 2010 William T Brady October 26th 2010 William S Maynard October 26th 2010 William S Maynard October 26th 2010 William J. Schmidt II January 11th 2011 Volkmar Junge February 04th 2011 Avery Trim May 20th 2011 Robert C Whelan June 06th 2011 Linus Theclus June 06th 2011 Linus Theclus June 06th 2011 Stephen Harry Whitfield June 06th 2011 Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011	Stephen Martin Galchutt	December 17th 2009
Derek Noel Kirkham December 17th 2009	Daniel Thomas Gagnon	December 17th 2009
William J. Schmidt December 04th 2009 Stephen Pinill April 06th 2010 William A Richards II April 26th 2010 John V. Abbruscato April 26th 2010 Howard Andrew Sine September 07th 2010 Frederick T. Clarke Jr October 26th 2010 Gary D Hughes October 26th 2010 Milton Kent Miller October 26th 2010 Guy A Hamblen October 26th 2010 William T Brady October 26th 2010 William S Maynard October 26th 2010 William S Maynard October 26th 2010 William J. Schmidt II January 11th 2011 Volkmar Junge February 04th 2011 Marc Karim Ehlayil February 04th 2011 Avery Trim May 20th 2011 Robert C Whelan June 06th 2011 Matthew Nelson June 06th 2011 Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011	Bryon Scott Anderson	December 17th 2009
Stephen Pinill April 06th 2010	Derek Noel Kirkham	December 17th 2009
William A Richards II	William J. Schmidt	December 04th 2009
John V. Abbruscato	Stephen Pinill	April 06th 2010
Howard Andrew Sine September 07th 2010	William A Richards II	April 26th 2010
Frederick T. Clarke Jr	John V. Abbruscato	April 26th 2010
Gary D Hughes October 26th 2010	Howard Andrew Sine	September 07th 2010
Milton Kent Miller October 26th 2010 Guy A Hamblen October 26th 2010 William T Brady October 26th 2010 William S Maynard October 26th 2010 William S Maynard October 26th 2010 William J. Schmidt II January 11th 2011 Volkmar Junge February 04th 2011 Marc Karim Ehlayil February 04th 2011 Donovan Bicar May 20th 2011 Avery Trim May 20th 2011 Robert C Whelan June 06th 2011 Linus Theclus June 06th 2011 Linus Theclus June 06th 2011 Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011	Frederick T. Clarke Jr	October 26th 2010
Guy A Hamblen October 26th 2010	Gary D Hughes	October 26th 2010
William T Brady October 26th 2010 William S Maynard October 26th 2010 William J. Schmidt II January 11th 2011 Volkmar Junge February 04th 2011 Marc Karim Ehlayil February 04th 2011 Donovan Bicar May 20th 2011 Avery Trim May 20th 2011 Robert C Whelan June 06th 2011 Linus Theclus June 06th 2011 Matthew Nelson June 06th 2011 Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011	Milton Kent Miller	October 26th 2010
William S Maynard October 26th 2010 William J. Schmidt II January 11th 2011 Volkmar Junge February 04th 2011 Marc Karim Ehlayil February 04th 2011 Donovan Bicar May 20th 2011 Avery Trim May 20th 2011 Robert C Whelan June 06th 2011 Linus Theclus June 06th 2011 Matthew Nelson June 06th 2011 Stephen Harry Whitfield June 06th 2011 Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011	Guy A Hamblen	October 26th 2010
William J. Schmidt II January 11th 2011 Volkmar Junge February 04th 2011 Marc Karim Ehlayil February 04th 2011 Donovan Bicar May 20th 2011 Avery Trim May 20th 2011 Robert C Whelan June 06th 2011 Linus Theclus June 06th 2011 Matthew Nelson June 06th 2011 Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011	William T Brady	October 26th 2010
Volkmar Junge February 04th 2011 Marc Karim Ehlayil February 04th 2011 Donovan Bicar May 20th 2011 Avery Trim May 20th 2011 Robert C Whelan June 06th 2011 Linus Theclus June 06th 2011 Matthew Nelson June 06th 2011 Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011	William S Maynard	October 26th 2010
Marc Karim Ehlayil February 04th 2011 Donovan Bicar May 20th 2011 Avery Trim May 20th 2011 Robert C Whelan June 06th 2011 Linus Theclus June 06th 2011 Matthew Nelson June 06th 2011 Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011	William J. Schmidt II	January 11th 2011
Donovan Bicar May 20th 2011	Volkmar Junge	February 04th 2011
Avery Trim May 20th 2011 Robert C Whelan June 06th 2011 Linus Theclus June 06th 2011 Matthew Nelson June 06th 2011 Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011	Marc Karim Ehlayil	February 04th 2011
Robert C Whelan June 06th 2011 Linus Theclus June 06th 2011 Matthew Nelson June 06th 2011 Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011	Donovan Bicar	May 20th 2011
Linus Theclus June 06th 2011 Matthew Nelson June 06th 2011 Stephen Flarry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Jan Plummer August 02 2011	Avery Trim	May 20th 2011
Matthew Nelson June 06th 2011 Stephen Flarry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011	Robert C Whelan	June 06th 2011
Stephen Harry Whitfield June 06th 2011 Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011	Linus Theclus	June 06th 2011
Kenneth M.Fatchett July 15th 2011 Ian Plummer August 02 2011	Matthew Nelson	June 06th 2011
Jan Plummer August 02 2011	Stephen Harry Whitfield	June 06th 2011
	Kenneth M.Fatchett	July 15th 2011
Barclay Thomas September 13th 2011	Ian Plummer	August 02 2011
	Barclay Thomas	September 13th 2011

	Budd Lee Deserved	Campa - 1 - 1241 0011
	Budd Lee Drummond	September 13th 2011
	David W Drake	September 13th 2011
	Jonathan Mitichener	September 13th 2011
	Joseph C Kelly	September 13th 2011
	Stephen A. Licht	September 13th 2011
	Thomas J. Liska	September 13th 2011
	Guy A Hamblen	September 30th 2011
	William P. Temple	September 13th 2011
	Fabian Errol Lewis	January 9th 2012
	William J Schmidt II	January 19th 2012
•	Joanna Harmsen	February 08th 2013
	Giles Cassius	February 29th 2012
	Michael Innocent	February 29th 2012
	Basil Yearwood	February 29th 2012
	Martinus Cenac	July 03rd 2012
	Pius Stephen	May 10th 2012
	Matthew Nelson	June 05th 2012
	Julian DuBois	July 03rd 2012
	Martin Daniel	July 03rd 2012
	Stephen Harry Whitfield	August 14th 2012
	Stephen Harry Whitfield	August 14th 2012
	Peter Gaillard	September 06th 2012
	Kevin M. Reilly	September 12th 2012
	Nate Du Bois	October 03rd 2012
	Guy A Hamblen	November 02nd 2012
	Hugh W. Morgan	November 02nd 2012
	Jerry W. Long Jr	November 02nd 2012
	Scott Paul Mc Donald	November 02nd 2012
	Robert Fanfant	November 02nd 2012
	Bryan P Shumaker	November 02nd 2012
	Ophelia Randa Marieatte	November 26th 2012
	Shalamia Bissette	November 26th 2012
	Everett W. Curry Jr	November 19th 2012
	Daryl Curtis Staehle	December 18th 2012
	David J. Nicholson	January 22nd 2013
	William J Schmidt II	February 08th 2013
	Cecile Whiltshire	February 08th 2013
	Frans Van Santbrink	March 25th 2013
	Darren George Hager	March 25th 2013
	Derek Noel Kirkham	June 14th 2013
		,

	Ian Plummer	June 25th 2013
	Victor Price	August 05th 2013
	Anselm Gittens	September 05th 2013
	Lindsley Philbert	September 05th 2013
	Anselm Gittens	September 05th 2013
	Craig William Behrens	October 21st 2013
	Christopher David Drummond	October 21st 2013
	Joseph D Belden Jr	October 21st 2013
	John F. Nagel	October 21st 2013
	Richard A. Llyod	October 21st 2013
	James C. Stafford	October 21st 2013
	Gerald J. Scherkenbach	October 21st 2013
	Budd Lee Drummond	October 21st 2013
	Budd Lee Drummond	November 02nd 2013
	Pius Stephen	November 04th 2013
	Ancletus Ernest	November 04th 2013
	John Emerson Blaize	November 04th 2013
	Raymond C. Cyrille	November 04th 2013
	Annette Marie Du Boulay	November 14th 2013
	Matthew Nelson	November 14th 2013
	Peter James	November 14th 2013
	Tony Du Boulay	November 14th 2013
	Stephen Harry Whitfield	November 14th 2013
	Augustin Winfield Compton	January 31st 2014
	Darren George Hager	January 31st 2014
	Adrian Styles	February 28th 2014
	Frans Van Santbrink	May 16th 2014
	Jeffery B Otterson	May 16th 2014
	Bernard Thomas	2014-2019
	Dudley Du Boulay	2014-2019
	Albert Tot Henry	June 06th 2014
	Lyndell St. Ville	June 06th 2014
(xiv) For the operation of a Broadcast Licence in Saint Lucia	Hit Radio Limited	June 04th 2007
	Daher Broadcasting Service Limited	December 17th 2002
(xv) For the Use of Radio Frequencies in Connection with the Operation of Citizen's Band Operation	Preston Huntley	August 10th 2009
	Avery Trim	September 30th 2011

	Joseph Charles	June 28th 2011
	Swithin Donnelly	December 29th 2011
	Raphael Cornibert	February 29th 2012
	Julian DuBois	July 03rd 2012
	Anselm Gittens	November 14th 2013
(xvi) Private Land Mobile and Frequency Authorisation	Soufriere Regional Development Foundation (SRDF)	Undated 2009
	Eastern Caribbean Financial Company Holdings Limited	May 19th 2009
	J Q Charles Limited	May 19th 2009
	IMG Media	June 02nd 2009
	Sir Arthur Lewis Community College	May 19th 2009
	St. Lucia Electricity Services Limited	May 19th 2009
	Rain Forest Sky Rides	May 19th 2009
	Discovery at Marigot Bay Limited	May 19th 2009
	The Landings Saint Lucia	May 19th 2009
	Anse Chasnet	June 16th 2009
	Monroe College	November 17th 2009
	High Court of Saint Lucia	November 13th 2009
	Windjammer Landing Company Limited	November 13th 2009
	Ladera Resort	November 13th 2009
	Broadcast Solutions (UK) Limited	April 29th 2010
	Cox & Company Limited	September 10th 2010
	St. Lu Metal & Plastics MFR Limited.	September 10 th 2010
	G4S Security Services (St. Lucia) Ltd	June 28th 2011
	St. Jude Hospital	July 03rd 2012
	Ministry of Physical Devlopment, Housing & Urban Renewal	July 03rd 2012
	Soufriere Regional Development Foundation (SRDF)	July 03rd 2012
	Windjammer Landing Company Limited	July 03rd 2012
	Jalousie Plantation Resort	November 26 2012
	SLASPA	December 21st 2012
	Caribbean Dispatch Services Limited	January 25th 2013
	Ronin Guardian Agency Limited	February 18th 2013

	Landings Resort Employees Limited	May 21st 2013
	St. Lucia Electricity Services Limited	May 21st 2013
	Rubis West Indies Limited	September 05th 2013
	Bay Gardens Resort	December 20th 2013
	Courtesy Taxi Co-Operative Society Ltd	May 16th 2014
(xvii) For the Establishment and Operation of a Family Radio Service Operation (Open Land Mobile)	Cecile Wiltshire	August 28th 2009
	Edmund Junior Magres	December 1st 2009
	Cecile Wiltshire	December 17th 2009
	Martin Daniel	August 28th 2009
	Kennedy J. Burke	April 29th 2010
	Desmond Destang	September 10th 2010
	Donald Tommy	June 28 2011
	Oliver Lawrence	June 28 2011
	Trevor Hinkson	September 13th 2011
	Moses Ferguson	September 13th 2011
	Bryan Hugh Devaux	February 29th 2012
	Desmond Destang	April 29th 2012
	Andre Rosemond	May 15 2012
	Martin Daniel	July 03rd 2012
	Kar Engineering & Construction Limited	August 14th 2012
	Davis Charles	August 14th 2012
	Kisla Dolcy	November 26th 2012
	St. Jude Hospital	December 18th 2012
	Xavier Marc Ribet	January 22nd 2013
	Vitus Peters	February 08th 2013
	Lindell Gustave	September 20th 2013
	Windward & Leeward Brewery (Kirby Polius)	November 04th 2013
	Lance N. Octave	December 20th 2013
	Beachcomber Ltd	June 06 2014
(xviii) For the Establishment and Operation of an Aeronautical Mobile Radio Station	ARINC (Saint Lucia) Limited	January 14th 2009
	ARINC (Saint Lucia) Limited	July 03rd 2012
	Harlequin Air	June 06th 2012
	Harlequin Air	June 25th 2013
	Medical Associates (Tapion Hospital)	September 05 2013
(xviiii) For the Establishment and Operation of an Aircraft Station Licence in Saint Lucia	Harlequin Air	June 25th 2013
	Harlequin Air	June 25th 2013
Telecommunications Licences Modified	Rhythm FM	September 11th 2009

Telecommunications Licences Renewed	Cable & Wireless (St.Lucia) Limited	November 03 rd , 2008
<u>Telecommunications Licences Revoked</u>	SES Americom Inc	September 25th 2009
<u>FOOTNOTE</u>		
1. AWS was transferred to Wireless Ventures St. Lucia Ltd.		
2. Digicel gained control of Wireless Ventures through purchase of Cingular Wireless LLC		

Telecommunications Licences Issued

Licensee

Date Issued

(i) For the Establishment and Cable & Wireless (West Indies) Limited Operation of Fixed Public Telecommunications Network and the of Certain Fixed Telecommunications Services in Saint Lucia

Digicel (St. Lucia) Limited

April 17th, 2008

October 10th, 2001

Kelcom International

April 17th, 2008

Tele (St. Lucia) Limited

June 24th, 2008

Operation of a Public Cellular Mobile (St. Lucia) Limited Telecommunications Network and the Provision of Public Cellular Mobile Telecommunications Services in Saint Lucia

For the Establishment and Cable & Wireless Caribbean Cellular October 10th, 2001

Digicel (St. Lucia) Limited

September 6th, 2002

AWS Caribbean Holdings Limited[1]

September 10th, 2002

Wireless Ventures (St. Lucia) Limited, September 10th, 2006 transferred from **AWS** Caribbean Holdings Limited[2] 21st Century Telecoms Network December 19th, 2007 (Caribbean) Limited. PATWA (St. Lucia) Inc. April 29th 2010 Installation and Cable & Wireless (West Indies) Limited October 10th, 2001 Operation of an Internet Network and the Provision of Internet Services in Saint Antilles Crossing (St. Lucia) Limited April 22nd, 2006 Century Network December 19th, 2007 Telecoms (Caribbean) Limited. Link Technologies Limited February 15th, 2008 Kelcom International Limited April 17th, 2008 Digicel (St. Lucia) Limited April 17th, 2008 Tele (St. Lucia) Limited June 19th, 2008 PATWA (St. Lucia) Inc. April 29th 2010 Helen Television System (HTS) December 29th 2011 For the Landing of a Submarine Antilles Crossing (St. Lucia) Limited February 2nd, 2005 Establishment and Submarine Cable Telecommunications Network and the Provision of Certain Telecommunications

(iii)

Lucia

(iv)

Cable

Operation

and

Services in Saint Lucia

the

of

	Southern Caribbean Fibre Limited	August 2, 2007
(v) For the Provision of Full Internet Services in Saint Lucia	Almus McDowall (NETEL)	February 12th, 2003
	Advanced Network Associates	February 18th, 2003
(vi) For the Provision of Restricted Internet Services in Saint Lucia	Flo Internet Services	January 8th, 2003
(vii) For the Resale of International Switched Minutes in Saint Lucia	NCIC (Saint Lucia) Inc.	October 28th, 2003
	Global Link (St. Lucia) Limited	November 21st, 2003
	NETEL	December 5th, 2003
	CARINET Incorporation	January 10th, 2006
(viii) For the Establishment and Operation of a Private Telecommunications Network and Services in Saint Lucia	Helen IT Systems	July 27th, 2004
	FINMAN Information Technology Unit	September 22nd, 2004
	PBL Sat	July 02nd 2009
	Globecast UK	May 20th 2011
	West Indies Cricket Board	January 15th 2013

(ix) Frequencies in Connection with the (St. Lucia) Limited Operation of Certain Telecommunications Networks and the Provision of Certain Telecommunications Services in Saint Lucia

For the Use of Radio Cable & Wireless Caribbean Cellular October 10th, 2001

Helen Television Systems Limited	February 2nd, 2007
Link Technologies Limited	February 15th 2007
Hit Radio Limited	June 4th, 2007
Hot FM Communications	September 11th, 2008
Rhythm FM Inc.	September 11th, 2008
Southern Broadcasting Services	September 11th, 2008
Antilles Crossing (St. Lucia) Limited	September 11th, 2008
Valerie Octave (RFI Group)	December 12th 2008
Pentecostal Assemblies of the West Indies	December 12th 2008
Link Technologies	November 03rd, 2008
Digicel (St.Lucia) Limited	November 03rd, 2008
Cable & Wireless (St.Lucia) Limited	November 03rd, 2008
Almus McDowall	November 03rd, 2008
John Poleon	November 03rd, 2008
World on Wireless Communications	November 03rd, 2008
21 CTN Telecoms Network	November 03rd, 2008
(Caribbean) Limited	,

BBC World Service March 02nd 2009

All Biz Limited March 02nd 2009

Soufriere Regional Development March 02nd 2009

Foundation

Arqiva March 30th 2009

Link Technologies June 02nd 2009

PBL SAT July 02nd 2009

Gem Radio (The Wave) July 06th 2009

L.A Broadcasting Company Limited November 13th 2009

Mix Broadcasting Company Limited November 13th 2009

Royal St. Lucia Police Force March 08th 2010

Cable & Wireless (Trading as LIME) April 06th 2010

Uno Broadcasting April 06th 2010

Globecast Africa Limited April 29th 2010

PATWA (St. Lucia) Inc. June 01st 2010

Tele (St. Lucia) Inc April 11th 2011

Globecast UK Limited May 20th 2011

Cable & Wireless (Trading as LIME) May 20th 2011

Cletus Hippolyte June 06th 2011

Digicel (St.Lucia) Limited June 06th 2011

Stompid Electronics June 06th 2011

Jaycom International September 30th 2011

Upsurge June 06th 2012

Digicel (St.Lucia) Limited January 18th 2012

Helen Television Systems Limited July 03rd 2012

John Poleon November 02nd 2012

Dystreek Inc (Rayneau Gajadhar) February 19th 2013

Cable & Wireless (Trading as LIME) February 06th 2013

Island Broadcasting, Advertising February 19th 2013

Services (IBAS)

West Indies Cricket Board January 15th 2013

(x) Special Licence for the Establishment and Operation of Telecommunications Networks and the Provision of Telecommunications Services in Saint Lucia

Cable & Wireless (West Indies) Limited October 1st, 2001

(xi) Special Licence for Land Discovery at Marigot Bay Limited Mobile Radio and Frequency Authorisation for Operation in Saint Lucia

(xii) For the operation of a Maritime Hess Oil St. Lucia Limited June 16th 2009

Mobile Service in Saint Lucia

Whitaker Augier December 17th 2009

Rendezvous (Malabar Beach Limited)

June 4th 2010

Peter Philip Rowland April 29th 2010

December 01st 2006

Francis Compton August 15th 2011

Le Sport September 30th 2011

Curtis John October 11th 2011

Reel Irie December 29th 2011

The Landings St. Lucia June 28th 2011

Soufriere Regional Development May 10th 2012

Foundation (SRDF)

Carnival Sailing Limited October 03rd 2012

Thompson William October 03rd 2012

Sandals Resorts International October 03rd 2012

SLASPA December 21st 2012

Hess Oil St. Lucia Limited December 18th 2012

Stephen Antoine June 25th 2013

Anse Chastanet Resort/Scuba St. Lucia September 10th 2013

Alphonso Spooner November 14th 2013

(xiii) For the use of Amateur Radio Service Thomas Grove

in Saint Lucia

Thomas Grove October 03rd 2008

Dudley Du Boulay October 03rd 2008

William Schmidt October 03rd 2008

John V. Abbruscato October 03rd 2008

Frans Van Santbrink October 03rd 2008

Peter Cross October 03rd 2008

Baerbel Linge October 03rd 2008

Lothar Linge October 03rd 2008

John Fricot October 03rd 2008

Albert Henry February 20th 2009

Bernard Thomas March 02nd 2009

Tony Du Boulay March 02nd 2009

Arthur Charles (Novice) April 02nd 2009

Andrew Lewis (Novice) June 16th 2009

Frederick H. Kleber June 16th 2009

Clem Bobb June 16th 2009

Annette Du Boulay June 16th 2009

Ermelia George June 16th 2009

Peter James June 16th 2009

Givan George June 16th 2009

John V. Abbruscato June 16th 2009

Lionel Ellis August 10th 2009

Matthew Nelson August 25th 2009

Martin Daniel August 25th 2009

Robert Michael Greenwood December 17th 2009

Paul Wesley Van Dyke December 17th 2009

Howard Andrew Sine December 01st 2009

Budd Lee Drummond December 17th 2009

Weymouth Dove Walker Jr. December 17th 2009

Christopher David Drummond December 17th 2009

Guy A Hamblen December 17th 2009

Stephen Martin Galchutt December 17th 2009

Daniel Thomas Gagnon December 17th 2009

Bryon Scott Anderson December 17th 2009

Derek Noel Kirkham December 17th 2009

William J. Schmidt December 04th 2009

Stephen Pinill April 06th 2010

William A Richards II April 26th 2010

John V. Abbruscato April 26th 2010

Howard Andrew Sine September 07th 2010

Frederick T. Clarke Jr October 26th 2010

Gary D Hughes October 26th 2010

Milton Kent Miller October 26th 2010

Guy A Hamblen October 26th 2010

William T Brady October 26th 2010

William S Maynard October 26th 2010

William J. Schmidt II January 11th 2011

Volkmar Junge February 04th 2011

Marc Karim Ehlayil February 04th 2011

Donovan Bicar May 20th 2011

Avery Trim May 20th 2011

Robert C Whelan June 06th 2011

Linus Theclus June 06th 2011

Matthew Nelson June 06th 2011

Stephen Harry Whitfield June 06th 2011

Kenneth M.Fatchett July 15th 2011

Ian Plummer August 02 2011

Barclay Thomas September 13th 2011

Budd Lee Drummond September 13th 2011

David W Drake September 13th 2011

Jonathan Mitichener September 13th 2011

Joseph C Kelly September 13th 2011

Stephen A. Licht September 13th 2011

Thomas J. Liska September 13th 2011

Guy A Hamblen September 30th 2011

William P. Temple September 13th 2011

Fabian Errol Lewis January 9th 2012

William J Schmidt II January 19th 2012

Joanna Harmsen February 08th 2013

Giles Cassius February 29th 2012

Michael Innocent February 29th 2012

Basil Yearwood February 29th 2012

Martinus Cenac July 03rd 2012

Pius Stephen May 10th 2012

Matthew Nelson June 05th 2012

Julian DuBois July 03rd 2012

Martin Daniel July 03rd 2012

Stephen Harry Whitfield August 14th 2012

Stephen Harry Whitfield August 14th 2012

Peter Gaillard September 06th 2012

Kevin M. Reilly September 12th 2012

Nate Du Bois October 03rd 2012

Guy A Hamblen November 02nd 2012

Hugh W. Morgan November 02nd 2012

Jerry W. Long Jr November 02nd 2012

Scott Paul Mc Donald November 02nd 2012

Robert Fanfant November 02nd 2012

Bryan P Shumaker November 02nd 2012

Ophelia Randa Marieatte November 26th 2012

Shalamia Bissette November 26th 2012

Everett W. Curry Jr November 19th 2012

Daryl Curtis Staehle December 18th 2012

David J. Nicholson January 22nd 2013

William J Schmidt II February 08th 2013

Cecile Whiltshire February 08th 2013

Frans Van Santbrink March 25th 2013

Darren George Hager March 25th 2013

Derek Noel Kirkham June 14th 2013

Valson James June 14th 2013

Ian Plummer June 25th 2013

Victor Price August 05th 2013

Anselm Gittens September 05th 2013

Lindsley Philbert September 05th 2013

Anselm Gittens September 05th 2013

Craig William Behrens October 21st 2013

Christopher David Drummond October 21st 2013

Joseph D Belden Jr October 21st 2013

John F. Nagel October 21st 2013

Richard A. Llyod October 21st 2013

James C. Stafford October 21st 2013

Gerald J. Scherkenbach October 21st 2013

Budd Lee Drummond October 21st 2013

Budd Lee Drummond November 02nd 2013

Pius Stephen November 04th 2013

Ancletus Ernest November 04th 2013

John Emerson Blaize November 04th 2013

Raymond C. Cyrille November 04th 2013

Annette Marie Du Boulay November 14th 2013

Matthew Nelson November 14th 2013

Peter James November 14th 2013

Tony Du Boulay November 14th 2013

Stephen Harry Whitfield November 14th 2013

Augustin Winfield Compton January 31st 2014

Darren George Hager January 31st 2014

Adrian Styles February 28th 2014

Frans Van Santbrink May 16th 2014

Jeffery B Otterson May 16th 2014

Bernard Thomas 2014-2019

Dudley Du Boulay 2014-2019

Albert Tot Henry June 06th 2014

Lyndell St. Ville June 06th 2014

(xiv) For the operation of a Broadcast Hit Radio Limited June 04th 2007

Licence in Saint Lucia

Daher Broadcasting Service Limited December 17th 2002

(xv) For the Use of Radio Frequencies in Preston Huntley August 10th 2009

Connection with the Operation of

Citizen's Band Operation

Avery Trim September 30th 2011

	Joseph Charles	June 28th 2011
	Swithin Donnelly	December 29th 2011
	Raphael Cornibert	February 29th 2012
	Julian DuBois	July 03rd 2012
	Anselm Gittens	November 14th 2013
(xvi) Private Land Mobile and Frequency Authorisation	Soufriere Regional Development Foundation (SRDF)	Undated 2009
	Eastern Caribbean Financial Company Holdings Limited	May 19th 2009
	J Q Charles Limited	May 19th 2009
	IMG Media	June 02nd 2009
	Sir Arthur Lewis Community College	May 19th 2009
	St. Lucia Electricity Services Limited	May 19th 2009
	Rain Forest Sky Rides	May 19th 2009
	Discovery at Marigot Bay Limited	May 19th 2009
	The Landings Saint Lucia	May 19th 2009
	Anse Chasnet	June 16th 2009
	Monroe College	November 17th 2009
	High Court of Saint Lucia	November 13th 2009
	Windjammer Landing Company Limited	November 13th 2009
	Ladera Resort	November 13th 2009

Broadcast Solutions (UK) Limited April 29th 2010 Cox & Company Limited September 10th 2010 St. Lu Metal & Plastics MFR Limited. September 10th 2010 G4S Security Services (St. Lucia) Ltd June 28th 2011 St. Jude Hospital July 03rd 2012 of Physical Devlopment, July 03rd 2012 Housing & Urban Renewal Soufriere Regional Development July 03rd 2012 Foundation (SRDF) Windjammer Landing Company July 03rd 2012 Limited Jalousie Plantation Resort November 26 2012 SLASPA December 21st 2012 Caribbean Dispatch Services Limited January 25th 2013 Ronin Guardian Agency Limited February 18th 2013 Landings Resort Employees Limited May 21st 2013 St. Lucia Electricity Services Limited May 21st 2013 Rubis West Indies Limited September 05th 2013 Bay Gardens Resort December 20th 2013

Courtesy Taxi Co-Operative Society May 16th 2014

(xvii) For the Establishment and Operation of a Family Radio Service Operation (Open Land Mobile)

and Cecile Wiltshire

Ltd

August 28th 2009

Edmund Junior Magres December 1st 2009

Cecile Wiltshire December 17th 2009

Martin Daniel August 28th 2009

Kennedy J. Burke April 29th 2010

Desmond Destang September 10th 2010

Donald Tommy June 28 2011

Oliver Lawrence June 28 2011

Trevor Hinkson September 13th 2011

Moses Ferguson September 13th 2011

Bryan Hugh Devaux February 29th 2012

Desmond Destang April 29th 2012

Andre Rosemond May 15 2012

Martin Daniel July 03rd 2012

Kar Engineering & Construction August 14th 2012

Limited

Davis Charles August 14th 2012

Kisla Dolcy November 26th 2012

St. Jude Hospital December 18th 2012

Xavier Marc Ribet January 22nd 2013

Vitus Peters February 08th 2013

Lindell Gustave September 20th 2013

Windward & Leeward Brewery (Kirby November 04th 2013

Polius)

	Lance N. Octave	December 20th 2013
	Beachcomber Ltd	June 06 2014
(xviii) For the Establishment and Operation of an Aeronautical Mobile Radio Station	ARINC (Saint Lucia) Limited	January 14th 2009
	ARINC (Saint Lucia) Limited	July 03rd 2012
	Harlequin Air	June 06th 2012
	Harlequin Air	June 25th 2013
	Medical Associates (Tapion Hospital)	September 05 2013
(xviiii) For the Establishment and Operation of an Aircraft Station Licence in Saint Lucia	Harlequin Air	June 25th 2013
	Harlequin Air	June 25th 2013
Telecommunications Licences Modified	Rhythm FM	September 11th 2009
Telecommunications Licences Renewed	Cable & Wireless (St.Lucia) Limited	November 03rd, 2008
Telecommunications Licences Revoked FOOTNOTE	SES Americom Inc	September 25th 2009
1. AWS was transferred to Wireless Ventures St. Lucia Ltd.		
2. Digicel gained control of Wireless Ventures through purchase of Cingular Wireless LLC		

TELECOMMUNICATIONS FEES

For the period October 2012 to September 2013, the following amounts in telecommunications fees were collected by the Government of Saint Lucia and by ECTEL in Saint Lucia.

TOTAL	EC\$ 9,553,505.99
Spectrum Fees (ECTEL)	EC\$ 1,936,243.27
Licence Fees (GOSL)	EC\$ /,61/,262./2

5.1 Telecommunications Licence Fees

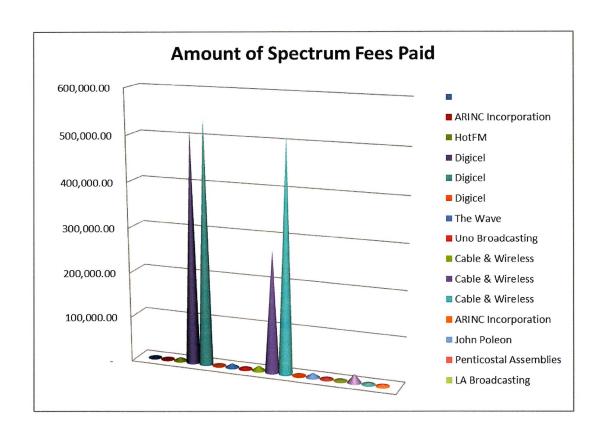
The telecommunications licence fees collected by the Inland Revenue Department (IRD) on behalf of the Government of Saint Lucia for 2012/2013 as indicated above. This indicated an increase of \$116,294.06 in collection of the previous year.

5.2 Frequency Authorisation (Spectrum) Fees

The Commission remains reliant on spectrum fees for its day to day operation. In its continued effort to fufill its enforcement mandate through revenue collection the Commission partnered with ECTEL to meet delinquent providers to discuss the implications of their non-payment of fees and to obtain the providers commitments to honour their debts. Some payments were received but it was not significant enough to record as a success. The Commission will continue to intensify its collection efforts during the year 2013/2014.

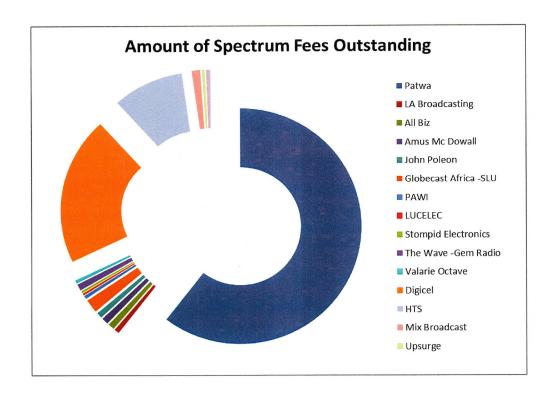
PROVIDERS SPECTRUM FEES PAYMENT FOR 2012/2013

PROVIDERS	AMT PAID
ARINC Incorporation	400.00
HotFM	8,250.00
Digicel	518,000.00
Digicel	547,000.00
Digicel	2,000.00
The Wave	8,750.00
Uno Broadcasting	4,143.27
Cable & Wireless	11,000.00
Cable & Wireless	272,800.00
Cable & Wireless	520,000.00
ARINC Incorporation	400.00
John Poleon	10,000.00
Penticostal Assemblies	3,000.00
LA Broadcasting	2,000.00
HTS	20,000.00
IMG	4,000.00
Dystreek	4,500.00
	1,936,243.27



OUTSTANDING SPECTRUM FEES FOR 2012/2013

PROVIDERS	AMT DUE
Patwa	1,188,000.00
LA Broadcasting	13,000.00
All Biz	17,000.00
Amus Mc Dowall	18,000.00
John Poleon	15,250.00
Globecast Africa -SLU	36,000.00
PAWI	9,200.00
LUCELEC	5,200.00
Stompid Electronics	6,000.00
The Waave -Gem Radio	17,500.00
Valarie Octave	8,700.00
Digicel	400,000.00
HTS	186,500.00
Mix Broadcast	22,500.00
Upsurge	8,500.00
West Indies Cricket Board	12,000.00
	1,963,350.00



Preliminary data was provided by ECTEL and produced by the Commission. Some Providers still have not made their payments for 2012/2013. Some delinquent Providers have resorted to making lump sum payments and some relinquished some of their frequencies. The Commission anticipates that payments will be continued in period 2013/2014.

6 UNIVERSAL SERVICE FUND OFFICE

6.1.0 BACKGROUND

The Universal Service Fund (USF) was established under section 44 of the Telecommunications Act (27 of 2000) of Saint Lucia. Under the provision of the Act, the Fund is managed by the National Telecommunications Regulatory Commission (NTRC) through the office of the Universal Service Fund which collects, disburses and makes relevant decisions with regards to the prudent management of the Fund.

6.1.1 WHAT IS UNIVERSAL SERVICE/ACCESS?

Universal Service is an obligation placed on telecommunications providers by virtue of their license to ensure that telecommunications services are reasonably accessible to all persons in Saint Lucia on an equitable and affordable basis, regardless of geographic location. Universal Service seeks to ensure that every individual or household has access to the baseline set of telecommunications services available to them at minimal or fair cost.

Universal Service includes the provision of:

- Public voice telephony (fixed line and mobile telephone services);
- Internet/broadband access;
- Telecommunications services to schools, emergency services such as hospitals, fire services and similar institutions;
- Telecommunications Services to the disabled and physically challenged; and
- Other services by which people can access efficient, affordable and modern telecommunications services.

6.1.2 WHAT IS THE UNIVERSAL SERVICE FUND

The Fund was established for the promotion of Universal Service in Saint Lucia. Accordingly, under the provisions of the Act, the Fund is used by the NTRC to compensate any provider who is required to provide Universal Service or to promote Universal Service in Saint Lucia.

Additionally, pursuant to the Universal Service Fund Regulations of Saint Lucia, the Fund shall provide financial support to projects that address one or more of the following objectives:

- a. Encourage efficient access to and use of telecommunication networks and services throughout Saint Lucia, with special focus on rural, under-served and maritime areas, with a goal to help promote social, educational and economic development;
- b. Ensure the reasonable availability and affordability of basic and advanced telecommunications services, including voice telephony, internet access, as well as broadband connectivity at community, household and individual levels, particularly where the commercial market may be unable to deliver such services in a financially viable manner independently, as well as to the disabled, elderly, physically challenged, and indigent communities
- Provide support for the introduction of telecommunications services to schools, health facilities and other institutions serving public needs;
- d. Promote technological innovation in the telecommunications sector.

6.1.3 WHO CONTRIBUTES TO THE UNIVERSAL SERVICE FUND

As set forth in the Telecommunications (Universal Service Contribution) Order 2009, of Saint Lucia, all telecommunications providers shall contribute to the Universal Service Fund. Parliament may also appropriate funds for use by the Fund. Official grants, donations bequests, other contributions or transfers by legal entities may also be made to the Fund.

6.1.4 MANAGEMENT OF THE FUND

The legal framework establishing the Universal Service Fund and facilitating provision for the management of the Universal Service Fund includes the following:

- a. ECTEL Treaty (2000);
- b. Telecommunications Act (No. 27 of 2000);
- c. The Universal Service Fund Regulations (No. 120 of 2008);
- d. The Universal Service Fund Contribution Order (No. 45 of 2009);
- e. The Universal Service Fund Guidelines (July 2008).

The aim of these regulations is to provisions for the efficient and effective management of the Fund. Additionally, the Regulations, the Universal Service Fund Guidelines established under section 7 of the Telecommunications (Universal Service Fund) Regulations is to facilitate the proper operation of the Fund. These Guidelines are an indication of policy procedure that must be followed in the operation of the Fund.

The Fund plays an integral role in the development and technological innovation of the telecommunications sector and of the country as a whole. With the fast pace of the global telecommunications sector, the USF will not only boost the current position of Saint Lucia, but will contribute significantly to the educational development, economic growth and human resource development of its people.

6.2.0 KEY ACTIVITIES OF THE UNIVERSAL SERVICE FUND OFFICE 2012/2013

ADMINISTRATIVE TASKS

6.2.1 Appointments

In an effort to provide efficient management to the Universal Service Office, during the 2012/2013 operating year the post of Administrator was filled by Ms. Allison Joseph in November 2012. She resigned in February 2103. The Commission then appointed Commissioner Roderick Cherry as a USF Consultant to provide technical direction in order to continue the work of the office. His tenure commenced in April 2013 and ended in December 2013.

6.3.0 USFO PLANS

In November 2012, the USFO produced an Action Plan and a Project outreach plan for the period December 2012 to January 2013.

The USFO also prepared a work plan for the second quarter January to March 2013 and assisted with the preparation of the USF 2011/2012 Annual Report.

6.3.1 USF Stakeholder Outreach Plan

The Telecommunications Survey Conducted in 2011 (See Appendix E) highlighted priority areas for project funding. The Commission at the time made a determination to use the Fund primarily for broadband access and services, access of telecommunications services by differently abled individuals and public access telephones during the current year. The priority list is as follows:

- Provision or subsidization of the cost for broadband internet access and essential supporting
 infrastructure in public schools, libraries and community development centers that currently
 do not have access or may require expansion.
- Subsidization of the costs of infrastructure related to bringing broadband internet services to certain communities based on socio-economic ranking. Proposals based on this priority area should include cost of installation, equipment costs and related charges.
- Subsidization of the cost of equipment for persons living with disabilities to gain access to telecommunications services by partnering with telecommunications providers and agencies serving persons with disabilities; and
- Installation of public access telephones within rural communities and within public
 institutions e.g. schools, hospitals, health institutions, police stations and other institutions
 that offer service to rural and underserved communities.

A target group comprising Government Ministry officials, Secondary School Administrators, Community Groups and Telecommunications Providers was identified and engaged in discussion by the USFO throughout January and February 2012.

The objective of the meetings were to obtain information on the existing Telecommunication initiatives carried out by these offices in an attempt to avoid duplicity and determine the manner in

which the parties can work towards providing modern telecommunications services to the underserved.

At the culmination of the meetings there was a heightened sense of interest in utilizing the Fund, along with suggestions from the various stakeholders.

By the beginning of the third quarter (April/May 2013) The USFO received numerous enquiries regarding funding of projects. However, the following proposals have been received by the Commission in the reporting year.

- 1. The Library Services- Funding for internet centre to provide reliable broadband internet service whereby patrons of the public library can access the internet. This project was suspended because Ministry of Public Service, Information and Broadcast (NICTO) advised that it would submit a comprehensive project incorporating the Library service project.
- Ciceron Secondary School- To increase broadband connectivity and equipment for the school, along with the Lady Gordon School, the Ciceron orphanage and the Ciceron Community Centre.
 - 3. Ministry of Public Service, Information and Broadcast (NICTO) Soufriere and Castries project- The National ICT Office submitted a proposal for the provision of broadband internet service Wi-Fi hotspots in its Soufriere and Castries offices. The project focuses on the enhancement of the current services being offered to the communities. The proposal was revised and approved to include only Soufriere Community Center. The project officially commenced on November 8th 2013 with Cable and Wireless/LIME winning the bid.
- 4. **DIGICEL Payphones Project:** The project proposed installation and maintenance of fifteen (15) payphones in the rural communities all over the country. After some adjustments to the proposal, the bidding process was conducted and won by DIGICEL (St. Lucia) Ltd.
- 5. Association of Professional Engineers Human Resource Development Center's Project: A proposal for the provision of broad band services and ICT infrastructure to human resource Development Centres. The project passed the initial

project appraisal however it was also a duplication of the NICTO comprehensive project and as a result placed on hold.

- 6. Babonneau Management Committee (BMC) Project: The BMC submitted a proposal for the provision of ICT, Broadband and Wi-Fi for the Babonneau Multipurpose Center. The project was suspended pending receipt of additional pertinent information from the Proposers.
- 7. Ministry of Public Service, Information and Broadcast (NICTO) Community ICT Development Project: A comprehensive proposal was submitted for the provision of ICT, Broadband Services and Wi-Fi Hotspots in libraries, human resource development centers, national ICT Centers and other locations. The USFO proposed that the proposal be broken down in order to be evaluated and implemented.

6.4.1 USF Guidelines and Procedures

The USFA reviewed the USF guidelines and procedures which were prepared in 2011 and submitted edits for approval by the Commission at the Ordinary Meeting held on 19th December 2012. Upon request by the Commission a summary documenting edits was prepared by the USFA and submitted for ease of reference to the document. The document was later further revised by the Commission.

6.4.2 Consultancy service for the development of standard procurement guidelines and bid documents for the NTRC/USF

The NTRC/USF in an effort to develop and implement projects, realized the necessity to contract qualified and eligible agencies for project implementation. The selection of a contractor must be transparent and in keeping with ECTEL and NTRC regulations. A major aspect to contracting is the process of public bidding or tendering which allows for transparency in the selection of a contractor. The NTRC engaged the services of a consultant, Ms. Solange Alexander to develop relevant documents that would guide and standardize all tendering to be undertaken by the NTRC.

The main objectives of the consultancy were to develop:

- Guidelines to Procurement for the NTRC
- Tender/Bid documents and forms for contracting services, works, supplies or a combination if and when necessary.

The procurement documents where completed and submitted to the NTRC in February 2013.

6.4.3 Publication of the USF Priority Areas.

A list of priority areas was developed and approved by the Commission resulting from the findings of the Telecommunications and Information Communications Technology Survey conducted by the NTRC in 2011/2012. The USFO published the document in the Gazette, The Voice Newspaper, Star Newspaper, ECTEL and NTRC websites. Director of Public Sector Modernization with responsibility for Telecommunications and E-Government in the Ministry of Telecommunications and Technology has offered to publicize the priority areas in the government website.

6.4.4 Community Map/Profile Database

The USFO started the development of a community map, which is intended to contain data on key community leaders and gatekeepers. This tool was expected to be used to facilitate entry into communities ensuring that relevant persons are contacted and engaged when undertaking project activities. The USFO is expected to collaborate with the office of Social Transformation and other agencies to expand the database.

6.5.0 UNIVERSAL SERVICE FUND BUDGET

6.5.1 Universal Service Fund Contribution

According to the Telecommunications (Universal Service Fund Contribution) Order 2009, a Telecommunications provider shall contribute to the Universal Service Fund as follows:

- ➤ In respect of the first year, 0.25 % of Gross Annual Revenue of license,
- > In respect of the second year, 0.5% of Gross Annual Revenue of license;
- > In respect of the third year, 1.0% of Gross Annual Revenue of license and throughout the duration of the license.

The due date for payment shall be within 45 days of the reporting year and shall be accompanied by a gross annual revenue report and supporting attachments that provide details of the calculation.

6.5.2 Providers' Contribution 2012/2013

The collection of contributions from the providers from inception of the fund has never been without challenges.

1. Helen Television Systems

The HTS financial year ended on December 31st, 2012. A letter was sent to HTS on November 9th 2012 reminding them of their obligation to the Universal Service Fund. Throughout the reporting period HTS has not honored their obligations and as such received approximately four (4) reminders, the latest in July 2013.

2. Antilles Crossing

The USFO at the beginning of the reporting period sent out a reminder letter to Antilles Crossing regarding their late contributions. AC then informed the USFO that Antilles Crossing license were revoked since the end of the previous year. AC was later informed that their obligations towards the Submarine Cable License still existed. Following their noncompliance the Commission decided to withdraw their Submarine Cable license after consultation with ECTEL. The USFO awaited the response of ECTEL up to the fourth quarter of the reporting period.

3. DIGICEL

DIGICEL has requested a copy of the USF audited financial statements. The USFO updated DIGICEL and provided a copy of its draft audited report. At the end of the reporting period the report was still not finalized.

6.5.3 Operating Expenses of the Universal Service Fund

As provided by the Telecommunications (Universal Service Fund) Regulation, SI 120 of 2008, and the Guidelines and Procedures for the Universal Service Fund, the Operating Budget shall be used for operating expenses of the Fund and shall not exceed 10% of the Annual budget of the Fund.

The funds used to cover the administrative expenses of the USF are disbursed on a quarterly basis after approval by the Commission the administrative expenses of the USF are limited to payments for the following expenditure items:

- Salaries, emoluments, remunerative packages and allowances for Fund
 Administrator and Assistant and other persons employed to work on staff matters;
- 2. Office equipment specifically and directly related to requirements of Fund administration;
- Administrative and operational costs specifically and directly related to requirements of Fund administration;
- 4. Costs of carrying out technical, socio-economic or demand studies pertinent to the development of the Operating Plan;
- 5. Consultancy or advisory contracts directly related to Fund activities;
- 6. Financial audit costs of the Fund.

6.5.4 Fund Disbursement

Fund disbursements from the designated Fund Bank Accounts are restricted to payments for eligible expenditure as approved by the Commission under the categories specified below:

- 1. Approved budgeted operational/administration expense,
- 2. Approved payments for Fund Project

Universal Service Fund 2012/2013

Total funds accrued for the period	EC\$7,388,549.00
Approved Annual Allocation for	
administration operating expenses	
	EC\$ 417,912.00
T. ID. I D.I. II. II. II.	
Total Funds Disbursed during the period	EC\$ 2,271,863
Soufriere Project Fund Disbursement	
	EC\$ 43,681.94

7

OTHER SECTOR ISSUES

7.1

INDUSTRY ACQUISITIONS AND PARTNERSHIPS

The sector underwent significant change as evident by the acquisition of the parent companies of two (2) local providers, Tele (St. Lucia) Inc. and Kelcom International Limited.

In June 2012, the Commission received notification relating to the acquisition of the parent company, Antilles Crossing Holding Company (St. Lucia) Limited, of Tele (St. Lucia) Inc. The Minister with responsibility for Telecommunications requested advice on whether or not regulatory intervention was required. Due to the licence clause which stipulates, "The Licensee shall obtain the Minister's prior written consent to any acquisition of shares or changes in shareholding of the Licensee, by any Person, if by reason of that acquisition or change, the total number of shares in the Licensee held by that Person, together with shares held by any nominee or trustee for that Person, immediately after the change or acquisition exceeds 25 per cent of the total number of shares in the Licensee (where such shareholding did not already exceed 25 per cent prior to that change or acquisition)"; intervention at ministerial level would be required only if there was a 25% transfer of shareholding from the provider. The Commission's search at the Registry of Companies revealed that the shareholding of the company remained intact as assigned originally.

Similarly, Columbus acquired the parent company of Kelcom International Limited as of April 2, 2013.

In both instances the advice of ECTEL was sought and at the time of penning this report, ECTEL's response on the Kelcom acquisition remained outstanding.

The sector also saw further transformation with the establishment of a joint venture arrangement between Cable & Wireless Communications and Columbus.

The agreement facilitates the uniting of the companies' cable networks and the provision of international wholesale telecommunications capacity to themselves and to sell to third party carriers.

From a regulatory stand point, the regulatory machinery was unable to intervene or exercise any over sight on the aforementioned matters. It is clear that support in the form legal framework is necessary to enable the proper regulatory treatment of such matters. As the review of the enabling Act continues, it is the Commission's wish that appropriate provisions for the effective management of the sector are made in this regard. It is imperative that such provision is made as it would protect the market as it pertains to competition and the related issue of a monopolistic market.

EXPIRATION OF PRICE CAP PLAN

REVIEW OF LRIC MODEL

7.2 EXPIRATION OF PRICE CAP PLAN (PCP) 2010

With the imminent expiration of the Price Cap Plan which regulated some of the services provided by Cable & Wireless (St. Lucia) Limited trading as LIME, the Commission sought to engage in preparatory work by organizing a telecommunications pricing consultancy and hosting a training programme on the same. The primary objective of the afore-mentioned activity was for the Commission to acquire sufficient comprehension and knowledge to actively participate in the "Price Cap Plan" discussion to determine the probable implementation of the third consecutive Price Cap Plan in St. Lucia.

On this premise, the Commission was only able to host a training programme, which took place from April 19-24, 2013. The training programme was facilitated by CTU through its professional affiliates, namely, Mr. John Thompson, Mr. Gary Galloo and Mr. Robert Hall. Although invitations were extended to all sister NTRCs, participants hailed from NTRC Dominica, and the members and staff of St. Lucian NTRC.

The facilitators shared a wealth of expertise and tailored most of their presentations to suit the telecommunications climate of the attending NTRCs. There was also a practical element to the programme, which allowed for complete participation and interaction amongst participants,

Among the topics addressed in the programme, the more notable were the discussion on pricing for subsidised markets and future pricing trends, regulation of retail prices, the Regulatory Importance and Role of service costing within the Operator's Business Mode, interconnection billing and retail billing

All the presented material was shared with fellow Commissions.

7.3 LRIC MODEL REVIEW

In May, 2013, the Commission was informed of request for the review of the Long Run Incremental Cost Model, which provided direction on telecommunications costing and pricing in the telecommunications market. The request emanated from one of the major service providers in Saint Lucia and was directed to the ECTEL Directorate.

Based on the foregoing, the Commission suspended its consultancy on telecommunications pricing which would have considered the LRIC Model. It is believed that ECTEL is in the optimal financial position to fund the process, which would redound to the benefit of all ECTEL Members States, in keeping with the entrenched principle of harmonization.

At the close of the reporting period, little progress was recorded, as ECTEL had failed to formally respond to the provider's request or provide any direction to the Commission in that regard.

7.4 CHANGES IN THE MOBILE MARKET

Technological Advancement

Most notable, was the effort of providers to advance their operations and provide mobile services with the use of 4G technology. By definition, 4G technology is the fourth generation of mobile phone communication technology standards. It is a successor to the third generation standards.

Although both service providers were known to contemplate the provisions of 4G services, at the time of formulating the report, only one had launched these services. Cable & Wireless (St. Lucia) Limited (LIME) launched its 4G services on July 1, 2013.

7.5 FLAT RATE PRICING

Cable & Wireless (St. Lucia) Limited (LIME) launched its "LIME One Rate" in June 2013. According to LIME, "with LIME One Rate calling, all calls made to any network in Saint Lucia and 25 Caribbean territories, regardless of the time of day or night, will now cost the same low price of just \$0.60 per minute.

As this rate pertains to services within the mobile market, regulatory intervention was not required. Notwithstanding, the Commission is cognizant of the fact that some consideration must be given to this area.

7.6 Service/Resource Applications from Providers

PROVIDERS	SERVICES
Cable & Wireless (LIME)	LIME Landline and Broadband- Christmas Promotion 2013, Invitation to 4G Launch, Invitation to Flat Rate Launch, Application for RCCF for Reduction in LIME's Business Broadband Charges, Amendment to new LIME Service Plan-Business Bundles, LIME Broadband Internet Packages, New LIME Service – MetroNet, Residential Fixed Line IDD Bundled Minutes,
Digicel (St. Lucia)	Local Loop Unbundling,

8

2012/2013 WORK PROGRAMME

A review of the Commission's Work Programme for 2012/2013 shows continuing progress in most of the projects outlined for the year. The projects undertaken were in addition to the day-to-day and substantive work of the organisation.

Additionally, during the 2012/2013 work year, the Commission decided to engage in the development of Regulatory Guidelines with a focus on stakeholder protection. Consequently, these guidelines will be formulated to manage conduct in the sector in such areas as pricing, quality of service and to provide direction to providers in areas of spectrum conservation, cross border coordination of frequencies, Co-location/Infrastructure Sharing, Broadcasts and other related matters.

Key Achievements

Administrative Operations

The Administrative Unit provides support for the daily operations of the Commission. In addition to its routine administrative tasks, the Unit also focused on the following activities:

• Fee Collection

The Unit continued to rigorously pursue its enforcement mandate concerning outstanding fee collection. Delinquent providers were targeted and encouraged to make payments of all fees. Where providers were not able to make full payments, their request for payment plans were considered and in some instances were accepted. Those providers with claims of non-usage of the

frequencies, were advised to relinquish the frequencies. The Commission also assisted providers by meeting with them to discuss payment plans, to satisfy the Commission's mandate as it pertains to spectrum fees collection Payment was received from one of the providers that had not made any payments since the issuance of its licence. The Commission also sent a recommendation to the Minister responsible for Telecommunication licences to revoke 21st Century Telecom Network (Caribbean) Ltd's licence for non-payment of fees.

• Public Education Infomercial

An Infomercial on the role of NTRC was distributed to all media houses and continues to broadcast periodically

Nation-wide Roadshows

The Commission also engaged in a nation-wide roadshow during the period of February to April 2013. Commissioners, staff members with external assistants visited various communities sensitizing members of the public about the Commission and its functions. Public awareness paraphernalia was also distributed on these occasions.

Open Day

On February 21, 2013 the Commission hosted an Open Day (Fair) on the Derek Walcott Square in Castries. It entailed practical and theoretical demonstrations of the technical aspects involved in the regulatory process which included; information processing associated with the public telecommunications services and networks/equipment, regulated by the Commission. Presentations were made by the Commission, ECTEL, FM Broadcasters,

NEMO, and Government Ministry - Survey Department, Terminal Equipment Dealer (CPR) and Providers. The Commission invited the public and students from various secondary schools island wide.

Televised Interview

The Commission participated in a televised interview on the Government Information Service (GIS) programme, "Issues and Answers" which was aired on the NTN, HTS and DBS. The Commission was represented by its Chairman, the Universal Service Fund Administrator and its Senior Technical Officer.

Technical Operations

The Technical Unit (TU) of the Commission executed the following tasks in the operating period and had the privilege of attending training sessions, working groups, seminars and workshops which equipped the Unit with the capacity to accomplish the Commission's goals effectively. A glossary of technical terms has been included to help the reader better understand certain terminologies in the document.

8.1 Maritime Monitoring Guidelines

The TU formulated the Maritime guidelines. A series of meetings were held with the Manager of the Division of Maritime (SLASPA), the Yachting Consultant from the Ministry of Tourism and the Chief Utilities Officer from the Ministry responsible for telecommunications. The meetings were fruitful and the Guidelines will be completed in the following year.

8.2 Maritime Licensing Process

Members of the Maritime sector have been complaining about the application licensing process outlined Telecommunications legislation. Meetings were held with SLASPA (Division of Maritime), Ministry of Tourism (Yachting Consultant), the Ministry responsible for telecommunications for discussion of this matter. A meeting was convened with the Minister responsible for telecommunications in which all concerns were communicated.

With the support of the Minister the Commission had another meeting with SLASPA to determine the manner in which the licensing process could be improved for local vessels. After much deliberation a document was produced highlighting two possible options (Appendix D). At the time of penning the report, the Commission was awaiting a response from SLASPA.

8.3 Monitoring Exercises

8.3.1 Overview

The TU has developed a strategy of weekly monitoring of the radio frequency spectrum. This involves the monitoring of all Individual and Class licensees and frequency authorization holders who use radio frequency to provide a service and/or operate equipment. This exercise has proven to be successful in updating the Commission's databases and also identifying illegal users of the spectrum. The TU has also developed a paper 'Frequency Conservation Guidelines' (Appendix D). These Guidelines were developed to assit the proper assignment/management of the radio frequencies that both users and providers utilize on a daily basis. It also introduces different technologies that allow for better management of the spectrum i.e. allowing more services on the same frequency band. This paper has gone through a consultation process and the Commission received comments from the two leading mobile phone providers in Saint Lucia. The document is being finalized.

The TU through its weekly monitoring exercise recognized that those is a significant increase in the number of FM Broadcasters and has embarked on the task of updating its database. Letters were mailed (via email and hard copy) to broadcasters requesting all technical parameters of their equipment used for broadcasting. (Appendix D) This exercise is still ongoing and the Commission awaits responses from some operators.

8.3.2 Summary of weekly monitoring

The TU focused heavily on the FM frequency band as it embarked on its. The TU conducted island wide monitoring, visiting districts and the two main areas/towers (The Morne and Moule-a-Chique (Appendix D) consisting of sixty percent (60%) of the island's FM broadcasters (Appendix D). This exercise was conducted to verify that assigned frequency was being utilized in keeping with recognized Standards and to also detect any illegal broadcasters. While implementing this drive, the TU noticed erection of towers by broadcasters without any notification to the Commission¹.

8.3.3 Interference Issues

8.3.3.1 The Commission has received complaints of interisland interference between FM broadcasters, mainly between Saint Lucia and Martinique. The Commission and Agence Nationale de Frequences (French National Frequency Agency) have been trying to resolve the matter but to no avail. It was discovered that stations in Martinique and Saint Lucia are operating within their technical parameters as set out by their jurisdictional technical broadcast standards. However the standards are different and minimal interference will be present due to the close proximity of the islands. This matter has been escalated to the ITU through ECTEL for further deliberation and possible resolution of the matter.

The Commission has been inundated with complaints from both airports on island about interference from the FM broadcasters. Although all complaints have been resolved quickly, given potential impact of harmful interference on aeronautical radio communications and the risk to life and property. The Commission is in dialogue with FM broadcasters for a permanent solution to the matter.

72

8.4 Enforcement

The Secretariat has continued its enforcement drive in which the TU has contributed by hand delivering letters to companies/individuals who offer licensed telecommunications services without a valid licence. The TU approach is a two (2) step process; first letter is an enforcement letter (Annex 5), informing the company/individual of the need to comply. If there is no response from the said company/individual a second letter (Appendix D) is sent informing the latter of their breach of the law and the actions that are to be taken by the Commission. The TU has delivered letters to Land Mobile Radio operators, internet cafes, International Simple Voice Resale operators and Terminal Equipment Dealers. During the reporting period, several persons have complied and submitted the respective licence applications for the services they provided/utilized.

8.4.1 Appointment of Inspectors

Section 54 (1) of the Telecommunications Act states 'The Commission may by instrument in writing appoint inspectors for the purpose of this Act'. The Secretariat has begun the process of identifying and appointing inspectors for the purposes identified in the said Act. Currently the TU has been directed to draft a framework that will direct the operations of the inspectors. This document has been produced, presented to the Commission and was being amended at the time of penning this report.

8.5 Colocation and Infrastructure Sharing Guidelines

The telecommunications sector is rapidly growing and customers are demanding more services from providers. Long standing providers and new entrants are forced to update or install new infrastructure to meet their customers demand and stay ahead of the competition. The Commission is mandated to ensure that the incidence of unnecessary duplication of infrastructure is minimized or completely avoided and among other matters ensure that the economic advantages derivable from the sharing of facilities are harnessed for the overall benefit of all telecommunications stakeholders. The TU was tasked to complete guidelines for Colocation and Infrastructure Sharing (C&IF). This document has been completed and presented to the Commission for review after which it will be sent out for public consultation by external parties for comments.

8.6 The Reestablishing of St Lucia Amateur Radio Committee (SLARC)

This entity has been reestablished by local amateur radio operators. The President of the committee informed the Commission of this development (Appendix D). This is of great benefit to amateur radio enthusiasts since there will be a club/committee to organize their operations. This will also assist in time of disaster when the amateur radio operators are needed for communications throughout the country.

8.7 National Numbering Plan

ECTEL has produced the document 'Regional Numbering Plan' but encouraged the NTRCs to develop a 'National Numbering Plan' for their respected country. The TU of the NTRC was charged with preparing this document which has since been submitted to the Commission for review. The Commission has communicated its comments which were being considered at the time of reporting.

8.8 In House Spectrum Monitoring

In conjunction with our monitoring exercises, the secretariat intends on implementing an in-house spectrum monitoring network. This project will be deployed at the Commission offices and which will allow monitoring of the radio frequency spectrum island wide. The TU prepared the document 'In-House Monitoring Network – Equipment Comparison and Direction Finding' and upon approval by the Commission, circulated to ECTEL and the other NTRCs. (Appendix D).

8.9 Recognized Trends

The TU has recognized increase in the number of applications being submitted to the Commission and the trend emanating is that providers are technologically up to date. This growth is welcomed, but to providers using the spectrum, assignment, needs to be managed effectively and efficiently. The different classes which experienced growth are as follows;

8.9.1 Class License Type B:

8.9.3.1 LMR/FRS: There was a continued increase in applications for Land Mobile Radio (LMR) License as opposed to the Family Radio License (FRS) which was previously the preferred method. of communication between companies in close proximity. This is the result of persons being informed of the proper service to use according to the equipment to be utilized for communication.

8.9.3.2 Maritime Radio: Submission of this type of license is steadily growing compared to last year. As mentioned earlier, the TU has embarked on an enforcement drive. This enforcement is geared towards not only having persons to comply with the Telecommunications Act but also to create an awareness amongst maritime users.

8.9.3.3 Amateur Radio: This license is mainly utilized by hobbyists. Applications for this license came from two groups; locals and visitors. Locals are realizing the benefits of having amateur radio license particularly during disasters. A few local organizations have taken advantage of this type of communication during disasters and have trained and caused persons to complete the exams required to become an amateur radio operator. Visitors to Saint Lucia utilize this communication as a hobby and praise the great reception/communication they can achieve when communicating with other amateur radio operators worldwide.

8.10.3.4 Frequency Authorization:

Many providers, with the advent of fourth generation technology - are increasing their bandwidth, backbone links and also increasing their bank of frequencies so as to satisfy their increasing numbers of customers and the demand of data. Applications for both 3G and 4G have been submitted. The introduction of new technology is always welcomed but management of the spectrum needs to be done more effectively.

9

Conclusion

The Commission's bid to remain focused has yielded some success. During the new programme year, the Commission intends to engage in the strategic reform of its operations and the review of the telecommunications sector. This is deemed necessary due to the everchanging telecommunications landscape, which bring with it new challenges for Regulators.

The Commission can boast of significant achievements for the reporting year of 2012/13. The Commission must continue to strive to be a premier Regulator that facilitates and promotes true market liberalization and competition so that benefits to the consumers can be optimized.

Appendix A

Financial Audit Report



P.O. Box 1131, Providence Villa, Cedars Road, Castries, St. Lucia

Tol: 758-453-2356 Fax: 758-453-2270 E mail: mo_lender@hotmail.com

Auditor's Report to the Directors of:

۳

National Telecommunication Regulatory Commission

Report on the Financial Statements

I have audited the financial statements of the National Telecommunication Regulatory Commission which comprise of the Statement of Financial Position as at 30th September, 2013 as well as the Statement of Changes in Shareholders' Equity, the Statement of Support and Expenditure and the Statement of Cash Flows for the year then ended. Also included is a summary of significant accounting policies and other explanatory notes.

Management's Responsibility for the Financial Statements

The financial statements are the responsibility of the commission's management, which includes the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with International Standards on Auditing. Those Standards require that I conform to ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the accompanying financial statements referred to above, presents fairly, in all material respects, the financial position of the commission as at 30th September, 2013 and the results of its operations and cash flow for the year then ended is accordance with International Financial Reporting Standards.

4th August, 2014

NARIO LENDOR Chartered Accountant

Index to Financial Statements 30th September, 2013

CONTENT	Page
Statement of Financial Position	1
Statement of Changes in Shareholders' Equity	2
Statement of Support and Expenditure	. 3
Statement of Cash Flows	4
Notes to Financial Statements	5-10

Statement of Financial Position

As at 30th September, 2013 With comparative figures as at 30th September, 2012 (Expressed in Eastern Caribbean Dollars)

Current Assets	Notes	<u>2013</u>	<u>2012</u>
Cash and cash equivalents	5	\$ 420,602	683,608
Accounts receivable and prepayments	6	22,619	19,251
Due from related party		2,600	2,600
Total current assets		445,821	705,459
Non-Current Asset			
Property, plant and equipment - net	7	99,606	109,717
Total non-current asset		99,606	109,717
Total assets		545,427	815,176
<u>Current Liabilities</u>			
Accounts payable and accruals	8	117,121	115,970
Total current liabilities		117,121	115,970
Total liabilities		117,121	115,970
Shareholders' Equity			
Accumulated surplus		428,306	699,206
Total liabilities and shareholders' equity		\$ 545,427	815,176

Approved by:

-- Chairman.

Commissioner.

Statement of Changes in Shareholders' Equity

For the year ended 30th September, 2013 With comparative figures for the year ended 30th September, 2012 (Expressed in Eastern Caribbean Dollars)

	<u>2013</u>	<u>2012</u>
Balance - beginning of year Excess support over expenditure	\$ 699,206 (270,900)	749,296 (50,090)
Balance - end of year	\$ <u>428,306</u>	699,206

NATIONAL TELECOMMUNICATION REGULATORY COMMISSION

Statement of Support and Expenditure

For the year ended 30th September, 2013 With comparative figures for the year ended 30th September, 2012 (Expressed in Eastern Caribbean Dollars)

	2013	2012
Support:		
Contributions from ECTEL,	\$ 782,220	742,708
Application fees	15,404	40,677
Other Income	16,181	(9,782)
Reimbursement from USF	<u>51,981</u>	
Total support	865,786	773,603
Expenditure		
Advertising and promotion	6,248	6,623
Audit fees	23,150	14,000
Bank charges and interest	1,506	1,204.
Depreciation expense	31,795	57,789
Gratuity	68,185	62,364
Insurance	3,220	.6,642
Membership and subscriptions	1,370	1,191
Office expenses	50,587	·11;3 <u>61</u>
Rent	114,000	78,000
Repairs and maintenance	13,816	40,223
Sälariës and Wages	443,539	404,691
Staff training and welfare	92,626	31,8 <u>7,</u> 2.
Staff uniforms	7,808	=
Supplies	-	5,182
Travel and entertainment	127,775	53,197
Útilities	64,777	39,859
Sundry expenses,	19,037	÷
Public education	55,248	-
Service contract fees	12,000	
Miscellaneous		9,495
Total experiditure:	1,136,686	823,693
Excess support over expenditure:	\$ (270,900)	(50,090)

NATIONAL TELECOMMUNICATION REGULATORY COMMISSION

Statement of Cash Flows

For the year ended 30th September, 2013 With comparative figures for the year ended 30th September, 2012 (Expressed in Eastern Caribbean Dollars)

	2013	2012
Cash Flows from Operating Activities		
Excess of support over expenditure for the year	\$ (270,900)	(50,090)
Adjustments for:		
Depreciation	31,795	57,789
Cash flows before changes in operating assets and liabilities	(239,105)	7,699
(Increase)/decrease in accounts receivable and prepayments	(3,368)	(2,772)
Increase in accounts payable	1,151	9,106
Cash generated from operations	(241,322)	14,033
Net Cash Flows from Investing Activities		
Purchase of property, plant and equipment	(21,684)	(48,673)
Net cash used in Investing Activities	(21,684)	(48,673)
Increase/(decrease) in cash and cash equivalents	(263,006)	(34,640)
Cash and cash equivalents - beginning of year	683,608	718,248
Cash and cash equivalents - end of year	\$ 420,602	683,608

Notes to Financial Statements

30th September, 2013 (Expressed in Eastern Caribbean Dollars)

1. Background and Principal Activity

The National Telecommunications Regulatory Commission ("the Commission") was established by the Telecommunications Act Cap 8.11 of the Revised Edition Law of Saint Lucia on 22nd November, 2000. The Commission commenced operations on 18th March, 2002.

The principal activity of Commission is to oversee the development of the telecommunications sector in Saint Lucia

The Commission's principal place of business is situated at Bois D'Orange, Gros Islet.

The financial statements were approved by the Board of Directors and authorized for issue on 4th August, 2014.

2. Summary of significant financial reporting policies

a. Overall policy

The principal financial reporting policies adopted are stated in order to assist in the general understanding of the financial statements.

Statement of Compliance

The financial statements of National Telecommunications Regulatory Commission have been prepared in accordance with International Financial Reporting Standards (IFRS) as issued by the International Accounting Standard Board (IASB) and under the historical cost convention.

The preparation of financial statements in conformity with IFRS requires the use of certain accounting estimates. It also requires management to exercise its judgment in the process of applying the Commission's accounting policies. The areas involving a higher degree of judgment or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed in Note 3.

b. Adoption of new and revised IFRS

During the current year the Commission adopted all the new and revised International Financial Reporting Standards (IFRS) which are relevant to its operations and are effective for accounting periods commencing on 1st January, 2013. The adoption of these standards did not have a material effect on the financial statements. At the date of authorization of these financial statements, some standards were issued but not yet effective. The Board of Directors expects that the adoption of these standards in future periods will not have a material effect on the financial statements of the Commission.

NATIONAL TELECOMMUNICATION REGULATORY COMMISSION

Notes to Financial Statements... (Cont'd)

30th September, 2013 (Expressed in Eastern Caribbean Dollars)

Summary of significant financial reporting policies ... (Cont'd) 2.

c. Foreign currency translation

<u>Functional and presentation currency</u>
Items in the financial statement are measured using the currency of the primary economic environment In which the entity operates (the functional currency). The financial statements are presented in Eastern Caribbean dollars, which is the Commission's functional and presentation currency.

Transactions and balances

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year end exchange rates of monetary assets and liabilities denominated in foreign currencies are recognized in the statement of support and expenditure.

d. Cash and cash equivalents

Cash and cash equivalents are carried on the statement of financial position at cost. For the purpose of the statement of cash flows, cash and cash equivalents comprise balances with a maturity of three months or less from the date of acquisition including: cash on hand, deposits held on call with banks and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

Trade receivables

Trade receivables are recognized initially at fair value and subsequently measured at amortized cost less provision for impairment. A provision for impairment of trade receivables is established when there is objective evidence that the Commission will not be able to collect all amounts due according to the original terms of receivables. Significant financial difficulties of the debtor, probability that the debtor will enter bankruptcy or financial delinquency in payments are considered good indicators that the trade receivable is impaired. The amount of the provision is the difference between the carrying amount and the present value of the estimated future cash flows, discounted at the effective interest rate. The carrying amount of the asset is reduced through the use of an allowance account and the amount of the loss is recognized in the statement of support and expenditure.

When a trade receivable is uncollectible, it is written-off against the allowance account for trade receivables. Subsequent recoveries of amounts previously written off are credited in the statement of support and expenditure.

Notes to Financial Statements... (Cont'd)

30th September, 2013 (Expressed in Eastern Caribbean Dollars)

2. Summary of significant financial reporting policies ... (Cont'd)

f. Property, plant and equipment

Property, plant and equipment are stated at historical cost less accumulated depreciation and impairment losses. Historical cost includes expenditure that is directly attributable to the acquisition of the items. Subsequent costs are included in the assets carrying amount or recognized as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Commission and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the statement of comprehensive income during the financial period in which they are incurred.

Depreciation is calculated on the straight line method to allocate their cost of each asset to their residual values over their estimated useful lives as follows:-

Furniture and Equipment 15%-25%

Leasehold Improvements 2.5% - 25%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each statement of financial position date.

An asset's carrying amount is written down immediately to its recoverable amounts, if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with carrying amounts. These are included in the statement of comprehensive income. When revalued assets are sold, the amounts included in other reserves are transferred to retained earnings.

g. Accounts payable

Accounts payable is measured at amortized cost.

h. Provisions

Provisions are recognized when the Commission has a present legal or constructive obligation as a result of past events; it is probable that an outflow of resources will be required to settle the obligation; and the amount has been reliably estimated.

i. Revenue recognition

Revenue is recognized when the agreed contributions become due and on the completion of other service transactions when the related fees can be reliably estimated.

j. Income tax

The Commission is exempt from Income tax under the provision of the Telecommunications Act.

k. Comparative

Where necessary, comparatives have been adjusted to conform to changes in the presentation in the current year.

Notes to Financial Statements... (Cont'd)

30th September, 2013 (Expressed in Eastern Caribbean Dollars)

3. Critical accounting estimates and judgments

Estimates and judgments are continually evaluated and are based on historical experience and other factors including expectation of future events that are believed to be reasonable under the circumstances

The Commission makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. Management does not consider that there are estimates and assumptions that will have a significant risk, causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

4. Financial instruments

In accordance with the provisions of International Financial Reporting Standard No. 7, disclosure is required regarding credit risks, liquidity risk, interest rates and fair values of financial assets and liabilities.

a. Credit risk

Credit risk arises from the possibility that counterparties may default on their obligations to the Commission. The amount of the Commission's maximum exposure to credit risk is indicated by the carrying amount of its financial assets.

The Commission operates within the telecommunication regulatory environment, and financial assets which may potentially expose the Commission to concentrations of credit risk, consist primarily of contributions and receivables. Management does not believe that significant credit risk exists at 30th September, 2013.

b. Liquidity risk

Liquidity risk management implies maintaining sufficient cash and cash equivalents and the availability of funding through adequate amounts of committed credit facilities. Management does not believe that significant liquidity risk exists at 30th September, 2013.

c. Interest rate risk

Differences in contractual repricing or maturity dates and changes in interest rates may expose the Commission to interest rate risk. The Commission was not exposed to interest rate risk at 30th September, 2013.

d. Fair value of financial instruments

Fair value amounts represent estimates of the consideration that would currently be agreed upon between knowledgeable, willing parties who are under no compulsion to act and is best evidenced by a quoted market value, if one exists. None of the Commission's financial assets and liabilities are traded in a formal market. Estimated fair values are assumed to approximate their carrying values

NATIONAL TELECOMMUNICATION REGULATORY COMMISSION

Notes to Financial Statements... (Cont'd)

30th September, 2013 (Expressed in Eastern Caribbean Dollars)

5.	Cash and Cash Equivalents	<u>2013</u>	2012
	Cash on hand Bank of St. Lucia Limited - operating account Bank of St. Lucia Limited - supersaver RBTT Bank Caribbean Limited	\$ 500 280,710 30,551 108,841 420,602	500 159,630 414,637 108,841 683,608
6.	Accounts Receivable and Prepayments		
	Prepaid expenses Other receivables	\$ 5,902 16,717 22,619	2,534 16,717 19,251

Notes to Financial Statements... (Cont'd)

30th September, 2013 (Expressed in Eastern Caribbean Dollars)

7.	Property, Plant and Equipment				
		Furniture & Equipment		easehold rovements	Total
	As at 30 th September, 2011 Cost Accumulated depreciation Net book value For the year ended 30 th September, 2012 Opening net book value Additions in the year Depreciation charge for the year	\$ 218,186 (181,321) 36,865 36,865 47,122 (41,395)		109,291 (27,323) 81,968 81,968 1,551 (16,394)	327,477 (208,644) 118,833 118,833 48,673 (57,789)
	Closing net book value As at 30 th September, 2012 Cost Accumulated depreciation	42,592 265,308 (222,716)		67,125 110,842 (43,717)	376,150 (266,433)
	Net book value For the year ended 30 th September, 2013	42,592		67,125	109,717
	Opening net book value Additions in the year Depreciation for the year Closing net book value	42,592 21,684 (15,169) 49,107		67,125 (16,626) 50,499	109,717 21,684 (31,795) 99,606
	As at 30 th September, 2013 Cost Accumulated depreciation Net book value	\$ 286,992 (237,885) 49,107		110,842 (60,343) 50,499	397,834 (298,228) 99,606
8.	Accounts Payable and Accruals	<u>2</u>	<u>013</u>	<u>2012</u>	
	Accounts payable Gratuity payable		727 394 121	75,144 40,826 115,970	

		-



DO Dou 4424 Deceldance Mills Cadess Bond Castrian Ct 1 un

Tel: 758-453-2358 Fax: 758-453-2270 e mail: mo_lendor@hotmail.com

Auditor's Report to the Directors of:

Universal Service Fund

Report on the Financial Statements

I have audited the financial statements of Universal Service Fund which comprise of the Statement of Financial Position as at 30th September, 2013 as well as the Statement of Changes in Shareholders' Equity, the Statement of Support and Expenditure and the Statement of Cash Flows for the year then ended. Also included is a summary of significant accounting policies and other explanatory notes.

Management's Responsibility for the Financial Statements

The financial statements are the responsibility of the Fund's management, which includes the preparation and fair presentation of these financial statements in accordance with international Financial Reporting Standards. This responsibility includes; designing, implementing and maintaining internal control reveaut to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with International Standards on Auditing. Those Standards require that I conform to ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit Involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the accompanying financial statements referred to above, presents fairly, in all material respects, the financial position of the Fund as at 30th September, 2013 and the results of its operations and cash flow for the year then ended is accordance with International Financial Reporting Standards.

4th August 2014

MARIO LENDOR CHARTERED ACCOUNTANT

Index to Financial Statements 30th September, 2013

Content	Page
Statement of Financial Position	1
Statement of Changes in Shareholders' Equity	2
Statement of Support and Expenditure	3
Statement of Cash Flows	4
Notes to Financial Statements	5-10

Statement of Financial Position

As at 30th September, 2013 With comparative figures as at 30th September, 2012 (Expressed in Eastern Caribbean Dollars)

	Notes	2013	2012
Current Assets			
Cash and cash equivalents	5	\$ 7,390,410	5,116,374
Total current assets		7,390,410	5,116,374
Non-Current Assets			
Property and equipment - net	7	23,271	22,436
Total non-current assets		23,271	22,436
Total assets		7,413,681	5,138,810
Current Liabilities			
Accounts payable	6	25,131	26,147
Total current liabilities		25,131	26,147
Total liabilities		25,131	26,147
Shareholders' Equity			
Accumulated surplus		7,384,526	5,112,663
Total liabilities and shareholders' equity		\$ 7,413,681	5,138,810

Approved by:

- Chairman.

Commissioner.

Statement of Changes in Shareholders' Equity

For the year ended 30th September, 2013 With comparative figures for the year ended 30th September, 2012 (Expressed in Eastern Caribbean Dollars)

	<u>2013</u>	<u>2012</u>
Balance - beginning of year	\$ 5,112,663	2,856,478
Excess revenue over expenditure	2,271,863	2,256,185
Balance - end of year	\$ 7,384,526	5,112,663

Statement of Support and Expenditure

For the year ended 30th September, 2013 With comparative for the year ended 30th September, 2012 (Expressed in Eastern Caribbean Dollars)

	Note	<u>2013</u>	2012
Revenue Contributions from telecommunications Interest income Other income Total revenue	providers	\$ 2,305,865 211,587 200 2,517,652	2,339,714 114,433 - 2,454,147
Expenditure Employee benefits Rent Utilities Advertising and promotion Supplies Bank charges and interest Depreclation expense Audit fees Total expenditure	9	110,862 36,000 18,660 16,622 57,613 432 5,600 245,789	81,279 36,000 15,727 6,769 49,570 243 4,349 4,025 197,962
Excess revenue over expenditure		\$ 2,271,863	2,256,185

Statement of Cash Flows

For the year ended 30th September, 2013 With comparative figures for the year ended 30th September, 2012 (Expressed in Eastern Caribbean Dollars)

	2013	<u>2012</u>
Cash Flows from Operating Activities		
Excess of revenue over expenditure for the year \$	2,271,863	2,256,185
Adjustments for:		
Depreciation		4,349
Cash flows before changes in operating assets and liabilities	2,271,863	2,260,534
Donner to consiste annuals	(4.040)	0.402
Decrease in accounts payable	(1,016)	9,423 (2,600)
Due to related party		
Cash generated from operations	2,270,847	2,267,357
Cash Flows from Investing Activities		
Purchase of property and equipment	(835)	(19,900)
Net cash flows from investing activities	(835)	(19,900)
•		
Increase in cash and cash equivalents	2,274,036	2,247,457
Cash and cash equivalents - beginning of year	5,116,374	2,868,917
Cash and cash equivalents - end of year \$	7,390,410	5,116,374

Notes to Financial Statements

30th September, 2013 (Expressed in Eastern Caribbean Dollars)

1. **Background and Principal Activity**

The company was incorporated under the Commercial Code of Saint Lucia. The main goal of the Universal Service Fund (USF) is to support the provision of Universal Service in telecommunications throughout [Member State]. According to the Telecommunications Act, Universal Service includes the provision of:

- public voice telephony;
- internet access;
- (b) (c) telecommunications services to schools, hospitals and similar institutions and the disabled and physically challenged; or
- (d) other service by which people access efficient, affordable and modern telecommunications.

Summary of significant financial reporting policies 2.

Overall policy

The principal financial reporting policies adopted are stated in order to assist in the general understanding of the financial statements.

Basis of preparation

The financial statements of Universal Service Fund have been prepared in accordance with the International Financial Reporting Standards (IFRS) and under the historical cost convention.

The preparation of financial statements in conformity with IFRS requires the use of certain critical accounting estimates. It also requires management to exercise its judgment in the process of applying the Fund accounting policies. The areas involving a higher degree of judgment or complexity or areas where assumptions and estimates are significant to the financial statements are disclosed in Note 3.

b. Adoption of new and revised IFRS

During the current year the Fund adopted all the new and revised International Financial Reporting Standards (IFRS) which are relevant to its operations and are effective for accounting periods commencing on 1st January, 2013. The adoption of these Standards did not have a material effect on the financial statements. At the date of authorization of these financial statements, some Standards were issued but not yet effective. The Board of Directors expects that the adoption of these Standards in future periods will not have a material effect on the financial statements of the Fund.

UNIVERSAL SERVICE FUND

Notes to Financial Statements... (Cont'd)

30th September, 2013 (Expressed in Eastern Caribbean Dollars)

2. Summary of significant financial reporting policies... (Cont'd)

c. Functional and presentation currency

Items in the financial statement are measured using the currency of the primary economic environment in which the entity operates (the functional currency). The financial statements are presented in Eastern Caribbean dollars, which is the Fund's functional and presentation currency.

d. Foreign currency translation

Transactions and balances

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year end exchange rates of monetary assets and liabilities denominated in foreign currencles are recognised in the statement of comprehensive income.

e. Cash and cash equivalents

Cash and cash equivalents are carried on the statement of financial position at cost. For the purpose of the statement of cash flows, cash and cash equivalents comprise balances with a maturity of three months or less from the date of acquisition including: cash on hand, deposits held on call with banks and bank overdrafts.

f. Property and equipment

Property, plant and equipment are stated at historical cost less accumulated depreciation and impairment losses, Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Subsequent costs are included in the assets carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Fund and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the statement of comprehensive income during the financial period in which they are incurred.

Depreciation is calculated on the straight line method to allocate their cost of each asset to their residual values over their estimated useful lives as follows:-

Furniture and Equipment 15%-25%

The assets' residual values and useful lives are reviewed and adjusted if appropriate, at each statement of financial position date.

An asset's carrying amount is written down immediately to its recoverable amounts, if the asset's carrying amount is greater than its estimated recoverable amount. Gains and losses on disposals are determined by comparing proceeds with carrying amounts. These are included in the statement of comprehensive income. When revalued assets are sold, the amounts included in other reserves are transferred to retained earnings.

UNIVERSAL SERVICE FUND

Notes to Financial Statements... (Cont'd)

30th September, 2013 (Expressed in Eastern Caribbean Dollars)

2. Summary of significant financial reporting policies... (Cont'd)

a. Provisions

Provisions are recognized when the Fund has a present legal or constructive obligation as a result of past events; it is probable that an outflow of resources will be required to settle the obligation; and the amount has been reliably estimated.

h. Revenue recognition

Revenue is recognized when the agreed contributions become due and on the completion of other service transactions when the related fees can be reliably estimated.

i. Income tax

The Fund is exempt from Income Tax under the provision of the Telecommunications Act.

j. Income and expenses

Income is recognized on the accrual basis as has been used for recording of income and expenses. Interest income and expenses are recognized in the statement of income for all instruments measured at amortized cost using the accrual method.

3. Critical accounting estimates and judgments

Estimates and judgments are continually evaluated and are based on historical experience and other factors including expectation of future events that are believed to be reasonable under the circumstances. The Fund makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. Management does not consider that there are estimates and assumptions that will have a significant risk, causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

Notes to Financial Statements... (Cont'd)

30th September, 2013 (Expressed in Eastern Caribbean Dollars)

4. Financial Instruments

In accordance with the provisions of International Financial Reporting Standard No. 7, disclosure is required regarding credit risks, liquidity risk, interest rates and fair values of financial assets and liabilities.

a. Credit Risk

Credit risk arises from the possibility that counterparties may default on their obligations to the Fund. The amount of the Fund's maximum exposure to credit risk is indicated by the carrying amount of its financial assets.

The Fund operates within the telecommunication regulatory environment, and financial assets which may potentially expose the Fund to concentrations of credit risk consist primarily of contributions and receivables. Management does not believe that significant credit risk exists at 30th September, 2013.

b. Liquidity Risk

Liquidity risk management implies maintaining sufficient cash and cash equivalents and the availability of funding through adequate amounts of committed credit facilities. Management does not believe that significant liquidity risk exists at 30th September, 2013.

c. Interest Rate Risk

Differences in contractual repricing or maturity dates and changes in interest rates may expose the Fund to interest rate risk. The Fund was not exposed to interest rate risk at 30th September, 2013.

d. Fair Value of Financial Instruments

Fair value amounts represent estimates of the consideration that would currently be agreed upon between knowledgeable, willing parties who are under no compulsion to act and is best evidenced by a quoted market value, if one exists. None of the Fund's financial assets and liabilities are traded in a formal market. Estimated fair values are assumed to approximate their carrying values.

Notes to Financial Statements... (Cont'd)

30th September, 2013 (Expressed in Eastern Caribbean Dollars)

5.	Cash and Cash Equivalents		<u>2013</u>	<u>2012</u>
	Bank of St. Lucia Limited - operating Bank of St. Lucia Limited - super saver Pettycash Accounts receivable	\$	68,895 7,320,060 1,455	36,444 4,860,678 500 218,752
			7,390,410	5,116,374
6.	Accounts Payable			
	Trade payables Audit fees	\$	19,131 6,000 25,131	20,147 6,000 26,147
7.	Property and Equipment - Net		Furniture & Fittings	
	For the year ended 30 th September, 2012 Opening net book value Additions in the year Depreciation charge for the year Closing net book value As at 30 th September, 2012 Cost Accumulated depreciation Net book value	\$	6,885 19,900 (4,349) 22,436 28,000 (5,564) 22,436	
	For the year ended 30 th September, 2013 Opening net book value Additions in the year Depreciation charge for the year Closing net book value As at 30 th September, 2013 Cost Accumulated depreciation Net book value	\$	22,436 835 	
	IAST DOOK AGING	4	20,211	

Notes to Financial Statements... (Cont'd)

30th September, 2013 (Expressed in Eastern Caribbean Dollars)

8. <u>Due to Related Party</u>

The amounts due from/to) related party is unsecured, non-interest bearing and has no stated repayment terms.

9.	Employee Benefit Expenses	<u>2013</u>	<u>2012</u>
	Salaries and wages Other staff expenses Honorarium National Insurance Corporation Gratuity Staff insurance travel and medical	\$ 74,451 1,523 15,000 3,046 15,450 1,392 110,862	63,860 3,465 13,954 - - - 81,279
	Key Management Compensation		
	Salaries and other short-term benefits	\$ 110,862	81,279

The average number of employees during the year was 2.

	·	-

Appendix B

Register of Type Approved Equipment

Certificate No.	Manufacturer	Equipment Identifier	Equipment	Model	
		idenmer	Туре	Identifier	Date granted
LCT/OC12.0158	Hyundai Mobis Co. Ltd	Digital Car Audio System	Car Audio	AM110A4GN	October 4th 2012
LCT/OC12.0159	Hyundai Mobis Co. Ltd	Digital Car Audio System	Car Audio	AM111A4GN	October 4th 2012
LCT/OC12.015A	Continental Automotive GmbH	Continental RKE Transmitter	Radio Frequency Transmitter	M3N32297100	October 4th 2012
LCT/OC12.015B	Continental Automotive GmbH	RFHM (Transceiver)	Short Range Device	M3N32296000	October 4th 2012
LCT/OC12.015C	Continental Automotive GmbH	Vehicle Immobilizer System	Short Range Device	M3N32297200	October 4th 2012
LCT/OC12.015D	Continental Automotive GmbH	Vehicle Immobilizer System	Short Range Device	5WY7132	October 4th 2012
LCT/OC12.015E	Continental Automotive GmbH	Radio Frequency Transmitter	Short Range Device	M3N-40821803	October 4th 2012
LCT/OC12.015F	Continental Automotive GmbH	Radio Frequency Transmitter	Short Range Device	28-4138-32XX- 2-00	October 4th 2012
LCT/OC12.0160	Hyundai Mobis Co. Ltd	Digital Car Audio System	Car Audio	AM110DMMN	October 12th 2012
LCT/OC12.0161	Hyundai Mobis Co. Ltd	Digital Car Audio System	Car Audio	AM910DMMN	October 12th 2012
LCT/OC12.0162	Johnson Controls Inc	Hands Free Bluetooth Module	Bluetooth Telematics Device	MAZ	October 8th 2012
LCT/OC12.0163	S1nn GmbH & Co. KG	Bluetooth Transceiver	Bluetooth Handsfree Car Kit	SYNC Gen 1 Global	October 8th 2012
LCT/OC12.0165	Apple Inc.	Ipod Nano	Portable Media Player with Bluetooth	A1446	October 11th 2012

Blutooth Radio LCT/OC12.0167 Apple Inc. Apple IPhone 5 Cellular Phone with WLAN and Bluetooth Radio LCT/OC12.0168 Alps Electric Co., Ltd Transmitter Assy Keyless (Hand Unit) LCT/OC12.0169 Alps Electric Co., Ltd Unit Assy Immobi & Keyless LCT/OC12.016A Hon Hai Precision ind. Co., Ltd. Wi-Fi Radio Module LCT/OC12.016B Omron Automotive Electronics Inc. Passive Anti- Electronics Inc. LCT/OC12.016C Valeo Securite Habitacle LCT/OC12.016D Continental Automotive System US Inc LCT/OC12.016E Continental Automotive System US Inc LCT/OC12.016F Delphi Automotive Systems Remote Keyless Automotive Systems Radio A1428 October 11th 2012 Alta Alta Alta Alta WLAN MCMule Transmitter Transmitter Transcriver Module WLAN Module WLAN Module WLAN Module OUC11545917 October 25th 2012 Device A08TAB October 25th 2012 Transmitter A08TAB October 25th 2012 A08TAB October 25th 2012 Device MSNA2C73108 October 25th 2012 Transmitter LCT/OC12.016F Delphi Automotive Systems Remote Keyless Entry Transmitter LCT/OC12.016F Delphi Automotive Systems Remote Keyless Automotive Systems Automotive Systems Remote Keyless Automotive Systems Automotive Systems Automotive Systems Automotive Systems Short Range Device MSNA2C73108 October 25th 2012 Automotive Systems Automotive Systems Automotive Systems Automotive Systems Automotive Systems Short Range Device Automotive Device Automotive Device Automotive Systems Automotive Systems Automotive Systems Automotive Systems Automotive Systems Automotive Systems Automotive Device Automotive Device Automotive Device Automotive Device Automotive Device Automotive Device Device						
Phone with WLAN and Bluetooth Radio LCT/OC12.0168 Alps Electric Co., Ltd Immobi & Keyless (Hand Unit) LCT/OC12.0169 Alps Electric Co., Ltd Unit Assy Immobi & Keyless (Hand Unit) LCT/OC12.016A Hon Hai Precision ind. Co., Ltd. Wi-Fi Radio Module LCT/OC12.016B Omnon Automotive Electronics Inc. Theft System Unit Plantacle LCT/OC12.016B Continental Automotive System US Inc LCT/OC12.016C Theft System US Inc LCT/OC12.016B Continental Automotive System US Inc LCT/OC12.016B Delphi Automotive System US Inc LCT/OC12.0170 Delphi Automotive Systems Remote Keyless Entry LCT/OC12.0170 Polephi Automotive Systems Remote Keyless Systems Entry LCT/OC12.0171 Pioneer Corporation Receiver Ass'y Receiver DEH-8428 November 19th 2012 LCT/OC12.0172 Pioneer Corporation Receiver Ass'y Receiver DEH-8428 November 19th 2012	LCT/OC12.0166	Apple Inc.	Ipod Touch	Blutooth	A1421	October 11th 2012
Assy Keyless (Hand Unit) LCT/OC12.0169 Alps Electric Co., Ltd Unit Assy Immobi & Keyless LCT/OC12.016A Hon Hai Precision ind. Co., Ltd. Wi-Fi Radio Module Module LCT/OC12.016B Omeon Automotive Electronics Inc. Theft System LCT/OC12.016C Valeo Securite Habitacle Entry Transmitter LCT/OC12.016D Continental Automotive System US Inc Module LCT/OC12.016E Continental Automotive System US Inc Entry Transmitter LCT/OC12.016F Delphi Automotive Systems Remote Keyless Automotive Systems Entry Transmitter LCT/OC12.016F Delphi Automotive Systems Entry Transmitter LCT/OC12.0170 Delphi Automotive Systems Entry Transmitter LCT/OC12.0170 Delphi Automotive Systems Remote Keyless Entry Transceiver Module LCT/OC12.0171 Pioneer Corporation Receiver Ass'y Receiver DEH-8428 November 19th 2012 LCT/OC12.0172 Pioneer Corporation Receiver Ass'y Receiver DEH-88797 November 19th	LCT/OC12.0167	Apple Inc.	Apple IPhone 5	Phone with WLAN and Bluetooth	A1428	October 11th 2012
LCT/OC12.016A	LCT/OC12.0168	Alps Electric Co., Ltd	1	Assy Keyless	TWB1U859	October 08th 2012
Co., Ltd. Module Module Module	LCT/OC12.0169	Alps Electric Co., Ltd	Immobi &	Transceiver	TWD1U827	October 08th 2012
Electronics Inc. Theft System Device LCT/OC12.016C Valeo Securite Habitacle Continental Automotive System US Inc Continental Automotive Entry Transmitter Corporation Receiver Ass'y Receiver Ass'y Receiver DEH-8428 November 19th 2012 LCT/OC12.0172 Pioneer Corporation Receiver Ass'y Receiver DEH-M8797 November 19th	LCT/OC12.016A	1	1		J27H023.01	October 25th 2012
Habitacle Entry Transmitter LCT/OC12.016D Continental Automotive System US Inc Remote Keyless Entry Entry Transmitter Automotive Entry/Securi ty Transmitter LCT/OC12.016F Delphi Automotive Systems Remote Keyless Entry Radio Transceiver Module LCT/OC12.0170 Delphi Automotive Systems Remote Keyless Entry Radio Transceiver Module Remote Keyless Entry Transmitter FO4 October 25th 2012 Cottober 25th 2012 Cottober 25th 2012 Transceiver Module LCT/OC12.0170 Delphi Automotive Systems Remote Keyless Entry Transceiver Module Remote Keyless Entry Transceiver Module LCT/OC12.0170 Delphi Automotive Systems Remote Keyless Entry Transceiver Module LCT/OC12.0171 Pioneer Corporation Receiver Ass'y Receiver Ass'y Receiver DEH-8428 November 19th 2012 LCT/OC12.0172 Pioneer Corporation Receiver Ass'y Receiver DEH-M8797 November 19th	LCT/OC12.016B	1			OUC11545917	October 25th 2012
Automotive System US Inc LCT/OC12.016E Continental Automotive System US Inc LCT/OC12.016F Delphi Automotive Systems LCT/OC12.016F Delphi Automotive Systems LCT/OC12.0170 Delphi Automotive Systems Remote Keyless Entry Entry Transmitter Radio Transceiver Module LCT/OC12.0170 Delphi Automotive Systems Remote Keyless FO4 Device Device Radio Transceiver Module LCT/OC12.0170 Delphi Automotive Systems Remote Keyless Radio Transceiver Am315RX Module LCT/OC12.0171 Delphi Automotive Systems Remote Keyless Fo3- Transceiver Module LCT/OC12.0171 Pioneer Corporation Receiver Ass'y Receiver Ass'y Receiver DEH-8428 November 19th 2012 LCT/OC12.0172 Pioneer Corporation Receiver Ass'y Receiver DEH-M8797 November 19th	LCT/OC12.016C		1	1 '	A08TAB	October 25th 2012
Automotive System US Inc LCT/OC12.016F Delphi Automotive Systems Delphi Automotive Systems LCT/OC12.0170 Delphi Automotive Systems Remote Keyless Entry Transceiver Module LCT/OC12.0171 Pioneer Corporation Receiver Ass'y Receiver Ass'y Receiver DEH-8428 Receiver DEH-8428 November 19th 2012 LCT/OC12.0172 Pioneer Corporation Receiver Ass'y Receiver DEH-M8797 November 19th	LCT/OC12.016D	Automotive System US	Body Controller	_		October 25th 2012
Systems Transceiver Module LCT/OC12.0170 Delphi Automotive Systems Entry Transceiver AM315RX Module LCT/OC12.0171 Pioneer Corporation Receiver Ass'y Receiver Ass'y Receiver Ass'y LCT/OC12.0172 Pioneer Corporation Receiver Ass'y Receiver DEH-8428 November 19th 2012 LCT/OC12.0172 Pioneer Corporation Receiver Ass'y Receiver DEH-M8797 November 19th	LCT/OC12.016E	Automotive System US	1	Entry/Securi ty		October 25th 2012
Systems Entry Transceiver AM315RX Module LCT/OC12.0171 Pioneer Corporation Receiver Ass'y Receiver DEH-8428 November 19th Ass'y 2012 LCT/OC12.0172 Pioneer Corporation Receiver Ass'y Receiver DEH-M8797 November 19th	LCT/OC12.016F		Transceiver		FO4	October 25th 2012
Ass'y 2012 LCT/OC12.0172 Pioneer Corporation Receiver Ass'y Receiver DEH-M8797 November 19th	LCT/OC12.0170	_		Transceiver		October 25th 2012
,	LCT/OC12.0171	Pioneer Corporation	Receiver Ass'y	i .	DEH-8428	
	LCT/OC12.0172	Pioneer Corporation	Receiver Ass'y		DEH-M8797	
LCT/OC12.0173 Pioneer Corporation Receiver Ass'y Receiver DEX-MG4397 November 19th	LCT/OC12.0173	Pioneer Corporation	Receiver Ass'y	Receiver	DEX-MG4397	November 19th

•					•
			Ass'y		2012
LCT/OC12.0174	Pioneer Corporation	Receiver Ass'y	Receiver Ass'y	DEX-MG4597	November 19th 2012
LCT/OC12.0175	Pioneer Corporation	Receiver Ass'y	Receiver Ass'y	DVZ-MG4397	November 19th 2012
LCT/OC12.0176	Nintendo of America Inc.	Nintendo Wii U Gamepad	Remote Gamepad	WUP-010	November 19th 2012
LCT/OC12.0177	Nintendo of America Inc.	Nintendo Wii U Game Console	Game Console	WUP- 001/WUP-101	November 19th 2012
LCT/OC12.0178	Nintendo of America Inc.	Nintendo Wii U Pro Controller	Remote Controller	WUP-005	November 19th 2012
LCT/DC12.0179	Apple Inc.	Apple IPAD	Tablet Device	A1458	December 21st 2012
LCT/DC12.017A	Apple Inc.	Apple IPAD Cellular	Tablet Device	A1459	December 21st 2012
LCT/DC12.017B	Apple Inc.	Apple IPAD Mini	Tablet Device	A1432	December 21st 2012
LCT/DC12.017C	Apple Inc.	Apple IPAD Mini	Tablet Device		December 21st 2012
LCT/FB12.017D	LD Compliance LLC	Nintendo WII Mini	Game Console	RVL-201	February 05th 2013
LCT/MR13.017E	Denso Corporation	Remote Keyless Entry System	Vehicle Remote Control Keys	12BBY	April 05th 2013
LCT/MR13.017F	Denso Corporation	Remote Keyless Entry System	Electronic Key	14FBA	April 05th 2013
LCT/MR13.0180	Denso Corporation	Remote Keyless Entry System	Vehicle Remote Control Keys	1512V	April 05th 2013
LCT/MR13.0181	Denso Corporation	Remote Keyless Entry System	Electronic Key	14AER	April 05th 2013
LCT/MR13.0182	Denso Corporation	Remote Keyless Entry System	Remote Control lock/unlock	12BDP	April 05th 2013

		System			
LCT/MR13.0184	Tokai Rika (Thailand) Co., Ltd	RKE Transmitter	Transmitter	B71TA	April 05th 2013
LCT/MR13.0185	Tokai Rika (Thailand) · Co., Ltd	RKE Receiver	Receiver	B43RA ·	April 05th 2013
LCT/MR13.0186	Tokai Rika (Thailand) Co., Ltd	Immobilizer	Transceiver	RI-46BTY	April 05th 2013
LCT/MR13.0187	Tokai Rika (Thailand) Co., Ltd	RKE Receiver	Receiver	B25RA	April 05th 2013
LCT/MR13.0188	Denso Japan	Remote Keyless Entry System	Receiver	13CZY	April 05th 2013
LCT/MR13.0189	Denso Japan	Remote Keyless Entry System	Receiver	13CZW	April 05th 2013
LCT/MR13.018A	Denso Japan	Remote Keyless Entry System	Receiver	13BDD	April 05th 2013
LCT/MR13.018B	Denso Japan	Remote Keyless Entry System	Receiver	13BDC	April 05th 2013
LCT/MR13.018C	Denso Japan	Remote Keyless Entry System	Receiver	13BAA	April 05th 2013
LCT/MR13.018D	Denso Japan	Remote Keyless Entry System	Transmitter	12BDS	April 05th 2013
LCT/MR13.018E	Denso Japan	Remote Keyless Entry System	Receiver	13BDR	April 05th 2013
LCT/MR13.018F	Denso Japan	Remote Keyless Entry System	Receiver	13BDW	April 05th 2013
LCT/MR13.0190	Hyundai Mobis Co. Ltd	Digital Car Audio System	Digital Car Audio System	AC110GFGN	April 05th 2013
LCT/AP13.0191	MediaTek Inc	802.11B/GN 1T1R Combo Card	Wi-Fi and Bluetooth combo chip	MT7630E	April 22nd 2013
LCT/AP13.0192	Delphi Electronics	Electronically Scanned Radar	Dectector Radar	L2C0051TRC	April 22nd 2013
LCT/AP13.0193	Visteon Corporation	Bluetooth Enabled	Car Audio	VE-BT001	April 22nd 2013

		Corporation			
LCT/AP13.0194	Toyota Motor Corporation	Smart LF Oscillator	Smart LF Oscillator	TMLF8-2	April 22nd 2013
LCT/AP13.0195	· Toyota Motor Corporation	Smart LF Oscillator	Smart LF Oscillator	TMLF8-15	April 22nd 2013
LCT/AP13.0196	Toyota Motor Corporation	Smart LF Oscillator	Smart LF Oscillator	TMLF10-13	April 22nd 2013
LCT/AP13.0197	Toyota Motor Corporation	Smart LF Oscillator	Smart LF Oscillator	TMLF10-6	April 22nd 2013
LCT/AP13.0198	Toyota Motor Corporation	Immobilizer	Immobilizer	TMIMB-2	April 22nd 2013
LCT/AP13.0199	Toyota Motor Corporation	Car Immobilizer	Immobilizer	TMIMB-1	April 22nd 2013
LCT/AP13.019A	Toyota Motor Corporation	Immobilizer	Immobilizer	TMIMB-3	April 22nd 2013
LCT/AP13.019B	Tokai Rika Co., Ltd	Remote Keyless Entry System	Transmitter	B41TA	April 22nd 2013
LCT/AP13.019C	Tokai Rika Co., Ltd	Remote Keyless Entry System	Transmitter	B42TA	April 22nd 2013
LCT/AP13.019D	Tokai Rika Co., Ltd	Tuner	Receiver	B72UA	April 22nd 2013
LCT/AP13.019E	Tokai Rika Co., Ltd	Electronic Key	Transceiver	B74EA	April 22nd 2013
LCT/AP13.019F	Tokai Rika Co., Ltd	Immobilzer	Transceiver	RI-33BTY	April 22nd 2013
LCT/MAY07.020 0	Hyundai Mobis Co. Ltd	Digital Car Audio System	Digital Car Audio System	AC110TMGN	May 07th 2013
LCT/MAY07.020 1	Continental Automotive System France S A S	Body Control Module	Transceiver	S180192100	May 07th 2013
LCT/MAY07.020 2	Denso Corporation	Remote Keyless Entry System	Transmitter	12BEW	May 07th 2013
LCT/MAY07.020 3	Fuji Heavy Industries Ltd.	Immobilizer	Vehicle Theft Prevention System	SSPIMB03	May 07th 2013

T CT /3 (A 3707 000					
LCT/MAY07.020 4	Fuji Heavy Industries Ltd.	Smart LF Oscillator	Transmitter for Smart Key System	SSPLF03	May 11th 2013
LCT/JN13.0205	Fujitsu Ten Limited	Computer Assy, Theft Warning	Receiver	FTL480	June 12th 2013
LCT/JN13.0206	S1nn GmbH & Co. KG	Bluetooth Car Kit	Bluetooth Module	FC6050B	June 12th 2013
LCT/JN13.0207	Hella KGaA Hueck & Co.	Field Disturbance Sensor	Transceiver	LCA 2.0	June 12th 2013
LCT/JN13.0208	Automotive Distance Control Systems GmbH	Automotive sensor, Blind Spot Detection	Transmitter	SRR2-B	June 12th 2013
LCT/JN13.0209	Continental Automotive Systems	Receivers Family for Vehicles	Receiver	5WK50250, 5WK50248,5W K50252,5WK5 02257,5WK502 54, 40398036, 40406557, 40398279	June 12th 2013
LCT/JN13.020A	Tokai Rika Co. Ltd	Immobilizer	Transceiver	RI-42BTY	June 20th 2013
LCT/JN13.020B	Mitsubishi Electric Corporation Sanda Works	Bluetooth Car Audio and Navigation	Transceiver	NR-172	June 21st 2013
LCT/JN13.020C	Mitsubishi Electric Corporation Sanda Works	Car Multimedia Navigation	Transceiver	NR-207	June 22nd 2013
LCT/JL13.020D	Harman Becker Automotive Systems GmbH- Parque Technologico de Andalucia	Infotainment System with Fond Unit	Transceiver	NTG5 FU	July 31st 2013
LCT/JL13.020E	Harman Becker Automotive Systems GmbH- Parque Technologico de Andalucia	Infotainment System with Head Unit	Transceiver	NTG5 HU	July 31st 2013
LCT/JL13.020F	Hyundai Mobis Co. Ltd	Digital Car Audio System	Digital Car Audio	AM911MDMN	July 31st 2013

	1		·	r	
			System		
LCT/JL13.0300	Hyundai Mobis Co. Ltd	Digital Car Audio System	Digital Car Audio System	AM111MDMN	July 31st 2013
LCT/JL13.0301	Hyundai Mobis Co. Ltd	Digital Car Audio System (Bluetooth)	Transceiver	AC110B4GN	July 31st 2013
LCT/JL13.0302	Pioneer Corporation	Car Audio with Bluetooth	Transceiver	PVH-2738	July 31st 2013
LCT/JL13.0303	Pioneer Corporation	Car Audio with Bluetooth	Transceiver	PVX-2538	July 31st 2013
LCT/JL13.0304	Pioneer Corporation	Car Audio with Bluetooth	Transceiver	PVH-4738	July 31st 2013
LCT/JL13.0305	Pioneer Corporation	Car Audio with Bluetooth	Transceiver	PVH-4938	July 31st 2013
LCT/JL13.0306	Alps Electric Co., Ltd	Immobilizer	Transceiver	TWK1A026	July 31st 2013
LCT/JL13.0307	Alps Electric Co., Ltd	Remote Keyless Entry System	Transceiver	TWB1G767	July 31st 2013
LCT/JL13.0308	Fujitsu Ten Limited	Car Audio	Transceiver	FT0045A	July 31st 2013
LCT/JL13.0309	Fujitsu Ten Limited	Car Audio	Transceiver	FT0025A	July 31st 2013
LCT/JL13.030A	Tokai Rika Co. Ltd	Electronic Key	Transceiver	BA2EQ	July 31st 2013
LCT/JL13.030B	Tokai Rika Co. Ltd	Tuner	Receiver/RK E	. B90UM	July 31st 2013
LCT/JL13.030C	Tokai Rika Co. Ltd	Immobilizer	Transceiver	RI-52BTY	July 31st 2013
LCT/JL13.030D	Toyota Motor Corporation	Smart LF Oscillator	Transmitter	TMLF10-51	July 31st 2013
LCT/JL13.030E	Continental Automotive GmbH	Keyless Entry System	Transceiver	40527612	July 31st 2013
LCT/JL13.030F	Wistron NeWeb Corporation (WNC)	NFC Module	NFC Device	DFCN-2	July 31st 2013
LCT/JL13.0400	Hyundai Mobis Co. Ltd	Car Audio	Digital Car Audio System	AM110B2GN	July 26th 2013

LCT/AU13.0402	Continental Automotive GmbH	RKE, Passive Engine Start, Immobilizer System	Security/Re mote Control Transmitter	V2X/V4X	August 23rd 2013
LCT/AU13.0403	Ford Motor Company	Bluetooth Car Kit	Transceiver	SYNC GEN 1	August 23rd 2013
LCT/AU13.0404	Denso Japan	Remote Keyless Entry System	Receiver	13CZM	August 23rd 2013
LCT/AU13.0405	Denso Japan	Electronic Key	Transceiver	14ACX	August 23rd 2013
LCT/AU13.0406	Panasonic Corporation	Bluetooth Module	Transceiver	VBTDC1.5	August 23rd 2013
LCT/AU13.0407	Fujitsu Ten Limited	Car Audio	Transceiver	FT0049A	August 23rd 2013
LCT/AU13.0408	Fujitsu Ten Limited	Car Audio	Transceiver	FT0057A	August 23rd 2013
LCT/AU13.0409	Hyundai Mobis Co. Ltd	Digital Car Audio System	Transceiver	AM211SLGN	August 23rd 2013
LCT/AU13.040A	Hyundai Mobis Co. Ltd	Digital Car Audio System	Transceiver	AM110SLGN	August 23rd 2013
LCT/AU13.040B	Continental Automotive Systems US Inc	PEPS FOB	Transmitter	M3N- A2C31243800	August 29th 2013
LCT/AU13.040C	Continental Automotive Systems US Inc	Global Body Control Module	Transmitter	M3NA2C73844 8	August 29th 2013
LCT/AU13.040D	Panasonic Corporation	Bluetooth Module Assy	Transceiver	YEAP01A112	August 23rd 2013
LCT/AU13.040E	Apple Inc	Apple iPod Touch	Transceiver	A1509	August 14th 2013
LCT/AU13.040F	Tokai Rika Co. Ltd	Immobilizer	Transmitter	RI-20BTY	August 28th 2013
LCT/AU13.0500	Magneti Marelli S P A	Head Unit with WLAN and Bluetooth	Transceiver	EN1	August 29th 2013
LCT/SE13.0501	Clarion Company Ltd.	Car Audio	Transceiver	PF-3632	September 05th 2013
LCT/SE13.0502	Pioneer Corporation	Immobilizer	Transceiver	PVH-2528	September 05th 2013

LCT/SE13.0503	Panasonic Automotive Systems Europe GmbH	Radio Car with Bluetooth Handsfree	Transceiver	NTG5*1 Base	September 05th 2013
LCT/SE13.0504	Panasonic Automotive Systems Europe · GmbH	Radio Car with Bluetooth Handsfree	Transceiver	NTG5*1 CD	September 05th 2013
LCT/SE13.0505	Johnson Control Inc.	Infotainment Head Unit	Transceiver	MAZDA_GE N_65_CMU	September 10th 2013

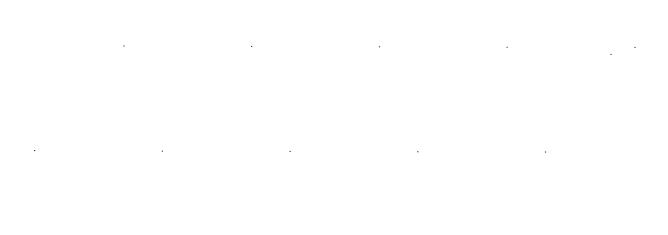
Appendix C

Register of Dealers and Suppliers of Terminal Equipment and Related Services

Sorted by Registrant Name				
Registration Name	Registration Date	Registration No		
CALIDAD Services	31-Aug-06	LSTE/AU06.0004		
CLICKCOM	15-Dec-05	LSTE/NO05.0002		
Communications Systems & Services Ltd.	31-Aug-06	LSTE/AU06.0005		
Cox Radio Limited	15-Dec-05	LSTE/NO05.0003		
Icon Security & Private Investigation Services				
Limited	27-Sep-06	LSTE/SP06.0007		
Island Water World (St. Lucia) Limited	26-Jan-07	LSTE/JA07.0009		
Johnsons Hardware Limited	16-Oct-06	LSTE/OC06.0008		
Kent's Hi Tech Electronics	10-Nov-05	LSTE/NO05.0001		
N. V. Commercial Services Limited	27-Sep-06	LSTE/SP06.0006		
Phone Links	30-Mar-07	LSTE/MR07.0010		
G&G Limited	24-Apr-07	LSTE/AP07.0011		
Emdee Electronics	17-02-12	LSTE/AP12.0012		

Appendix D

2012/2013 Documents formulated under Work Plan



14th October 2013

Our Ref: 405-01/14/OCT14.13/ASC01

Mr. Sean Matthews

General Manager

Saint Lucia Air and Sea Port Authority

Manoel St Box 651

Castries

Provision of Assistance for Maritime Operations

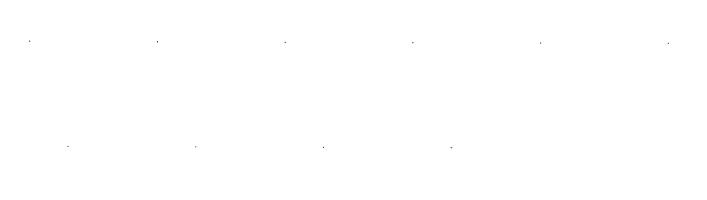
Dear Mr. Matthews,

The National Telecommunications Regulatory Commission (The Commission) is the Statutory Corporation which regulates the telecommunications sector in Saint Lucia. As the National Regulator, we are guided by Telecommunications Act and its Regulations.

The Commission has embarked on an enforcement drive, through the monitoring of the telecommunications sector and ensuring compliance by providers and operators in the sector. One of the areas monitored by the Commission is maritime operations. Maritime Mobile Operators must be licenced for use of maritime mobile equipment and it is while conducting its enforcement mandate the Commission has become aware of operators' concerns about the licence application process.

It is on this premise that the Commission has sought the assistance of Saint Lucia Air and Seaport Authority (SLASPA).

The Commission held a meeting with representatives of SLASPA, Mr. Adrian Hilare and Ms Danine Jones, to discuss the manner in which SLASPA could assist the NTRC.



Through much deliberation the options below were identified:

SLASPA representatives suggested that the NTRC continue its administrative and technical
reviews of Maritime Mobile Licence applications and assistance will be provided by SLASPA
through its yearly review. In conducting its yearly review, SLASPA would request that vessels
provide their telecommunications Maritime Mobile Operators Licence, on the occasions that vessel
owner is unable to produce a licence, he/she will be directed to the Commission to regularize the
matter by obtaining the requisite telecommunications licence.

OR

SLASPA on the Commission's behalf can make Maritime Mobile Operators Licence application
forms available and upon completion of the application, the Commission will conduct a review and
engage the office of the Minister responsible for Telecommunications concerning the issuance of the
licence. The application fees will be collected by SLASPA on behalf of the Commission. And
licence fees will be paid to Inland Revenue Department as prescribed by the Telecommunications
Act.

We hereby request SLASPA's consideration of the options. Please feel free to contact the Commission if your good office requires more clarification.

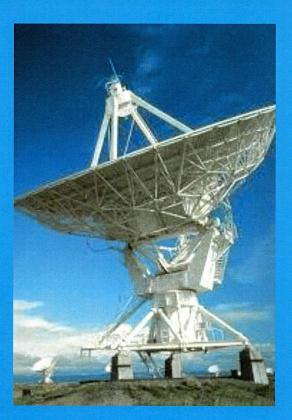
The Commission would like the input of Mr. Hilare and Ms. Jones and would appreciate we continue working together.

reare respectively,
Shana Willie Matoorah
Director/Secretary

Yours Respectfully

.

FREQUENCY CONSERVATION GUIDELINES



Contents

<u>Introduction</u>	119
1 Short term Solutions	119
1.1 In- house Frequency conservation	119
1.2 Suspension and Revocation of Frequency Authorisation	121
1.3 Reshuffling	121
1.4 RF Spectrum Reuse	121
2. Current Technological Innovations	122
2.1 (DAB) Digital Audio Broadcasting	123
2.2 Digital Radio Mondiale (DRM)	123
2.3 Digital terrestrial television (DTT)	124
2.4 Analogue to digital – making more room in spectrum	125
2.5 High Definition Television (HDTV)	126
2.6 Mobile telephony	126
2.7 Mobile TV	126
2.8 Digital Multimedia Broadcasting terrestrial (DMB-T),	127
2.9 WiMax (Worldwide Interoperability for Microwave Access)	127
3. Long-term Solutions	127
3.1 International Harmonization Measures	127
3.2 Auctioning	128
3.3 Spectrum Sharing	128
4 Future Technological Innovations	130
4.1 Programme Making and Special Events equipment	130
4.2 Software Defined Radio (SDR) and Cognitive Radio (CR)	131
Conclusion	131

Frequency Conservation Guidelines

Introduction

Electromagnetic radiation lies behind everything from gamma rays to visible light to your kid's walkie-talkie. We use only a portion of this spectrum for wireless communication, a thin, patchy section of the electromagnetic spectrum below 5 GHz, is where our gadgets live; from cell phones to blue tooth devices these emerging technologies compete for the same narrow range of frequencies, increasing demand for this finite resource.

Historically, the responsibility of assigning spectrum was overseen by political heads; who, without comprehensive scientific analysis on the behavior of the radio frequency spectrum took on the task of assigning technologies to the various radiofrequency bands and thusly, irrevocable errors were made. Today, growing pressure internationally has been placed on regulators to correct these errors and accommodate users and manufactures of new technologies within the limited spectrum, using the most efficient/scientific methods of radio-frequency spectrum conservation. The long and short term solutions mentioned in the following sections can be adopted as guidelines and later enforced by ECTEL member states as a means of Radio frequency conservation.

1 Short term Solutions

1.1 In-house Frequency conservation

Before international intervention and technological innovations are considered as solutions to frequency conservation, the most fundamental frequency conservation issues should be resolved in-house (The term 'In-house' is used to describe the measures that can be taken by The Regulator's (NTRC) Administrative and technical Units that will assist with frequency conservation).

Weekly radio monitoring of the VHF and UHF bands which includes; FM broadcast spectrum, land mobile, Maritime, Aeronautical, and Family Radio spectrum, by the Technical Unit will reduce the advent of pirate stations and unlicensed operators. E.g. an FM radio station broadcasting on the 92.9 MHz frequency carrier, requires 0.2 MHz (200

kHz) bandwidth; 175 kHz (0.175MHz) of this bandwidth will be used for transmitting and 25 kHz (0.025MHz) as a guard band. Where two carrier frequencies exceed their allocated bandwidth there exist an overlapping of frequencies, this overlapping area creates interference. Under perfect conditions an operator should not exceed his bandwidth limit of 175KHz but on occasion, uncontrollable variables may force an operator to increase his power output and thereby cause interference; it is then the duty of the technical Unit, to ensure that the FM broadcast operator on 92.9MHz in our example does not exceed his 200 KHz limit, which would adversely affect FM radio frequencies on 92.8 MHz and 93.0 MHz (i.e. Region 1 frequencies used by Martinique).

Broadcast frequency spectrum bands are further divided into Regions by the ITU (International Telecommunications Union) geographic standards. This arrangement further limits the possibility of interference occurring. On occasion, where countries use both odd and even frequencies such as the neighboring island of Martinique, interference on FM broadcasting stations is a problem as FM waves travel great distances crossing international borders and thereby affecting territories such as St. Lucia; such cases can only be solved through international intervention which this is later discussed. Therefore by continuously monitoring the radio spectrum TU can better advise in-house, new applicants, the commission and interest groups on spectrum availability by ensuring that current licensed frequency operators, operate within their legal technical boundaries -- and illegal operators remain off the airwaves;

In summary The Technical Unit's typical spectrum monitoring tasks can be classified as follows:

- Investigation of interference due to co-channel emissions, out-of-channel emissions and
- intermodulation
- Monitoring of technical transmitter parameters (short-term, long-term, deviation
- measurements of FM broadcast transmitters)
- Field strength measurements
- Identification of unlicensed stations
- Spectrum occupancy measurements
- Planning and management of transmitters

120

1.2 Suspension and Revocation of Frequency Authorisation

The Commission's Administrative Unit collaborating with the Technical Unit and The Commission can contribute to frequency conservation by constantly updating their database on the status of licensed providers as it relates to their use of the spectrum resource.

Delinquent providers, who have been neglecting payments or have not used the assigned spectrum during the term of their Frequency Authorisation, should be made to relinquish the spectrum, thereby "freeing up" spectrum space.

In the event that a provider is found not to be operating efficiently or is in breach of any of the terms contained in its Frequency Authorisation as it relates to spectrum usage, a recommendation for the suspension or revocation of the Authoriasation will be made to the Minister with responsibility for Telecommunications as prescribed by Section 41 of the Telecommunications Act 2000."

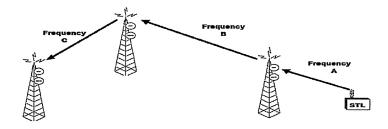
1.3 Reshuffling

The term 'reshuffle' used loosely here, refers to the regulators reorganization of operators and providers within a particular band in order to maximize the use of that particular band, this may occur in RF bands that require both uplink and downlink frequencies, an example of this situation was encountered (in for argument sake the "X[MHz] band"), when two operators/providers used different (uplink and downlink) bandwidths whilst sharing the same band "X" [MHz], this resulted in a region of bandwidth incapable of being used by either provider as spacing was not adequate (insufficient). The NTRC reserves the right to reshuffle spectrum to allow for space in any particular Band and to be approved by the Minister.

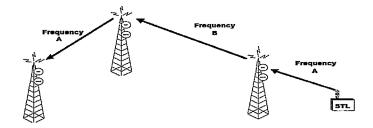
1.4 RF Spectrum Reuse

On occasion, opportunities to conserve radio frequency spectrum may depend only, on the slightest of adjustments to a network design. In the example below an operator attempting to transmit to a far area, has to use three transmitters and antenna towers in order to reach his desired audience. The first example indicates that by using frequency A, B and C the desired task of transmitting to the distant transmitter can be accomplished but in example 2, by reusing Frequency 'A' the same information can be transmitted using one less frequency thereby contributing to RF spectrum conservation. The transmitter can then function effectively without interference.

EXAMPLE1



EXAMPLE 2



${\bf 2. \ Current \ Technological \ Innovations}$

Experts generally agree that if all existing analogue services were provided in a digital format, their spectrum needs would be one quarter of their current take-up. In other words, three quarters of the currently occupied spectrum could become available to be used for other services. But it is a bit more complicated than that. Different technologies work better in particular parts of the spectrum.

In theory, different communication technologies could exist in any part of the radio spectrum, but the more information a signal is to carry, the more bandwidth it needs. Spectrum that can be used in new and innovative ways is regularly becoming available as new technologies make more efficient use of the spectrum and obsolete technologies free up spectrum space. The following are some of the current ways technologies can aid in frequency conservation:

2.1 (DAB) Digital Audio Broadcasting

DAB is a digital radio broadcasting system that through the application of multiplexing and compression combines multiple audio streams onto a relatively narrow band centered on a single broadcast frequency called a DAB ensemble.

Within an overall target bit rate for the DAB ensemble, individual stations can be allocated different bit rates. The number of channels within a DAB ensemble can be increased by lowering average bit rates, but at the expense of the quality of streams. Error correction under the DAB standard makes the signal more robust but reduces the total bit rate available for streams.

Briefly, there are four major reasons for broadcasters switching over to DAB:

- New possibilities: it allows radio broadcasts to be accompanied by text, still pictures and service information of all types
- Will deliver to the listener high quality sound of almost 'CD quality'
- Economic: DAB enables very efficient use to be made of an increasingly crowded radio spectrum
- Will not suffer from fading, interference and distortion associated with analogue broadcasts.

2.2 Digital Radio Mondiale (DRM)

The DRM Broadcasting system has been designed by broadcasters, for broadcasters, but with the active assistance and participation of both transmitter and receiver manufacturers and other interested parties (such as regulatory bodies). It has been designed specifically as a high quality digital replacement for current analogue radio broadcasting in the AM and FM/VHF bands; as such it can be operated with the same channeling and spectrum allocations as currently employed.

DRM exploits the unique propagation properties of the AM bands. The introduction of DRM30 services allows a broadcaster to provide listeners with significantly improved audio quality and service reliability. As a result, international broadcasters can provide

services on SW and MW that are comparable to local FM services, whilst enhancing the listener experience with easier tuning and added data services. National and local LF and MF broadcasters will derive similar benefits.

In the VHF bands, DRM+ can be configured to use less spectrum than current stereo FM broadcasts, whilst additionally deriving the potential benefits of increased robustness, reduced transmission power, increased coverage or additional services.

DRM offers a dramatic enhancement in sound quality, and mitigates the effects of audible interference from other stations. It is also designed to make receiver operation more user-friendly. DRM promises to re-invigorate the use of the Low, Medium and High Frequency Bands. The DRM standard describes a number of different operating modes, which may be broadly split into two groups as follows:

- DRM30 modes, which are specifically designed to utilize the AM broadcast bands below 30MHz.
- DRM+ modes, which utilize the spectrum from 30 MHz to VHF Band III, centred on the FM broadcast Band II.

2.3 Digital terrestrial television (DTT)

DTT services are broadcast by multiplexes that encode picture and sound of several TV programmed channels and some interactive information services into one signal. The signal is then decoded by either an Integrated Digital Television (IDTV) set or a set-top box (e.g Freeview, or cable box) connected to the TV set. The technology is called Digital Video Broadcasting Terrestrial (DVB-T).

Just like an analogue television channel, a multiplex requires 8 MHz-wide spectrum channels. However, using just one 8 MHz-wide channel, several Standard Definition Television (SDTV) programmed channels can be provided to the public on each of the six multiplexes.

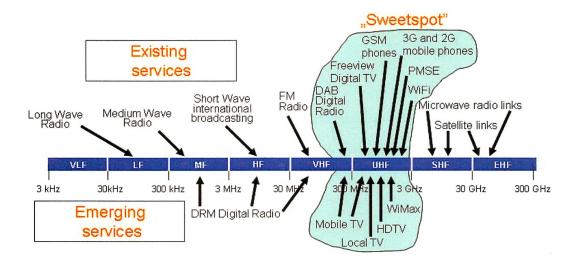
<u>Digital Video Broadcasting Handheld (DVB-H)</u> is a more robust means of getting TV content to the user. It might provide up to 20 programme channels in an 8 MHz spectrum channel.

<u>Qualcomm MediaFLO</u> is an American standard for mobile TV that is being tested by B Sky B in the UK. It works similarly to DVB-H.

2.4 Analogue to digital - making more room in spectrum

As part of the Frequency conservation initiative, new technologies and constantly improving compression techniques make room for more communications services reaching more consumers. A part of the Very High Frequency (VHF) band is used intensively for FM sound broadcasting in most countries and planning of new analogue services is still being carried out. There are a limited number of frequencies available for regional, local and community stations. Currently the re-allocation of this spectrum for digital services is difficult to envisage. In the longer term, digital services such as DRM+ Digital Radio could use this band, but the technology has not yet been fully tested.

In the upper part of the Very High Frequency (VHF) band and the Ultra High Frequency (UHF) band, incorporating frequencies from around 200 MHz to 3 GHz is being debated in countries such as the UK, for the allocation of modern communications technologies Digital Radio already mentioned, digital television, 3G mobile phones and Wi-Fi wireless Internet access services. This area is also known as the "sweet spot" and is seen in the diagram below.



2.5 High Definition Television (HDTV)

HDTV is much more demanding of spectrum – it could take up nearly three times the data transmission capacity requirement of SDTV. HDTV services are already available in many countries, including Japan, South Korea, France and USA. Most HDTV channels are carried on satellite platforms at the moment and some of them are provided as a premium service.

Local TV services could have two technical options for delivery on <u>digital terrestrial</u> broadcasting platforms.

First, they might acquire space on a regional multiplex transmitter. National DTT networks use a number of regional transmitter sites to achieve wide coverage and some spare capacity might be available on some of these. However, so far these multiplexes have tended to operate at full capacity and the scope for regional "add ons" to serve local TV interests may not be great.

The second option is to take advantage of "interleaved spectrum" which might be available in the area they wish to cover. "Interleaved spectrum" is the by-product of national networks that use several 8 MHz-wide channels in the UHF Band IV/V to cover the UK. Some of these channels might be not used in certain areas and could be allocated to low-power local TV multiplexes. One interleaved channel could provide two programmed channels.

2.6 Mobile telephony

Mobile phones, the most successful communications development of our times, occupy various parts of the spectrum. But in recent times the dwindling availability of spectrum in the, "2G" (Second Generation) mobile phone network (operating just under the 1GHz and around the 1.75 GHz band) has given rise to emergent technologies such as "3G" (Third Generation),4G and 4G LTE. In addition, mobile expansion bands have been allocated in other parts of the spectrum allowing the delivery of additional services by mobile.

2.7 Mobile TV

A potentially important innovative service, mobile TV would enable users to watch TV wherever they want. Already there are several different standards which will be vying for market success. For instance: Mobile TV on DAB-IP (like BT Movio) has already been

tried in the UK for Windows Mobile-based Smart phones. These phones are enabled with Digital Audio Broadcasting Internet Protocol (DAB-IP) technology, using "3G" mobiles as platform.

"3G" mobiles themselves might provide a platform for mobile TV services, though transmission capacity problems could be formidable. The mobile operator Hutchinson 3G UK Ltd. has already made TV services available on mobile phones.

2.8 Digital Multimedia Broadcasting terrestrial (DMB-T),

DMB-T delivered on the DAB Digital Radio platform, can also provide mobile TV. It might sound a bit confusing that digital radio platforms can deliver television or video services. But the nature of the digital signal is that it can carry practically any information on any platform if the receiver is designed to process that information.

2.9 WiMax (Worldwide Interoperability for Microwave Access)

WiMax: Regarded as a revolutionary technology for internet wireless access, WiMax, in theory, could provide the service of up to 30 miles from the base station. The technology has several standards. The latest one is designed for a theoretical connection speed of up to 75 megabits per second. WiMax can utilize a wide range of spectrum bands from 2 to 66 GHz and can take up channels of varying bandwidth from 1.25 MHz to 20 MHz

3. Long-term Solutions

3.1 International Harmonization Measures

Radio waves do not respect international borders, buildings or each other. International rules and standards of governing the radio spectrum are measures geared towards the harmonization of users within the radiofrequency spectrum and very importantly to avert potential disasters.

National and International spectrum planning ensures that different services do not interfere with function of the other, for instance, a person should not pick up a walkie-talkie conversations on a mobile phone. Regionally, St. Lucia and Martinique are

currently experiencing interference on certain FM broadcast frequencies as a result of Martinique's use of region 1 and 2 frequency standards (even and odd frequencies) and if this situation is left unresolved this can lead to a complete abandonment of certain blocks of the FM Broadcast spectrum band, within this already limited spectrum. Without the direct intervention of an international regulatory body such as ITU, both territories (St. lucia and Martinique) will continue to be affected as they are both seen to be operating legally i.e. according to international standards.

3.2 Auctioning

In the past, governments simply assigned spectrum to services such as community radio, television, and emergency services without investigating how the technology behind these services functioned, but as increasing commercial services and technologies began emerging (commercial radio, mobile telephony, private radio networks etc.) it soon became apparent that certain technologies functioned better within certain RF spectrum. The responsibility of allocating competing technologies is a form of frequency conservation; consequently, international regulatory agencies have resorted to auctioning, where valuable spectrum is becoming a scarce commodity and where blocks of spectrum is to be made available to competing new commercial services and technologies. Auctioning Frequency is expected to soon become the norm in determining who and what technologies get licenses to operate in a specific radio spectrum. However, special consideration and careful planning must be given in deciding what is the right balance between making spectrum available for companies providing commercial services and ensuring universal availability of public services such as free-to-air broadcasting.

3.3 Spectrum Sharing

A United States Federal initiative, this process entails identifying 1,000 MHz of government-controlled spectrum and sharing it with private industry to meet the country's growing need for wireless broadband.

The recommendations would cost an estimated US\$18 billion to clear the 1755MHz to 1855MHz spectrum band. In one model, government would use spectrum in the S band but primarily commercial entities will have access to these frequencies. Commercial entities however are expressing their skepticism in sharing space with the federal government using this technique.

In a 2010 memorandum Obama required that 500MHz of spectrum to be made available for commercial use over the next ten years. The table 1.1 below identifies the spectrum under consideration.

Federal a	nd Shared Spectrum Bands	Under Investigation
requency Band (MHz)	Amount (megahertz)	Current allocation/usage (federal, non-federal, shared)
406.1-420**	13.9	Federal
1300-1390**	90	Federal
1675-1710*	35	Federal/non-Federal shared
1755-1780*	25	Federal
1780-1850	70	Federal
2200-2290	90	Federal
2700-2900**	200	Federal
2900-3100	200	Federal/non-Federal shared
3100-3500	400	Federal/non-Federal shared
3500-3650*	150	Federal
4200 4400** 200-4220 & 4380-4400]*	200	Federal/non Federal shared Federal/non-Federal shared
Total	1,473.9	

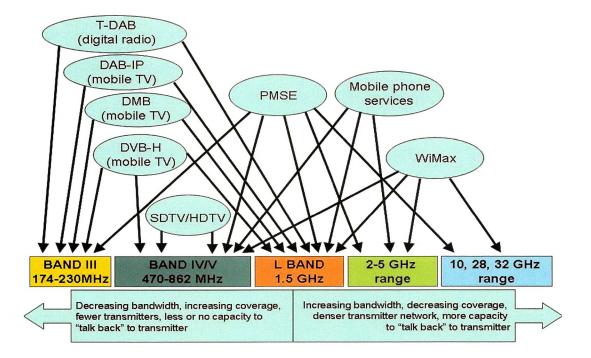
Although this dynamic form of spectrum conservation has no current applications in the ECTEL member states as we do not have a defence sector, it is worth noting that this recommendation can be implemented for future use as a plausible solution to the reverse, where government requires bandwidth to install relief emergency units and defense sectors comercial should be made to co operate

4 Future Technological Innovations

4.1 Programme Making and Special Events equipment

<u>PMSE</u>: Is equipment used at concerts, theatres, and filming, recording and live broadcasts. These include cordless microphones, cameras and other cordless devices. These devices can operate in various spectrum bands and can be interleaved between existing other services due to their low radiated power, thus making efficient use of the spectrum. Their signal reaches just a few meters, with very little chance to interfere with other similar devices. However, they still need their well defined spectrum space so that other technologies do not interfere with them.

The figure below indicates the different bands that could, in theory, be used to deliver a range of services.



4.2 Software Defined Radio (SDR) and Cognitive Radio (CR)

Currently undergoing testing, these are not radio sets, but technologies that would combine several services that use radio waves. SDR users would simply request a service through the device which would then negotiate with the network to identify the most appropriate frequency for that service. Cognitive radio would have the additional ability to recognize and distinguish signals, making spectrum practically abundant. Again, this technology is still in infancy.

Conclusion

Deploying new RF technologies within the RF spectrum is not a complex decision. It should however take many different factors into account; NTRC welcomes and encourages these new technologies that will promote spectrum conservation and which have been properly tested and approved by internationally recognized facilities. This frequency conservation Guideline can be enforced by the Secretariat, under the telecommunications Act 2000 section 13 subsection 1 which states that The Commission

shall have the power to do all things necessary or convenient to be done for or in connection with the performance of its duties, where a licensee unwilling to co-operate and contribute to Frequency Conservation can have their license revoked. The technical unit will be conducting a more in-depth investigation into emergent technologies that might be applicable to our region, bearing in mind that the technologies mentioned are not universally accepted.



Dear Sir/Mada	m,		
An investigation	on was undertaken on	day of	201and it was discovered that
		_ are operating	without a Licence/Frequency
Authorization/	Registration under the Telec	communications Act	and its ensuing Regulations.
You are therefor	ore required to apply for the	e requisite Licence/I	Frequency Authorization/Registration
by day o	f 201 The app	lication forms and P	rocedures are available on our website
www.ntrc.org.lc	or at our office located at	Bois D'Orange, Gro	os Islet.
Upon completion	on, the application should b	e submitted to our o	offices at the above stated address.
Please do not h	esitate to contact the NTRO	C should you have qu	nestions.
Yours sincerely	,		
Received by:			
		_ :::::::::::	
	Print Full Name	Signature	
		- 1.4714	
	Date:		

OUR REF: 405-07.01/AUG.7.12/ASC.01

The Owner

Address

Dear Sir/ Madame

Dear Sil/ Wadame
The National Telecommunications Regulatory Commission (NTRC) Technical Unit has launched a formal investigation into the operations of Through a standard monitoring exercise it was determined that the said company is operating on an expired license.
The Technical Unit of the NTRC hand delivered an enforcement letter dated To date there has been no formal response by the owner/manager of
The owner of the aforementioned company is in violation of the principle offence of the Telecommunications Act No. 27 2000 Part 3; section (29(1)) which states that, A person shall not establish or operate a telecommunications network or provide a telecommunications service without a license.
As a consequence of such violations, a person who contravenes subsection (1) commits an offence and shall be liable on indictment to a fine not exceeding one million dollars or to imprisonment for a period not exceeding ten years, subsection (29(4)). See http://www.ntrc.org.lc for a soft copy of the Telecommunications Act.
Considering the circumstances, the NTRC further grants the owner/manager of an additional grace period of (two) 2 weeks from the date of receipt of this
letter, to resolve this breach of the Telecommunications Act.
Regards,

Alden St Clair

Senior Technical Officer

St. Lucia Amateur Radio Club (SLARC)

P. O. Box CP5464, Castries, St. Lucia. W. I.

February 20, 2013

Ministry of the Public Service, Sustainable Development, Energy, Science and Technology.

National Telecommunications Regulatory Commission (NTRC) **National Emergency Management Organization (NEMO)**

Eastern Caribbean Telecommunications Authority (ECTEL)

Dear Sir,

An Annual General Meeting of the St. Lucia Amateur Radio Club was held on February 16th 2013. The club, after seven months of re-structuring has installed the following persons to head and re-develop the organization.

Lionel Ellis-J69KZ President

Junior Mathurin J69EN Secretary

Tot Henry J69MV Treasurer

Positions of Vice-President and Public Relations Officer will be filled at a later

The club will be holding meetings on the first Saturday of every month at the St. Lucia Red Cross Building at Vigie.

The club would like to establish frequent dialogue with your organization to discuss matters of common interest and will communicate under separate cover a request for a meeting with you.

Information on our membership such as names and addresses will be submitted to you shortly and will be updated from time to time.

Thank you for you understanding and cooperation.

Yours truly

agnel/Ellis — President

Mobile:758-384-1560

refer Francis

TELECOMMUNICATIONS REGULATORY COMMISSION

FEB 2 5 2013

Bois D'Orange,Gros Islet

P.O. Box GM 698

Castries, Saint Lucia (West Indoes)

11		

OUR REF: 335-02/Jan11.13/SJ.02

The Owner

Address

Verification of Records /Information

NTRC is conducting a survey of the current status of operators in the 88-108 [MHz] FM broadcast band. Also, in an effort to minimize/eliminate interference caused by FM service operators with radio communications facilities at Mole-a-Chique high-site in Vieux-Fort, the Technical Unit of NTRC is embarking on an initial physical cleanup of this site. All Fm Broadcast operators transmitting on that site please be advised that you will be informed of this cleanup scheduled for 13th March 2013.

The Commission under the telecommunications Act 2000 section 13 subsections 2(a) has the authority to acquire information relevant to the performance of its functions including whether or not a person is in breach of a license, frequency authorization or the Act.

We thank you in anticipation of your cooperat

Yours sincerely

Alden St. Clair

Senior Technical Officer

Please complete the following by the 30th January 2013. List all stations where applicable and their corresponding frequencies, etc. that you are responsible for if they exceed more than one FM radio service station.

Current station call Sign:

1. General Information

Owner's name/ Manager:
Name on Broadcast license:
Name on Frequency Authorization:
Station Engineer's name:
Station Engineer's Contact e-mail address:
Contact telephone number:
2. FM Broadcast
List the assigned Frequency/frequencies:
Name of the location of the Antenna(s):
Antenna site(s) Coordinates (deg/min/sec):

Maximum effective antenna height (m):
Altitude of site above sea level:
Type of polarization:
Maximum EIRP (dBw):
Azimuth:
Equipment (manufacturers Name/brand, model identification, serial number):
3. <u>STL</u>
List the assigned Frequency/frequencies (if applicable):
Name of the location of the Antenna(s):
Antenna site(s) Coordinates (deg/min/sec):

Equipment: (manufacturers Name/	brand, model identification, serial number):
Maximum EIRP (dBw):	
Altitude of site above sea level (m):	

Appendix E

Universal Service Fund National Survey Report

•		
·		

Report on the 2011 Survey on Telecommunications and ICT in Saint Lucia

Commissioned by the National Telecommunications Regulatory Commission (NTRC) to Support Implementation of Universal Service Projects

Contents

LIST OF BOXES	iv
LIST OF TABLES	iv
SUMMARY OF FINDINGS	vii
INTRODUCTION	11
The Universal Service Fund	11
Survey Objectives	11
SAMPLE DESIGN	12
METHODOLOGY	12
DEFINITIONS	12
District	12
Household	12
Disability	13
U15	13
Subscription	13
Rates	13
Internet User	13
Ratio	13
HOUSEHOLD CHARACTERISTICS	14
Box 1: Household Characteristics	15
Box 2: Cell Phone Penetration and ICT Knowledge	17
PERSONAL KNOWLEDGE	18
Fixed Line Service	20
Box 3: Fixed Line Voice Telephony	23
Box 4: Cellular Phone Services	25
INTERNET ACCESS	28
Box 5: Internet Access	30
Box 6: Expenditure on Internet Service	31
Box 7: Internet Usage	34
COMMUNITY ACCESS	37
Box 8: Community Access: Expenditure and Likely Usage	37
Pay Phone Locations	38
TELECOMMUNICATIONS AND ICT CHALLENGES	40
Suggested Projects	40

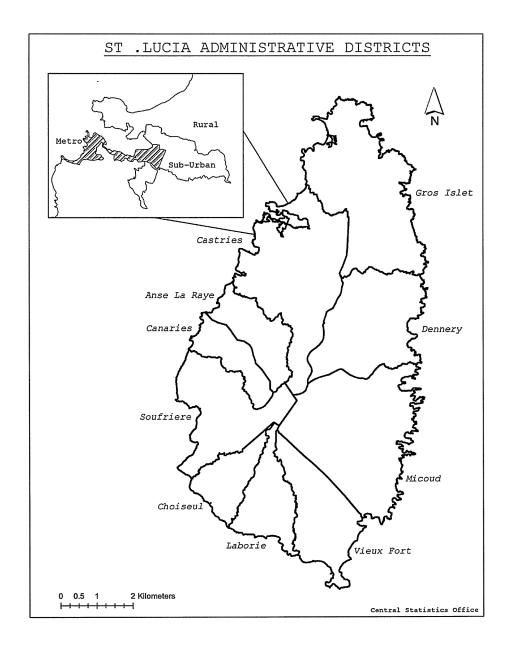
APPENDIX I: Community Locations for Bad Cellular Signal Strength	41
APPENDIX II: STATISTICAL TABLES	43
APPENDIX III: SAMPLE QUESTIONNAIRE	64
APPENDIX IV: Miscellaneous Charts	73
BIBLIOGRAPHY	76

LIST OF BOXES

Box 1: Household Characteristics	15
Box 2: Cell Phone Penetration and ICT Knowledge	17
Box 3: Fixed Line Voice Telephony	23
Box 4: Cellular Phone Services	
Box 5: Internet Access	
Box 6: Expenditure on internet Service	
Box 7: Internet Usage	
box 6. Community Access. Experiulture and Likely Osage	37
LIST OF TABLES	
Table 1 Sample Distribution by District	
Table 2 Average number of Internet Users and Cell Phone Units per Household	
Table 3 Estimated Avg. Monthly Household Expenditure on ICT Services by District	
Table 4 Disability by Type	
Table 5 Distribution of Households by Age Grouping in Household and District	
Table 6 Average number of Cell Phone Units per person per Household	
Table 7 Internet User Ratios by Age Grouping in Households and District	
Table 8 Persons Knowledge of Computers and ICT by District	45
Table 9 per cent of Persons using Computers and ICT in the Line of Work by District	
Table 10 Frequency of Use of Computers and ICT in line of Work by District	46
Table 11 Frequency of Use of Computers and ICT by Type of User	46
Table 12 Cell Signal Strength by Knowledge of ICT - LIME	46
Table 13 Cell Signal Strength by Knowledge of ICT - Digicel	46
Table 14 Fixed Line Market Share by Service Provider	47
Table 15 Proportion of Households Using Fixed Lines by District	47
Table 16 Average Monthly Expenditure on Fixed Lines by District	47
Table 17 Monthly Expenditure on Fixed Lines by and Expenditure Group	48
Table 18 Satisfaction with Fixed Line Service by Service Provider	48
Table 19 Reasons for not having a Fixed Line Service	48
Table 20 Cellular Service Market Shares by District	49
Table 21 Cellular Service Subscription Rates by District and Service Provider	49
Table 22 Average Monthly Expenditure per person on Cellular Phone Service	50
Table 23 Monthly Expenditure on Cellular Phone Service by Expenditure Groups	50
Table 24 Satisfaction by Carrier	50
Table 25 Satisfaction with Cellular Phone Service by District	51
Table 26 Proportion of Persons Dissatisfied with Cellular Service by District and Provider	51
Table 27 Cell Signal Strength by District and Service Provider	52
Table 28 Reasons for not using a Cellular Phone Service	52
Table 29 Internet Subscription Rates by Service Provider and District	
Table 30 Internet Service Market Shares by District	53
Table 31 Internet Subscription Rates by Household Characteristics	
Table 32 Main Type of Internet Connection used by District	
Table 33 Average Monthly Expenditure on Internet by Service Provider and District	
Table 34 Monthly Amount Persons Willing to Pay for Internet Services	



Table 35	$Monthly\ Expenditure\ on\ Internet\ Services\ by\ Expenditure\ Group\ and\ Service\ Provider55$
Table 36	Average Monthly Expenditure on Internet Services by Selected Characteristics55
Table 37	Internet Service Satisfaction by District55
Table 38	Satisfaction with Internet Services by Service Provider and District56
Table 39	Dissatisfaction with Internet Service by District56
Table 40	Reasons for not having an Internet Service57
Table 41	Places Where Internet Accessed
Table 42	Proportion of Persons using Internet Services during the last 12 Months59
Table 43	Devices used to Access Internet Service
Table 44	Frequency of Use of Internet Services60
Table 45	Use of Internet Service - Information and Education60
Table 46	Use of Internet Service - Social and Personal Activities
Table 47	Use of Internet Services - Business and Government
Table 48	Awareness of Location of Community Internet Services by District62
Table 49	Amount Spent and Amount Willing to Pay on Community Internet Access
Table 50	Willingness to use Community Internet Services and Pay Phones



SUMMARY OF FINDINGS

The summary presented below provides a quick snapshot of the findings of the survey, conducted during September and October 2011. These findings are examined in greater detail in the body of the report and the accompanying statistical tables.

Household Characteristics

- ✓ The use of Information and Telecommunications Technology equipment increased significantly in St. Lucia over the last ten years with the exception of fixed line telephony which decreased during the period as a result of the massive breakthrough of cellular technology.
- ✓ Four per cent of the households surveyed reported having at least one member living with a disability. The majority of those persons who provided details (44 per cent) suffered with problems of mobility. A little more than one sixth suffered with their sight.
- √ 56 per cent of the households surveyed did not have a single member who was under 15 years of age.
- ✓ Castries City (67 per cent), Gros Islet (65 per cent) and Micoud (63 per cent) recorded the highest incidence of households without persons under the age of 15. Canaries and Dennery with 39 per cent and Vieux Fort with 43 per cent had the lowest.
- ✓ On average there were 2.8 cell phones per household in St. Lucia.
- ✓ There were 85 cell phone units in use for every 100 persons on the island.
- ✓ Choiseul, Micoud and Canaries averaged 68, 73 and 74 cell phone units per 100 persons.
- ✓ Residents of Castries Suburban (0.98), Castries City (0.97) and Soufriere (0.94) averaged almost one phone per person per household.
- ✓ Internet service was used by 1.7 persons per household.
- ✓ Just over half of the persons in households, island-wide used internet services.
- ✓ Residents of Castries Suburban (0.62), Gros Islet (0.62) and Anse La Raye (0.61) had the highest user ratios while Choiseul (0.31), Castries Rural (0.39) and Micoud (0.40) had the lowest.
- ✓ St. Lucian households on average spent \$274 monthly on ICT services; \$40 on fixed lines, \$198 on cellular service and \$36 on internet.
- ✓ The highest expenditures on ICT services were in Castries City (\$528), Castries Suburban (\$322) and Gros Islet (\$312) with the lowest (\$181) found in Choiseul and Canaries.

Personal Knowledge

- √ 70 per cent of the persons surveyed had some knowledge of computers and ICT.
- √ 18 per cent had "Advanced" knowledge, 32per cent "Intermediate" and 20per cent were at the "beginner" stage.
- Seven of the 12 Census Administrative Districts reported knowledge at or above the National average. These were:
 - Anse La Raye (85per cent);
 - Castries Suburban (80per cent);

- Gros Islet (78 per cent)
- Vieux Fort (77 per cent)
- Dennery (74 per cent)
- Canaries (72 per cent)
- Soufriere (70 per cent).
- ✓ Micoud recorded less than 50 per cent knowledge.
- Only 32 per cent of persons with knowledge of computers and ICT used that knowledge in the line of work.
- Gros Islet, Castries Suburban and Soufriere reported usage rates of 40 per cent and over while Canaries, Micoud and Choiseul had usage rates of 15 per cent or less.

Voice Telephony

Fixed Line Service

- √ 48 per cent of households used a fixed line service.
- ✓ Fixed line usage was highest in Castries Suburban (59 per cent), Laborie (57 per cent), Soufriere (55 per cent), Gros Islet (55 per cent) and Castries City (53 per cent) and lowest in Anse La Raye (29 per cent), Castries Rural (36per cent) and Canaries (39per cent).
- Mean monthly expenditure on fixed line service was \$98 for LIME and \$91 for Karib Cable users. Median values were \$70 and \$79 respectively.
- Over 80 per cent of users were either "Very satisfied" or "Somewhat satisfied" with their fixed line service.
- ✓ More than 40 per cent were "Very satisfied"
- ✓ "No need for the service" was cited by 62 per cent persons not having a fixed line service.

 Nearly all of those citing this reason subscribed to a cellular service.

Cellular Service

- √ 93 per cent of persons surveyed subscribed to a cellular service.
- Subscription rates for cellular users were highest in Anse La Raye, Gros Islet and Castries City
 where rates in excess of 96per cent were recorded.
- ✓ Canaries was the only District with a rate below 80per cent
- √ 80 per cent of users subscribed to Digicel and 36per cent to LIME with 16per cent using both services.
- ✓ Mean monthly expenditure on cellular service was \$84 and \$80 for LIME and Digicel customers respectively. Median values were \$50 in each case.
- Over 75 per cent of all customers enjoyed some measure of satisfaction with their cellular service.
- ✓ Over 80 per cent of users reported "Good" signal strength for their cellular service.

Internet Access

- ✓ 52 per cent of households in St. Lucia had internet access. Households in Gros Islet, Castries Suburban and Castries City registered over 60per cent while those in Choiseul, Canaries and Micoud reported rates of less than 36 per cent.
- ✓ Overall there was marginal difference in internet subscription rates for Households with Disabled persons (49 per cent) as for those without (52 per cent).
- ✓ Urban households (55 per cent) had higher subscription rates than those in Rural areas (50per cent).
- ✓ Internet Subscription rates for Households with persons under 15 years of age (58per cent) were higher than those without (47 per cent).
- ✓ Mean monthly internet service costs were \$83, \$81 and \$47 for LIME, Karib Cable and Digicel users respectively. Digicel only offers cellular mobile while Karib Cable provides only home based services.
- ✓ Less than 10 per cent of internet subscribers were "Very Dissatisfied" with their service.
- √ 43 per cent of persons who did not subscribe to an internet service didn't because they felt
 they could not afford it, while 35 per cent felt they did not have need for the service.
- ✓ Persons who were willing to pay for internet services felt that \$52 per month was a reasonable price to pay.
- ✓ 62 per cent of persons surveyed had used the internet in the last twelve months.
- \checkmark 69 per cent of persons accessed the internet from home; 33 per cent did so from work.
- ✓ Desktop computers were the most popular device used to access the internet.
- ✓ 71 per cent of persons using the internet did so at least once a day. This fluctuated between a high of 94 per cent in Castries City to a low of 49 per cent in Vieux Fort.
- ✓ Users accessed the internet mostly to receive and send emails. Accessing social networks and downloading, listening and viewing content were next on the list.
- ✓ Educational activities were ranked fourth in reasons why persons accessed the internet. Usage for this purpose ranged between 81 per cent in Laborie to 35 per cent in Choiseul.
- ✓ Payment of utility bills and job vacancy listing were among the local services that respondents wanted access to.

Community Access

- ✓ More than 25per cent of respondents did not know where internet facilities were available in their community.
- ✓ Persons using Community Internet facilities spent an average of \$23 monthly on these services
- Person willing to use Community Internet facilities were willing to pay \$26 monthly for the service.
- ✓ Over 40per cent of respondents said they would use Community Internet Facilities. Residents of Anse La Raye (60per cent) and Canaries (56per cent) were the ones most willing to use these facilities whilst those from Laborie (16per cent) were the least willing.
- More than half of those surveyed reported that they would use pay phones in their community.

Telecommunications and ICT Challenges

- \checkmark Unavailability of services, poor service and high cost were among issues raised as challenges.
- \checkmark Internet ready Resource Centres and Computer Learning Institutes were among projects recommended by respondents.

INTRODUCTION

This report has been compiled for the National Telecommunications Regulatory Commission and presents the findings of a 2011 survey of the Telecommunications and Information Communications Technologies (T & ICT) sectors in communities throughout Saint Lucia.

The results of the survey will assist the NTRC in identifying communities for the implementation of projects under the Universal Service Fund.

The Universal Service Fund

The Universal Service Fund established under the Telecommunications Act No.27 of 2000 is a Fund to support the provision of Universal Service in telecommunications throughout the various Member States. The Fund seeks to provide support to projects geared towards the expansion of affordable access to telecommunication services to locations and user groups that do not currently have access due to unavailability or insufficiency of such services.

Key areas of focus under Universal Service include:

- i. Public voice telephony
- ii. Internet access
- Telecommunications services to schools, hospitals and similar institutions, and the disabled and physically challenged; or
- iv. Other service by which people access efficient, affordable and modern telecommunications.

It is against this backdrop that the NTRC undertook this study of the Telecommunications and Information Communications Technology sector in Saint Lucia to measure its current status in relation to availability and affordability to the local populace.

Survey Objectives

The objectives of the survey were:

- 1) To assess the knowledge levels of individuals regarding computer and ICT literacy skills;
- 2) To evaluate the availability and affordability of telecommunications networks and services throughout Saint Lucia, including voice telephony (fixed and mobile) and internet access, as well as broadband connectivity over both wired and wireless networks at the community, household and individual levels, with special focus on rural and under-served areas; as well as to vulnerable groups such as the physically challenged;
- 3) To identify any significant gaps that may exist in the delivery of telecommunication services to communities particularly to public access points;
- 4) To measure the levels of efficiencies of telecommunications networks and services and their impact on individuals and communities.

SAMPLE DESIGN

A sample of two percent of households across the twelve administrative districts of Saint Lucia was selected from the 2010 Population Census main frame. In selecting the sample a two stage random selection process was employed. In the first stage, Enumeration Districts (EDs) also described as Primary Sampling Units (PSUs) were selected with probability proportionate to size from the sample frame of Census Enumeration Districts.

The second stage involved the selection of households within the selected EDs using a random start and a fixed interval based on the overall sample size and the sample fraction in the first sampling stage. Each household had an equal non zero chance of being selected.

METHODOLOGY

The selected households around the island were visited, over a period of one month, by enumerators during the months of September and October 2011 who administered a questionnaire to one person in each household. The KISH¹ selection methodology was applied to identify that respondent. The questionnaire comprised of five sections:

- 1. Household Characteristics
- 2. Personal Knowledge
- 3. Voice Telephony
- 4. Internet Access
- 5. Community Access

The survey targeted persons 15 years and over within the non-institutionalised population, that is, private households in Saint Lucia. A copy of the questionnaire is attached as Annex I

DEFINITIONS

The variables defined below are in keeping with those used in the 2010 Population and Housing Census:

District The term districts is used to refer to the twelve administrative districts

which includes the ten geographic districts, Anse La Raye, Canaries, Soufriere, Choiseul, Laborie, Vieux Fort, Micoud, Dennery and Gros Islet, with the district of Castries being subdivided into Castries City, Castries

Suburban and Castries Rural.

Household A household consists of one or more persons living together (i.e sleeping

most nights of a week 4 out of 7) and sharing at least one daily meal.

¹ KISH, L. (1965) Survey Sampling. New York: John Wiley

Urban/Rural As defined by the 2010 Census

Disability An individual is considered as having a disability if the disability is permanent

or if the person has been disabled for a continuous period of six months or

more. It is permanent, regardless of how long ago it manifested itself.

This group would include persons who experience limitations in basic activity functioning, such as seeing or hearing and functioning of the upper body to name a few, even if such limitations are reduced by the use of assistive devices. Upper body functions refer to the respondent's ability to

lift, reach or carry.

Under 15 years of age

Subscription

Rates Subscription rates are defined as the proportion of households/persons

subscribing to a service to the total number of households/persons.

Internet User Ratio

Proportion of persons in a household using internet services, computed from the average number of internet users and the average number of

persons per household.

HOUSEHOLD CHARACTERISTICS

The use of Telecommunications and Information Communications Technology (T & ICT) equipment by St. Lucian households continues to grow at a steady rate. Since 2001, the proportion of households with radios and televisions has increased to over 80 per cent in the current survey up from under 20per cent.

Households with laptop and desktop computers have also increased albeit at a slower pace. Computer ownership at the household level has grown from 13 per cent in 2001 to over 40 per cent over the period. Fixed lines proportions decreased from 60 per cent in 2001 to under 50 per cent in the period under review. The proportion of cell phones users increased more than six fold from 14 per cent to over 90 per cent in the same period. This coincides with the period of liberalization of the telecommunications sector, resulting in customers switching away from fixed lines to use of cell phones.

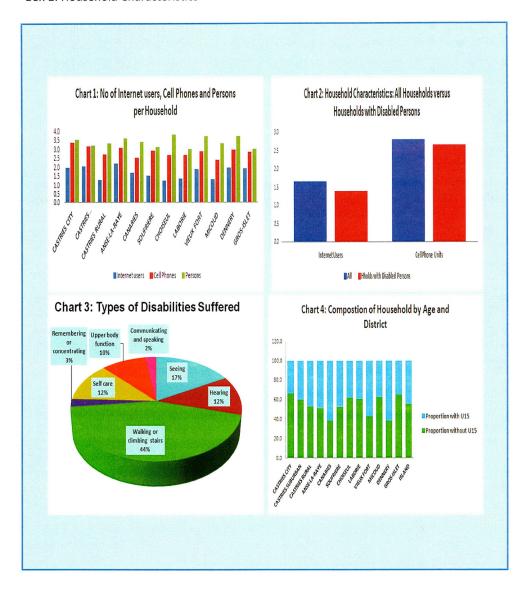
An analysis of the survey results revealed there were 1.7 Internet users, 2.8 cellular phones and 3.3 persons per household overall. The distribution among Districts ranged from 2.2 in Anse La Raye to 1.2 in Choiseul for Internet users, 3.4 in Castries City to 2.4 in Micoud for cellular telephone units and 3.8 persons per household in Choiseul to 3.0 in Laborie and Gros Islet. Approximately 56 per cent of the households surveyed did not have a single member who was under 15 years of age and averaged 2.4 persons per household while those with persons under the age of 15 averaged 4.5 of which 1.7 persons were under 15.

A little over 4 per cent of the households surveyed reported having at least one member living with a disability. The disabilities reported were:

- Seeing (even with glasses)
- Hearing (even using hearing aids)
- Walking or climbing stairs
- · Remembering or concentrating
- Self care
- Upper body function
- Communicating and speaking

Several respondents did not or were not able to provide details. Of those who provided details 44 per cent had difficulty walking or climbing stairs, 17 per cent had problems seeing even with glasses, 12 per cent each suffered with Hearing and Self Care problems, 10 per cent had upper body ailments, 3 per cent had difficulty remembering or concentrating and 2 per cent had problem communicating and speaking. The availability of T & ICT equipment was generally lower but not significantly so for households that had members with disabilities than it was for the general population.

Box 1: Household Characteristics



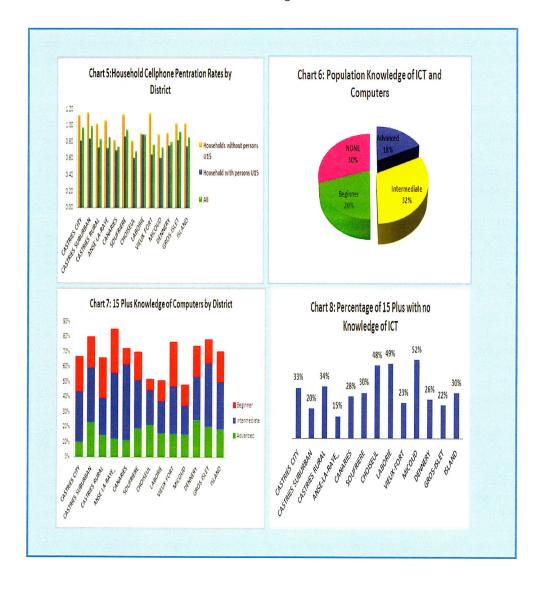
The number of cell phone units per person per household provides some measure of the penetration rates within households. Castries Suburban (0.98), Castries City (0.97), Soufriere (0.94) and Gros Islet (0.92) all recorded close to one cell phone unit per person per household. The lowest ratio (0.68) was found in Choiseul. These results may be attributable to a variety of reasons among which are employment rates, income levels and the proportion of infants within the population.

Among households without persons 15 years and under, Castries Suburban (1.16) Castries City (1.13), Soufriere (1.14) and Gros Islet (1.02) recorded ratios in excess of one cell phone unit per person in the household. They were joined by Vieux Fort (1.15), Anse La Raye (1.06) and Castries Rural (1.02).

An examination of the situation regarding the use of T & ICT services did not show any significant difference in the proportion of persons in the household that used the internet. Overall, households without persons under 15 years of age exhibited higher usage rates than those with person 15 years and older. This scenario was reversed in Gros Islet, Castries Rural, Laborie and Canaries who all registered higher Internet User ratios for Households with persons under 15. This may be the result of larger proportions of school age persons in these areas.

Overall, just over half (52 per cent) of the persons in households without persons under 15 used the internet as compared with 50 per cent for those who had. This ratio was exceeded in Anse La Raye (71per cent), Castries Suburban (66per cent) and Dennery (56 per cent). Choiseul and Castries Rural recorded the lowest user ratios as a result of their relatively large household sizes coupled with smaller number of users per household.

Box 2: Cell Phone Penetration and ICT Knowledge



PERSONAL KNOWLEDGE

Overall, 70 per cent of the population 15 years old and over reported that they had some knowledge of Computers and Information Communications Technology (ICT). This total reflected 18 per cent with "Advanced", 32 per cent with "Intermediate and 20 per cent with "Beginner" knowledge.

Seven of the twelve Districts recorded levels of computer and ICT knowledge at or above the national average. In descending order they were Anse La Raye (85 per cent), Castries Suburban (80 per cent), Gros Islet (78 per cent), Vieux Fort (77 per cent), Dennery (74 per cent), Canaries (72 per cent) and Soufriere (70 per cent). Castries City and Castries Rural with 67 per cent and 66 per cent respectively were just below the national average while Choiseul (52 per cent), Laborie (51 per cent), and Micoud (48 per cent) were further below.

A further breakdown of the knowledge categories reveals that Dennery, Castries Suburban, Choiseul and Gros Islet registered 20 per cent or more in the advanced category. Approximately 50 per cent or more of the 15 years and over population of Gros Islet, Canaries, Castries Suburban, Anse La Raye, Dennery and Soufriere had Intermediate or higher knowledge of computers and ICT while Castries Rural, Laborie and Micoud recorded levels of 40 per cent and under.

Of significance is the high proportion of persons with no knowledge of computers and ICT found in Micoud, Laborie and Choiseul where levels of about 50 per cent of persons were reported. Micoud reported the highest level with 52 per cent followed by Laborie with 49 per cent and Choiseul with 48 per cent. The District recording the lowest level of persons without any knowledge of computers and ICT was Anse La Raye with 15 per cent. Castries Suburban, Gros Islet and Vieux Fort followed with rates between 20 per cent and 23 per cent respectively.

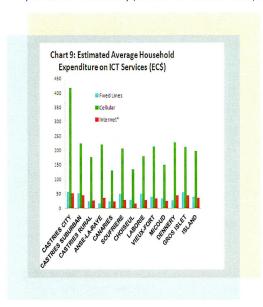
The proportion of persons using computers and ICT in the line of their work is used as a proxy to determine usage at the workplace. The actual workplace usage numbers are expected to be higher as the survey did not distinguish between the employed and unemployed and the figures presented are based on the entire survey population. An island wide figure of 32 per cent was recorded for persons using computers in their line of work with Gros Islet, Castries Suburban and Soufriere reporting levels of 49 per cent, 47 per cent and 40 per cent respectively. This is consistent with the fact that commercial and administrative activity is higher within those districts. Canaries with 11 per cent, Micoud with 14 per cent and Choiseul with 15 per cent recorded the lowest levels. The relatively high level of computer and ICT knowledge (61 per cent Intermediate or higher) and the low level of computer and ICT usage in the line of work (11 per cent) by persons in Canaries suggests that many of them may be working in areas where such technology is not widely used.

Most of the persons using computers and ICT in their line of work used the technology at least once a day. The overall average for the island was 81 per cent and ten of the Districts recorded 70 per cent or over in this category. There was marginal difference in the frequency of usage between persons with "Advanced" and "Intermediate" knowledge, with over 80 per cent of persons in these categories using the technology at least once a day.

Household Expenditure

An estimate for average monthly Household Expenditure on T & ICT services was computed using a composite average of the mean and median expenditures in each category. The composite approach was used in an attempt to even out the effects of extreme values on the mean. Expenditure on Cellular Internet was assumed to have been covered under the expenditure on Cellular services and an estimate was computed for LIME home based internet services.

Average monthly household expenditure on T & ICT services was estimated at \$273.72 comprising of \$39.82 for fixed lines, \$198.07 for Cellular and \$35.83 for Internet. With the exception of the high of



Castries City (\$527.84) and the low expenditure in Choiseul (\$181.07), Canaries (\$181.21) and Micoud (\$210.10) most of the household expenditure was in the \$300 range.

The largest outlay was for cellular services, consistent with greater market penetration and the number of units available for use by householders. On average householders possessed 2.8 cellular units. Below average ownership of cellular units in Micoud (2.4 units) and Canaries (2.5 units) help explain the lower than average expenditure, (\$150.27 and \$132.29 respectively in these districts. Above average ownership in Castries City cannot account for the doubling in expenditure (\$418.99). Higher usage for business purposes may have been a contributing factor.

Castries City (\$57.30) and Gros Islet (\$55.35) registered the highest household expenditures on fixed line services and Anse La Raye (\$17.69) and Castries Rural (\$23.25) the registered the lowest expenditure. This expenditure pattern reflects the subscription rates of 53 per cent, 55 per cent, 29 per cent and 36 per cent respectively for the service.

A similar pattern between household expenditure and subscription rates was observed for internet services. Castries City (\$51.55), Gros Islet (\$45.35) and Castries Suburban (\$45.08) residents spent the most on internet services and were also among the highest subscribers with rates of 63.3 per cent, 64.5 per cent and 64.5 per cent respectively. Choiseul with the lowest subscription rate (27.8 per cent) also registered the smallest expenditure (\$16.12).

VOICE TELEPHONY

Fixed Line Service

The survey results confirmed that the fixed line voice telephony market is dominated by the incumbent LIME. Fixed line penetration is significantly lower to penetration of cellular phones. Approximately 48 per cent of the households surveyed were in possession of a fixed line service compared to 93 percent of households in possession of at least one cellular phone. The majority of fixed line subscribers (97%) used the services of LIME. Karib Cable subscribers, a relative new comer to the fixed line market, made up the remaining 3 per cent. An analysis of the proportion of households with Fixed Lines by District reveals that Castries Suburban (59 per cent), Laborie (57 per cent), Soufriere (55%) and Gros Islet (55%) had the highest proportion of Households with Fixed lines in the Country while Anse La Raye (29 %) and Castries Rural (36 %) had the lowest fixed line penetration rates.

Karib Cable fixed lines were only reported in Castries Suburban, Castries Rural, Vieux Fort, Dennery and Gros Islet where they represented 3 per cent, 8 per cent, 2 per cent, 5 per cent and 3 per cent of the total fixed line subscribers in these communities respectively. Throughout the remainder of the analysis on Fixed Lines, data for Karib Cable has been presented solely for comparison purposes since the small number of observations do not allow for definitive conclusions to be drawn.

On average, LIME customers spent \$98.17 monthly on their fixed lines with payments ranging from \$22 to \$945. Karib Cable customers averaged slightly less at \$91.27 with a range of \$17 to \$235. The median monthly cost for the two providers was \$70 for LIME and \$79 for Karib Cable. This suggests that the entry of Karib Cable into the market has not resulted in significant consumer surplus gains to the market.

The bulk of monthly payments to both providers for fixed line services were under \$150. About 79 per cent of LIME customers paid less than \$150 monthly comprising of 33 per cent who paid between \$50-\$99, 28 per cent who paid less than \$50 and 18 per cent paying in the range of \$100-\$149. A larger proportion, 93 per cent, of Karib Cable customers paid less than \$150 monthly. Approximately 53 per cent of these payments fell in the \$50 - \$99 category, 27 per cent in the \$100 - \$149 category and a further 13 per cent paid less than \$50.

The distribution by District of average monthly fixed line costs for LIME subscribers show that persons in the Gros Islet had the highest expenditure averaging \$121.85. Castries City, Soufriere, Vieux Fort and Laborie subscribers were next in line with outlays of \$114.88, \$108.41, \$105.02 and \$100.07 respectively. Choiseul subscribers spent the least on fixed line services with a monthly average of \$72.22. Castries Rural, Canaries and Dennery customers with \$73.25, \$73.57 and \$78.63 respectively, were the next lowest spenders.

The majority of subscribers, 83 per cent for LIME and 94 per cent for Karib Cable, were "Somewhat or Very Satisfied" with the fixed line service provided. About 44 per cent of LIME and 69 per cent of Karib Cable customers reported that they were "Very Satisfied" with the service provided. Of the 12 per cent of LIME subscribers who were "Somewhat or Very Dissatisfied" with their fixed line service the main reasons given were "Poor quality service" (62 per cent), "Calls too expensive" (13 per cent), "Rental Fee deterrent" (12 per cent) and "Phone lines too noisy" (10 per cent).

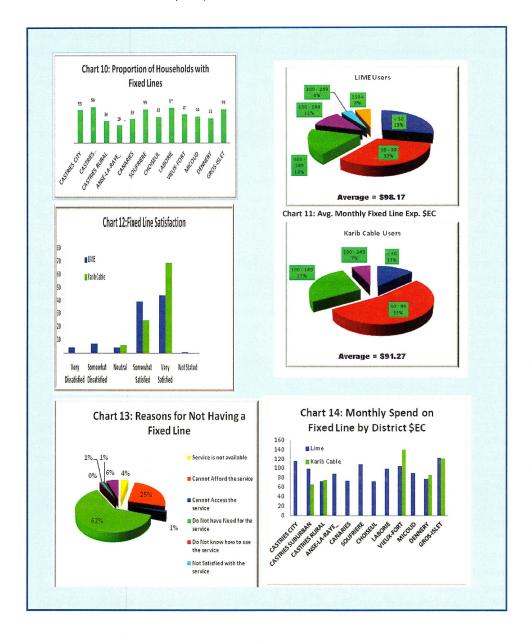
More than half of the households surveyed did not subscribe to a fixed line service. In total, 52 per cent of the households did not have a "fixed" line. Of these, 62 per cent cited "No need for the service" as the main reason for not availing themselves to the service. This is consistent with the low penetration rate of fixed line services relative to cellular phone services. One can therefore posit that there has been a switch away from fixed line services which carry a rental access fee to cellular phone services which are charged strictly on the basis of use. This is confirmed by the fact that almost all (96 per cent) of those persons who reported that they had no need for a fixed service were in possession of a cellular subscription. On average those subscribing to a LIME mobile service spent \$73.73 monthly while Digicel users \$89.76 on their cellular service. It should be noted that the LIME residential fixed line rental fee represents approximately 35.8 percent of the monthly LIME mobile spend and 35.8 percent of the DIGICEL monthly spend for persons who do not need the service.

A further 25 per cent were of the opinion that they could not afford fixed line services. Approximately 88 per cent of those who reported that they could not afford a fixed line service made use of a cellular provider. Their average monthly expenditure was lower than those who felt that they had no need for a fixed line service and averaged \$46.42 for LIME and \$69.94 for Digicel subscribers. The LIME residential fixed line rental fee represents approximately 56.9 per cent of the LIME mobile expenditure and 37.8 per cent of the Digicel mobile expenditure for persons who cannot afford a landline. This therefore suggests that the fixed line residential rental fee may be a deterrent to subscription to the service.

Other reasons given for not having a fixed line service were unavailability of service, inability to access the service, dissatisfaction with the service and choice of service providers. About 5 percent of those persons who did not subscribe to a Fixed Line service reported that the service was either unavailable or that they were unable to access it. This represents about 2.5 per cent of the households in the survey sample. Respondents were not specifically requested to identify the areas affected but the address of the respondent has been used as a proxy. The areas are listed below;

Area	Service not available	Cannot Access service
CROWNLANDS/MARC - CASTRIES		V
EAU PIQUANT/ST URBAIN -		V
VIEUX-FORT		
ESPERANCE - SOUFRIERE	V	٧
GRANDE RIVIERE - GROS ISLET	V	
LA RETRAITE - VIEUX-FORT	V	
LAMAZE - CHOISEUL	V	V
MORNE D'OR - ANSE LA RAYE		V
TROU COCHON/MARC - CASTRIES	V	

Box 3: Fixed Line Voice Telephony



Cellular Service

Approximately 93 per cent of the survey respondents subscribed to a cellular service. About 36 per cent of all cell phone users chose LIME as their service provider and 80 per cent subscribed to Digicel with 16 per cent subscribing to both companies. Patrons who subscribed to LIME only, represented 20 per cent of the market while Digicel only customers accounted for 64 per cent. The 16 per cent subscribing to both service providers represented 20 per cent of Digicel and 45 per cent of LIME users. Cell phone subscription rates by District and Provider revealed that Digicel led the market in all Districts except for Castries City where both service providers delivered service to 60 per cent of residents. Overall, Digicel provided service to approximately 74 per cent of residents throughout the island with LIME providing to roughly 33 per cent.

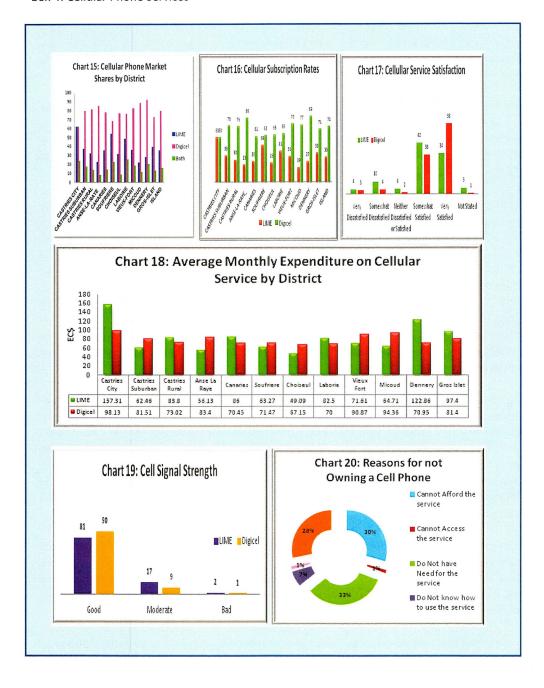
At the District level, LIME enjoys higher than their average 36 per cent "market share" in Castries City (62 per cent), Soufriere (54 per cent), Laborie (49 per cent), Gros Islet (40 per cent) and Castries Suburban (38 per cent). The lowest proportions for LIME were found in Micoud and Anse La Raye with 23 per cent each and Dennery with 28 per cent.

Digicel recorded higher than average "share" in Dennery (92 per cent), Micoud (89 per cent), Anse La Raye (86 per cent), Vieux Fort (83 per cent) and Castries Rural (82 per cent) and their lowest of 62 per cent in Castries City. Laborie, Castries City, Soufriere and Dennery had the highest proportion of users with service from both providers. Over a quarter of cellular service users in Laborie had cellular service from both LIME and Digicel while the other three Districts had rates of 24 per cent, 23 per cent and 21 per cent respectively. Roughly 70 per cent of the persons who subscribed to both mobile service providers lived in the Castries Suburban (18 per cent), Gros Islet (16 per cent), Castries Rural (15 per cent), Dennery (12 per cent) and Vieux Fort (11 per cent) areas.

The survey results suggested that while Digicel leads the cellular phone market in terms of number of subscribers, LIME has the advantage in terms of average customer expenditure. On average LIME customers spent slightly more than their Digicel counterparts on monthly payments. Average monthly expenditure for LIME customers was \$84.06 compared with \$79.74 for Digicel users. The median value was \$50 in each case. Monthly payments by LIME users ranged from \$5 to \$900 while Digicel users ranged between \$5 and \$800. Persons using both LIME and Digicel services registered higher expenditure than that of the average subscriber of \$147.97. The expenditure range for these customers was \$20-\$1200.

The survey results indicate that a significant proportion of cellular phone subscribers fall within the low value/expenditure category. On average, most cellular subscribers paid less than \$100 monthly for use of the service. About 75 per cent of LIME subscribers spent less than this amount compared with 69 per cent for Digicel users. The results suggest that about 75 percent of LIME subscribers have an average monthly expenditure of less than \$100.00. This is disaggregated into 39 per cent with an average monthly expenditure of less than \$50 and 36 per cent with average expenditure of \$50 to \$99. A further 11 per cent spend between \$100 and \$149, 5 per cent of the respondents fell in the \$150 to \$199 and \$250 and over brackets while the remaining 4 per cent spend between \$200 and \$249.

Box 4: Cellular Phone Services



For Digicel, approximately 69 percent of their subscribers spend below \$100 per month on their cellular phone service. The pattern of expenditure for Digicel customers was somewhat similar. This figure reflects 39 per cent of their subscribers with average \$50 monthly expenditure and 30 per cent who spend between \$50 and \$99. About 16 per cent spent between \$100 and \$149, 7 per cent spent between \$150 and \$199 while 4 per cent each had bills of between \$200 and \$249 and \$250 and over.

LIME patrons spent more than the overall average monthly expenditure of \$84.06 in four Districts, i.e. Castries City (\$157.31), Dennery (\$122.86), Gros Islet (\$97.40) and Canaries (\$86.00). Castries Rural (\$83.80) and Laborie (\$82.50), subscribers approached the national average while those in Vieux Fort (\$71.61), Micoud (\$64.71), Soufriere (\$63.27), Castries Suburban (\$62.46), Anse La Raye (\$56.13) and Choiseul (\$49.09) were all lower.

Digicel patrons in comparison spent more in six Districts. Subscribers in Castries City (\$98.13), Micoud (\$94.36), Vieux Fort (\$90.87), Anse La Raye (\$83.40), Castries Suburban (\$81.81) and Gros Islet (\$81.40) paid more than the national average of \$79.74. Subscribers in Choiseul (\$67.15), Laborie (\$70.00), Canaries (\$70.45), Dennery (\$70.96), Soufriere (\$71.47) and Castries Rural (\$73.02) paid less than the average. Castries City and Choiseul featured as the Districts where patrons paid the most and the least for their services from both providers. Subscribers in Castries City on average paid \$157.31 for LIME and \$98.13 for Digicel services while customers in Choiseul paid \$49.09 and \$67.15 respectively. The effect of subscription rates on expenditure was examined but no clear pattern was found. It is likely that greater correlation exists between employment status, income availability and monthly cellular expenditure. However, income and employment status were not sourced in the survey.

Over 75 per cent of all cellular subscribers enjoyed some measure of satisfaction from their service provider. About 76 per cent of LIME and 91 per cent of Digicel subscribers were "Somewhat satisfied" or "Very satisfied" with the service they received. Approximately 34 per cent of LIME customers reported that they were "Very Satisfied" with provide r and 42 per cent were "Somewhat satisfied". In comparison, 58 per cent of Digicel Subscribers were "Very satisfied" and 33 per cent "Somewhat satisfied". At the other end of the scale 14 per cent of LIME customers voiced some dissatisfaction with their service as compared with 7per cent for their Digicel counterparts.

Poor service (45 per cent), service too expensive (31 per cent), low signal strength (14 per cent) and lack of promotion (10 per cent) were the most cited reasons for dissatisfaction among LIME users. About 28 per cent of Digicel users reported an expensive service and lack of promotional activities for the public, 22 per cent cited slow service and 19 per cent stated dropped calls as their major causes for dissatisfaction.

An analysis of dissatisfaction rates by District showed that LIME users had dissatisfaction rates of 20 per cent and over in Anse La Raye, Micoud and Canaries. Vieux Fort, Castries Suburban, and Gros Islet had rates of over 15 per cent. Digicel customers in general recorded lower dissatisfaction rates of under 15 per cent with the exception of those in Castries City who recorded a rate of 24 per cent.

While overall dissatisfaction was relatively low, the incidence of rates of around 20 per cent and higher is cause for further investigation.

The survey sought to illicit subscribers views about signal strength in their respective communities. About 96 per cent of respondents who replied to a question on the availability of cellular coverage in their community, said yes. Less than one per cent said no and a little less than four per cent "Did not know". Those who responded in the affirmative were asked to judge the signal strength of the respective carriers in their community. Signal strength around the island was generally reported to be good for both providers with only a relatively small proportion of respondents, 2 per cent for LIME and 1 per cent for Digicel, rating it as being bad.

About 90 per cent of respondents rated Digicel signal strength as good compared with 81 per cent for LIME. Approximately I7 per cent rated LIME signal strength as moderate while 9 per cent felt the same way about the Digicel signal. Over 30 per cent of subscribers from both carriers in Canaries reported "Moderate or Bad" Signal Strength. Gros Islet and Vieux Fort were the next highest for LIME with over 25 per cent. Just over 20 per cent of Digicel customers in Anse La Raye reported similar occurrences.

Cell phone usage on the island is high with just 7 per cent of individuals not in possession of a unit and 6 per cent of households that did not have at least one member who subscribed to a cell phone service. On average, there were 2.8 cell phones per household during the survey period. For those without a cell phone service the most common reason given for not having one was that they did not need the service. Approximately 33 per cent of those responding did not think they needed a cell service while 30 per cent felt that the service was too expensive.

INTERNET ACCESS

Internet access at the household level continues to grow. In just over ten years, the proportion of households subscribing to an internet service has grown from 7 per cent as reported in the 2001 Census to 52 per cent in the current survey. However, there is much scope for improvement in terms of moving towards universal access to internet service in Saint Lucia.

According to the survey results, LIME is the major internet provider with a slight advantage over Karib Cable. LIME was the leading provider in nine of the twelve Districts. Their service however includes home based and cellular connections while Karib Cable only provides home based services. Digicel only provided service to cellular users. At the District level, LIME recorded market share rates in excess of 60 per cent in Laborie, Soufriere, Canaries and Micoud. Karib Cable registered over 60 per cent market share in Dennery.

The highest subscription rates were recorded for Castries Suburban and Gros Islet with 65 per cent each. Castries City with 63 per cent and Dennery with 56 per cent were the next highest districts in terms of subscription rates. Choiseul, Canaries, Micoud and Laborie all had rates below 40 per cent while Vieux Fort, Soufriere and Anse La Raye recorded rates just above and below 50 per cent. Castries Rural recorded a rate of 43 per cent.

An analysis by District and service provider reveals that LIME is the provider of choice in nine Districts. Relative newcomer, Karib Cable led in two, Dennery and Castries Rural, with the two providers equal in Anse La Raye.

A further look at subscription rates by selected household characteristics revealed that:

- > Households with persons under fifteen years of age had higher rates than those that didn't.
- > Households with persons with disabilities had slightly lower rates to those that didn't.
- > Urban households had higher subscription rates than households in rural areas.

The average internet subscription rate for households with members under 15 years of age was 58 per cent compared to 47 per cent subscription rate for those without. Rates for households with and without person with disabilities were 49 per cent and 52 per cent respectively. Subscription rates for urban households stood at 55 per cent relative to 50 per cent for rural households.

The type of internet service most favoured by households island wide, was Cable Modem (49 per cent) followed closely by ADSL with 46 per cent. About 20 per cent used mobile devices to obtain access. WiFi Hotspots were used by four per cent of users and Dial up and other means for accessing the internet were used by just three per cent of respondents.

The highest cellular usage for accessing the internet was reported in Choiseul and Soufriere where 47 per cent and 44 per cent of users made use of this service. About 50 per cent or more of the internet subscribers in Castries Suburban, Canaries, Choiseul, Laborie, Micoud and Dennery used ADSL with 63 per cent in Laborie being the highest in this category. Laborie also recorded the highest usage of Cable modem services with a rate of 74 per cent. Castries City, Castries Rural, Anse La

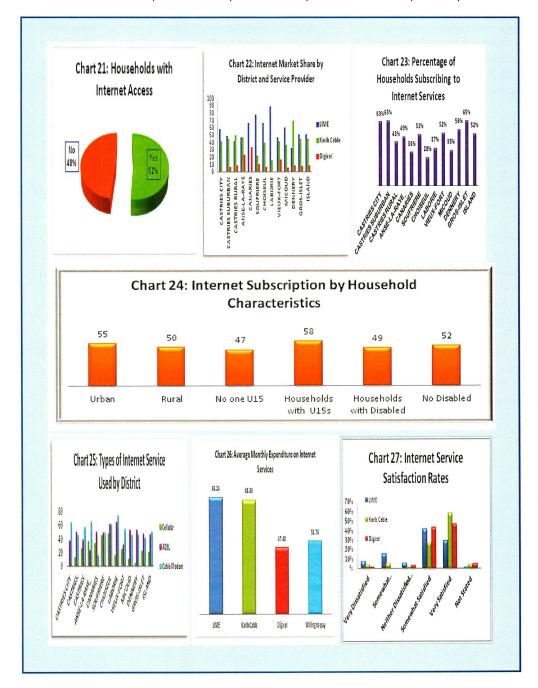
Raye, Choiseul and Vieux Fort all reported rates of over 50 per cent for Cable modem internet services.

The average monthly payments for internet services provided by carriers that offer home based services were basically the same. Karib Cable users paid \$81.30 and LIME users \$83.24. Included in the LIME payments were the cost of cellular internet access. Subscribers to Digicel, who only receive cellular internet service, paid \$47.40 monthly. Median values were \$79 for LIME and Karib Cable and \$50 for Digicel.

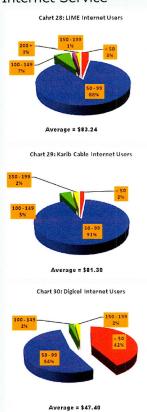
For comparison purposes the average monthly fee that persons were willing to pay for internet services, has been included in the Chart 26 within Box 5 below. The average monthly fee that survey respondents reported that they were willing to pay was \$51.76 which was over 35 per cent less than what is currently being paid for home based and slightly more than the figure for cellular services. This figure was computed using only non-zero figures provided by respondents and could conceivably be lower if any zero figures reported had been taken into account.

Over 85 per cent of internet subscribers paid between \$50 and \$99 monthly for their home based service. About 88 per cent of LIME customers and 91 per cent of Karib Cable subscribers fell into this category. Roughly three per cent of LIME subscribers paid less than \$50, seven per cent paid between \$100 and \$149 while one per cent each fell in the \$150 to \$199 and over \$200 categories. In addition to the 91 per cent of Karib Cable subscribers who paid between \$50 and \$99, two per cent paid less than \$50, five per cent paid between \$100 and \$149 and another two per cent paid between \$150 and \$199. This analysis confirms the finding that subscribers are generally willing to pay less than what they currently pay for internet services, as the majority of the subscribers for all providers fell within the \$50-\$99 expenditure range. About 54 per cent of Digicel subscribers paid between \$50 and \$99, 42 per cent paid less than \$50 and two per cent each fell within the \$100 to \$149 and the \$150 to \$199 categories.

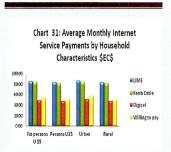
Box 5: Internet Access
Chart 31 in the bottom panel of Box 6 provides a comparison of internet by service provider and



Box 6: Expenditure on Internet Service



Digicel customers access the internet through their mobile devices. They paid substantially less in comparison to the home based service provided by the other carriers. Subscribers to LIME and Karib Cable internet services expend similar amounts monthly, averaging \$83.2 for LIME and \$81.3 for Karib Cable. This suggests that the entry of Karib Cable into the market has not yielded much cost savings to internet subscribers.



selected household characteristics. For comparison purposes the corresponding figures for "Amount Willing to pay" for the service are also shown.

There were no significant differences within the groupings with regard to expenditure on home based facilities by service provider. Whereas, there was a noticeable difference in subscription rates between households that had members who were under the age of 15 and those that didn't, the same did not apply for payments for internet services. The same general pattern was observed for the urban/rural grouping. This is probably the case since internet costs, particularly with regard to home based services, are largely based on fixed packages that are not as dependant on time usage as are fixed line or cellular costs.

Persons in urban areas indicated that they would be willing to pay up to 15 per cent more than those in the rural areas for internet services and slightly more than persons in households with no one under 15 years of age. Persons in rural households were willing to pay roughly \$50 to access the internet. With the exception of Anse La Raye and Canaries, patrons of Lime and Karib Cable spent similar amounts on internet services. Most residents were unwilling to pay substantially more than \$50.00 for internet services except for those in Vieux Fort who reported that they would be willing to spend \$63.

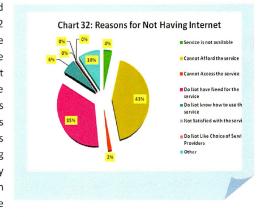
Chart 27 on the bottom panel of Box 5 shows satisfaction rates among key service providers. Satisfaction with the internet service provided varied by carrier. About 58 per cent of Karib Cable customers reported that they were "Very Satisfied" with the service and a total of 85 per cent were "Somewhat Satisfied or "Very Satisfied". The corresponding figures for LIME and Digicel were 30 per cent and 46 per cent for "Very Satisfied" and 72 per cent and 89 per cent for the combined "Somewhat Satisfied or "Very Satisfied" categories respectively. On average 1.7 persons per household used the internet. At the other end of the spectrum, four per cent of Karib Cable subscribers were "Very Dissatisfied" with the service they received. LIME and Digicel registered seven per cent and two per cent respectively.

Overall dissatisfaction rates among internet users, as measured by the combination of "Very Dissatisfied" and "Somewhat Dissatisfied" ranged from two per cent for Digicel to 22 per cent for LIME customers with Karib Cable subscribers recording ten per cent. Given the relatively small number of Digicel internet customers found in the survey, no definitive statement can be made on the reasons for dissatisfaction among their customers. The reasons given for dissatisfaction were "limited", "slow service" and "poor signal".

Dissatisfaction rates by District reveal that there were issues in only one of the ten Districts where persons subscribed to the Digicel service. About 13 per cent of users in Castries Rural were dissatisfied with the service. No subscribers reported difficulties in Castries City or Laborie.

Dissatisfaction rates for LIME subscribers ranged from a high of 50 per cent in Canaries to zero in Laborie. Seven other Districts recorded rates of 20 per cent or higher. A 21 per cent dissatisfaction rate was the highest recorded for Karib Cable users. This occurred in Vieux Fort. Soufriere, Laborie and Micoud recorded zero rates. No subscribers were found in Canaries. It should be noted that the small number of respondents in some areas could adversely impact the calculation of the rates, due to sampling bias issues.

About 48 per cent of households in the survey did not have an internet connection. Chart 32 presents the main reasons given which were affordability (43 per cent) and no need for the service (35 per cent). Roughly six per cent reported that they did not know how to use the service, four per cent reported that the service was not available to them and ten per cent various other reasons. The high percentage of persons citing affordability as a reason for not having internet services, added to the fact that many persons are willing to pay substantially less than what they currently pay for the service boosts the relevance of the Universal Service agenda.



Dissatisfaction with the service and not liking the choice of service providers were mentioned infrequently. Roughly six per cent of respondents, representing 2.3 per cent of the households in the sample, cited unavailability and inaccessibility of the service as reasons for not subscribing to an internet service. The areas listed below have been derived from the addresses of the respondents;

Area	Service not available	Cannot Access service
BOGUIS - GROS ISLET		V
ESPERANCE - SOUFRIERE	V	V
INDUSTRY - CHOISEUL	V	V
LA CROIX CHAUBOUGH - GROS		V
ISLET		
LA POINTE - CHOISEUL	V	
LA RETRAITE - VIEUX-FORT	V	
LAMAZE - CHOISEUL	V	
MONCHY - GROS ISLET	V	V
TROU COCHON/MARC - CASTRIES		V
VILLAGE - LABORIE		V

While 52 per cent of persons surveyed subscribed to an internet service, 62 about per cent of persons used the internet in the last twelve months prior to the survey. Anse La Raye with 83 per cent usage emerged as the community with the highest proportion of users despite having a relatively low subscription rate of 49 per cent.

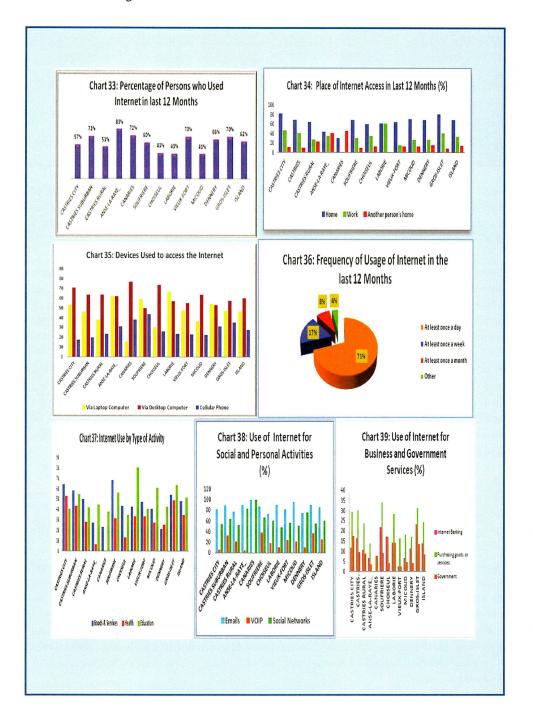
The internet was accessed mainly from home. Approximately 69 per cent of persons who used the internet in the last twelve months did so from home. About 33 per cent did so from work, 15 per cent from someone else's home, 12 per cent used a cellular telephone, six per cent got access at schools and five per cent used commercial internet cafes. Roughly two per cent each used a mobile device other than a cell phone, community access facilities or "other" means to gain access.

Chart 34, Box 7 presents a comparison at the District level of the main places where the internet was accessed by survey participants. Castries City and Gros Islet with over 80 per cent had the highest home usage while Canaries with 31 per cent recorded the lowest. Access from work was highest for Laborie (62 per cent) while no one from Canaries reported work access. About 46 per cent of persons from Canaries reported that they accessed the service from someone else's home while Laborie reported none. The highest users in some of the other categories were:

- √ 30 per cent from Choiseul in the School category;
- ✓ 31 per cent from Canaries at Community Internet facilities;
- √ 14 per cent from Laborie at Commercial Internet Cafes;
- √ 31 per cent from Soufriere via cellular telephone.

The desktop computer was the popular choice for accessing the internet. About 60 per cent of those using the "world wide web" opted to use one (see chart 35, in Box 7). Closely following desktop usage was laptop use at 46 per cent and cell phones internet access at 28 per cent. Only one per cent of persons reported using other devices. Laptop usage was particularly high in Laborie, Anse La Raye and Soufriere while cell phone usage was high in Soufriere, Canaries, Gros Islet, Dennery and Anse La Raye. Most persons, (71 per cent) accessed the internet at least once a day. About 17per cent used the service at least once a week, eight per cent at least once a month and four per cent hardly used the service.

Box 7: Internet Usage



Respondents were asked to indicate what they used the internet for from a list of thirteen activities. For the purposes of comparison the list has been reordered under three main headings. The overall average, the highest and lowest proportions along with the Districts in which they occurred is presented below;

Item/Heading	Avg. per cent	High per cent	District	Low per cent	District
Information and Education					
Getting information about goods and services	48	69	Soufriere	21	Dennery
Getting information related to health or health services	35	53	Castries City		Canaries
Education or learning activities (formal education)	52	81	Laborie	35	Canaries
Social and Personal activities					
Sending or receiving emails	85	100	Canaries	74	Dennery, Choiseul
Making calls using Voice over (VOIP)	24	38	Soufriere		Canaries
Posting information or instant messaging (social networks)	60	100	Canaries	48	Laborie
Uploading content (streaming)	23	36	Gros Islet, Micoud	9	Vieux Fort
Downloading software, images, music, watching TV, listening to radio or music	59	77	Canaries	41	
Online gaming or downloading video/computer games	34	77	Canaries	12	Castries City
Business & Government					
Purchasing goods or services	25	34	Soufriere	8	Canaries
Internet banking/financial services	14	23	Gros Islet		Canaries
Interacting with Government organisations	9	18	Castries City	3	Anse La Raye, Vieux Fort
Other	5	10	Anse La Raye		Canaries

Overall, most persons accessing the internet did so for social and personal reasons.

- > 85 per cent used the internet for receiving and sending emails
- > 60 per cent used it for instant messaging and posting information on social networks
- > 59 per cent used it for downloading, listening and viewing content.

Educational purposes ranked fourth in the list of activities for which persons accessed the internet. Laborie residents headed the list in this activity followed by Gros Islet and Micoud. Information on goods and services which ranked fifth among all users, persons from Soufriere followed by Castries City, Castries Suburban and Gros Islet recorded the highest usage in this category. Information related to health or health services was ranked sixth and residents from Castries City, Gros Islet and Castries Suburban were most likely to use the internet for this purpose. Receiving and sending emails was the number one activity for which users "surfed" the internet. Users from Canaries reported the highest incidence of usage. All persons from that District used the internet for emailing purposes as well as for social networking. Micoud, Gros Islet, Laborie, Anse La Raye, Castries

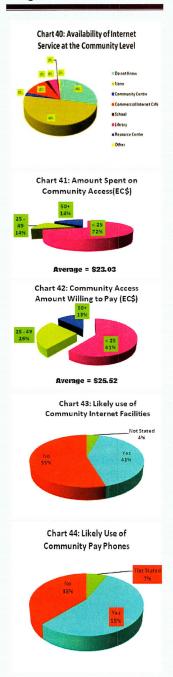
Suburban, Soufriere and Castries City all reported 80 per cent or more as using the internet for emailing activity.

Users in Canaries, Anse La Raye, and Dennery reported high usage of the internet for Social Networking reasons. Downloading, listening and viewing content on the internet was ranked third among the activities for which persons accessed the net. Canaries, Micoud and Anse La Raye users were the highest ranked in this category.

The use of the internet for business purposes lags behind the use for social and personal use and for the procurement of information and education. About 25 per cent of those who accessed the net did so to purchase goods, 14 per cent did so to utilise Internet banking or Financial services and just nine per cent interacted with Government agencies. Users from Soufriere, Gros Islet and Castries City were most likely to access the above mentioned services respectively. This suggests that the business community St. Lucia has perhaps not gravitated to the internet as a method for delivery of goods and services. However, internet usage on the island is very high, and therefore the business community and central government may benefit from efficiency by using the internet to deliver some of their services.

There were few responses to the type of local services persons would like to access via the Internet. Those mentioned include; local stores, grocery stores, payment of utility bills, local TV access and job vacancies.

Box 8: Community Access: Expenditure and Likely Usage



COMMUNITY ACCESS

This section focuses on the Community access to Information Communications Technology and examines the perception of respondents with regard to the availability of internet access and pay phones at the community level.

More than a quarter of the respondents (28 per cent) were not aware if internet services were available in their Communities while half reported that there was none (See Chart 40, Box 8). About 12 per cent reported that there was access available at Community Internet Cafés, four per cent cited Libraries, two per cent each said Community Centres and Schools and one per cent mentioned Resource Centres and "Other" locations. It is possible that the level of awareness of access points for internet in the Community may have been underestimated as a result of respondents being able to specify only one option for availability.

Community Internet usage among those aware of its existence was neither high nor frequent. Over 80 per cent of the respondents did not use the service, used it less than once a month or did not provide an answer on the frequency of use. Among those who used the service, they were three times less likely to use the facility "at least once a day" as they were to using it "at least once a week" or "at least once a month"

Spending patrons of Community Internet facilities paid on average, \$23.03 on a monthly basis for use of the services and had to travel on average 1.5 miles from their homes to access the facility. Distances of less than a mile were considered to be one mile and therefore the above figure may be overestimated.

The bulk of expenditure was below \$25 with 72 per cent of patrons reporting that their expenses fell into this category. The other 28 per cent was split evenly between the \$25 to \$49 and the \$50 and above categories. In comparison 61 per cent of those willing to pay for the service indicated they would pay less than \$25. About 26 per cent opted to pay between \$25 and \$49 with 13 per cent quoting \$50 and over.

Despite low usage of current facilities by community residents, roughly 41 per cent reported that they would use an Internet facility if it was placed in the Community. In comparison about 55 per cent of respondents said they would use Pay Phones if they were placed in their Community. Given the relatively low usage of these facilities overall, some further investigation into the reasons why persons would consider utilising them would be necessary to support the implementation of these services.

Just under a quarter (23.5 per cent) of the respondents answered "Yes" to the availability of Pay Phones in their communities. A list of Pay Phone locations in alphabetical order is shown below;

Pay Phone Locations

Active Hill - Castries
Au Leon - Dennery
Belle Vue - Gros Islet
Belle Vue - Vieux Fort
Belmont - Dennery
Bexon - Castries
Bishop's Gap/Ghirawoo Road - Castries
Black Bay - Vieux-Fort
Boguis - Gros Islet
Capital Hill - Castries
City Gate - Castries
Corinth - Gros Islet
Corinth Estate - Gros Islet
Crownlands/Marc - Castries
Dennery By Pass/Green Mountain - Dennery Village - Dennery
Derniere Riviere - Dennery
Entrepot - Castries
Forestiere - Castries
Gadette - Dennery
Getrine - Laborie
Grande Ravine - Dennery
Grande Riviere - Dennery
Grande Riviere - Gros Islet
Grande Riviere/Degazon - Gros Islet
Grande Riviere/Piat - Gros Islet
Kennedy Highway - Laborie
La Clery - Castries

La Guerre - Gros Islet
La Resource - Vieux-Fort
Labayee - Castries
Marc - Castries
Marchand - Castries
Marisule - Gros Islet
Massade - Gros Islet
Monchy - Gros Islet
New Development - Soufriere
Palmiste - Soufriere
Parc Estate - Laborie
Piaye - Laborie
Pierrot - Vieux-Fort
Plateau - Gros Islet
Riche Fond - Dennery
Talvern/Babonneau - Castries
The Morne - Castries
Town - Soufriere
Town - Vieux-Fort
Vide Bouteille - Castries
Village - Anse La Raye
Village - Canaries
Village - Laborie
Village - Micoud
Waterworks - Castries
Westall Group/The Mangue - Vieux-Fort

As was the case with the Community Internet Facility, less than 25 per cent of respondents used Community Pay Phones on a regular basis. About 16 per cent used the service "At Least Once a Month" and seven per cent "At Least Once a Week". Less than one per cent used the service "At Least Once a Day". Roughly 14 per cent of all respondents of the survey reported that the cellular telephone signal strength was bad in areas of their community. Over 30 per cent of those surveyed in Canaries reported the same problem but declined to specify an area. Approximately 20 per cent in Anse La Raye, 19 per cent in Gros Islet and 17 per cent each in Vieux Fort and Castries Rural also reported bad signal strength. The areas reported in Appendix I of this report.

TELECOMMUNICATIONS AND ICT CHALLENGES

The survey results suggest that despite the fact that use of telecommunications and ICT in on the increase in Saint Lucia, several areas remain a challenge. The prevalence of internet access within the home is a main area of challenge as approximately 48 percent of households do not have access. Internet services are used substantially for social rather than business activities. The challenge therefore it to improve the business culture both within the public and private sectors to increase the ICT to allow for greater internet access to the goods and services produced within Saint Lucia. That will allow for more efficiency in operations, as well as increase the potential market size. The survey identified eight main areas of focus based on the responses to a question on Telecommunications and ICT challenges facing communities. These are listed in the order of the frequency with which they were reported.

- ✓ Unavailability of internet service
- ✓ Interruptions in cable TV/internet/phone service
- ✓ Poor service /internet/phones
- ✓ Unavailability of payphones land lines
- ✓ Expensive service
- ✓ Lack of activities for youth
- ✓ Recharge options
- ✓ Lack of IT teachers

The following solutions were suggested by survey respondents;

- Increased availability of internet /computer service
- Improvement in the quality of the service
- Reduction on service costs
- > Availability of payphones/landlines
- > Availability of IT professionals
- > Availability of recharge agents
- > Improvement in the quality of cable service

Suggested Projects

The need for Internet ready Resource Centres featured prominently in the list of projects suggested by survey respondents. There were also calls for more internet cafés, computer learning institutes, the installation of public pay phones, public education programmes on the use of computers and the internet and the installation of wireless internet sites.

APPENDIX I: Community Locations for Bad Cellular Signal Strength

	Service	Service Provider	
Area	LIME	Digicel	
Castries Suburban			
Bishop's Gap/Ghirawoo Road - Castries	٧	٧	
Carellie - Castries	V	٧	
Cedars - Castries		٧	
Chase Gardens - Castries	٧	٧	
Ciceron - Castries	٧	٧	
Entrepot - Castries	٧	٧	
La Clery - Castries			
The Morne - Castries	٧		
Castries Rural			
Active Hill - Castries		٧	
Agard Lands - Castries		٧	
Balata - Castries	٧	٧	
Chassin/Babonneau - Castries	V		
Crownlands/Marc - Castries	٧		
En Pois Doux/Babonneau - Castries	√	٧	
Fond Assau/Babonneau - Castries	٧	٧	
Girard/Babonneau - Castries	٧	٧	
Talvern/Babonneau - Castries	V		
Anse La Raye			
Morne Ciseaux - Anse La Raye	٧	٧	
Village - Anse La Raye		٧	
Soufriere			
Colombette - Soufriere		٧	
Esperance - Soufriere	V	٧	
New Development - Soufriere	V	V	
St Phillip - Soufriere	V		
Town - Soufriere	٧		
Choiseul	· · · · · · · · · · · · · · · · · · ·		
Morne Jacques - Choiseul		٧	
Morne Sion - Choiseul		·	
Laborie			
Getrine - Laborie			
Laborie		√	
Vieux Fort		· · · · · · · · · · · · · · · · · · ·	
Beane Field - Vieux-Fort	√ √	٧	
Belle Vue - Vieux Fort	V	V V	
Eau Piquant/St Urbain - Vieux-Fort		√	
La Retraite - Vieux-Fort	v	v √	
Morne Cayenne - Vieux-Fort	V		
Town - Vieux-Fort	V	V V	
Westall Group/The Mangue - Vieux-Fort		V √	
		, v	
Micoud Desruisseaux - Micoud		٧	
La Courville - Micoud	V	V V	
Moreau - Micoud		٧	
Ti Rocher - Micoud		٧	

APPENDIX I Continued: Community Locations for Bad Cellular Signal Strength by District

Avea	Service Provider	
Area	LIME	Digicel
Dennery		
Bois Joli - Dennery		٧
Grande Ravine - Dennery	٧	٧
Grande Riviere - Dennery	٧	٧
Gros Islet		
Beausejour - Gros Islet	٧	
Boguis - Gros Islet	٧	٧
Cap Estate - Gros Islet	√	
Cas En Bas - Gros Islet	V	٧
Corinth - Gros Islet	٧	٧
Desrameaux - Gros Islet		
Garrand - Gros Islet	V	٧
Grande Riviere - Gros Islet		٧
Grande Riviere/Assou Canal - Gros Islet		٧
Grande Riviere/Piat - Gros Islet	V	٧
La Croix Chaubough - Gros Islet		٧
La Guerre - Gros Islet	٧	
Marisule - Gros Islet	٧	٧
Monchy - Gros Islet	٧	٧
Plateau - Gros Islet	٧	٧
Union - Gros Islet		٧

APPENDIX II: STATISTICAL TABLES

Table 1: Sample Distribution by District

DISTRICT	SAMPLE SIZE	Number of persons	Ave. Household Size
CASTRIES CITY	30	104	3.5
CASTRIES SUBURBAN	186	599	3.2
CASTRIES RURAL	213	697	3.3
ANSE-LA-RAYE	35	126	3.6
CANARIES	18	62	3.4
SOUFRIERE	53	164	3.1
CHOISEUL	54	207	3.8
LABORIE	51	152	3.0
VIEUX FORT	111	414	3.7
MICOUD	108	354	3.3
DENNERY	106	390	3.7
GROS-ISLET	220	667	3.0
ISLAND	1,185	3,936	3.3

Table 2 Average number of Internet Users and Cell Phone Units per Household

DISTRICT All Households		eholds	Households with Disabled Persons		
DISTRICT	Internet users	Cell Phones	Internet users	Cell Phones	
CASTRIES CITY	1.9	3.4	1.0	2.0	
CASTRIES SUBURBAN	2.0	3.2	1.5	2.5	
CASTRIES RURAL	1.3	2.7	0.6	. 2.9	
ANSE-LA-RAYE	2.2	3.1			
CANARIES	1.7	2.5	0.5	2.0	
SOUFRIERE	1.5	2.9	4.0	4.0	
CHOISEUL	1.2	2.7	1.4	2.8	
LABORIE	1.3	2.7			
VIEUX FORT	1.9	2.9	1.9	2.4	
MICOUD	1.3	2.4	1.0	2.3	
DENNERY	1.9	3.0	1.3	2.3	
GROS-ISLET	1.9	2.8	1.4	3.0	
ISLAND	1.7	2.8	1.4	2.7	

Table 3 Estimated Avg. Monthly Household Expenditure on ICT Services by District

DISTRICT	Composite Average Household Expenditure (\$EC)			
DISTRICT	Fixed Lines	Cellular	Internet*	Total
CASTRIES CITY	57.30	418.99	51.55	527.84
CASTRIES SUBURBAN	52.08	225.23	45.08	322.39
CASTRIES RURAL	23.25	177.07	27.10	227.42
ANSE-LA-RAYE	17.69	220.65	37.13	275.47
CANARIES	24.03	132.29	24.89	181.21
SOUFRIERE	50.18	207.09	29.29	286.56
CHOISEUL	29.44	135.51	16.12	181.07
LABORIE	51.20	180.63	29.34	261.17
VIEUX-FORT	39.17	214.04	33.89	287.10
MICOUD	33.83	150.27	26.00	210.10
DENNERY	28.43	227.96	44.50	300.89
GROS ISLET	55.35	211.76	45.35	312.46
ISLAND	39.82	198.07	35.83	273.72

These estimates have been compiled using the average of the mean and median values in each category. Note: * - Estimate for home based service excluding cellular internet payments

Table 4 Disability by Type

Type of Disability	Per cent	Revised per cent
Seeing (even with glasses)	13.2	17.1
Hearing (even using hearing aid)	9.4	12.2
Walking or climbing stairs	34.0	43.9
Remembering or concentrating	1.9	2.4
Self care	9.4	12.2
Upper body function	7.5	9.8
Communicating and speaking	1.9	2.4
Not Stated	22.6	
Total	100.0	100.0

Table 5 Distribution of Households by Age Grouping in Household and District

DISTRICT	Proportion of Households (per cent)			
DISTRICT	Without persons U15	With persons U15		
CASTRIES CITY	66.7	33.3		
CASTRIES SUBURBAN	60.2	39.8		
CASTRIES RURAL	53.5	46.5		
ANSE-LA-RAYE	51.4	48.6		
CANARIES	38.9	61.1		
SOUFRIERE	52.8	47.2		
CHOISEUL	62.3	37.7		
LABORIE	60.8	39.2		
VIEUX FORT	43.2	56.8		
MICOUD	63.0	37.0		
DENNERY	39.0	61.0		
GROS-ISLET	65.3	34.7		
ISLAND	56.1	43.9		

Table 6 Average number of Cell Phone Units per person per Household

DISTRICT	Average number of Cell Phone Units/person/household			
DISTRICT	Without persons U15	With persons U15	All Households	
CASTRIES CITY	1.13	0.80	0.97	
CASTRIES SUBURBAN	1.16	0.83	0.98	
CASTRIES RURAL	1.02	0.73	0.83	
ANSE-LA-RAYE	1.06	0.72	0.85	
CANARIES	0.82	0.69	0.74	
SOUFRIERE	1.14	0.85	0.94	
CHOISEUL	0.81	0.59	0.68	
LABORIE	0.90	0.88	0.89	
VIEUX FORT	1.15	0.64	0.77	
MICOUD	0.90	0.60	0.73	
DENNERY	0.91	0.75	0.80	
GROS-ISLET	1.02	0.82	0.92	
ISLAND	1.03	0.74	0.85	

Table 7 Internet User Ratios by Age Grouping in Households and District

DISTRICT	Internet User Ratio				
DISTRICT	Without persons U15	With persons U15	All Households		
CASTRIES CITY	0.56	0.56	0.56		
CASTRIES SUBURBAN	0.66	0.60	0.62		
CASTRIES RURAL	0.38	0.40	0.39		
ANSE-LA-RAYE	0.71	0.55	0.61		
CANARIES	0.47	0.49	0.49		
SOUFRIERE	0.51	0.47	0.48		
CHOISEUL	0.35	0.29	0.31		
LABORIE	0.31	0.56	0.45		
VIEUX FORT	0.50	0.50	0.50		
MICOUD	0.45	0.36	0.40		
DENNERY	0.56	0.51	0.52		
GROS-ISLET	0.61	0.64	0.62		
ISLAND	0.52	0.50	0.51		

Table 8 Persons Knowledge of Computers and ICT by District

DICTRICT		Total			
DISTRICT	Advanced	Intermediate	Beginner	NONE	Total
CASTRIES CITY	10%	33%	23%	33%	100%
CASTRIES SUBURBAN	23%	36%	21%	20%	100%
CASTRIES RURAL	15%	25%	27%	34%	100%
ANSE-LA-RAYE	12%	44%	29%	15%	100%
CANARIES .	11%	50%	11%	28%	100%
SOUFRIERE	19%	32%	19%	30%	100%
CHOISEUL	21%	23%	8%	48%	100%
LABORIE	16%	22%	14%	49%	100%
VIEUX-FORT	15%	32%	30%	23%	100%
MICOUD	15%	19%	14%	52%	100%
DENNERY	25%	29%	21%	26%	100%
GROS-ISLET	20%	42%	16%	22%	100%
ISLAND	18%	32%	20%	30%	100%

Table 9 Percent of Persons using Computers and ICT in the Line of Work by District

DISTRICT	Persons using co	TOTAL	
	Yes	No	
CASTRIES CITY	37%	63%	100%
CASTRIES SUBURBAN	47%	53%	100%
CASTRIES RURAL	21%	79%	100%
ANSE-LA-RAYE	30%	70%	100%
CANARIES	11%	89%	100%
SOUFRIERE	40%	60%	100%
CHOISEUL	15%	85%	100%
LABORIE	25%	75%	100%
VIEUX-FORT	23%	77%	100%
MICOUD	14%	86%	100%
DENNERY	35%	65%	100%
GROS-ISLET	49%	51%	100%
ISLAND	32%	68%	100%

Table 10 Frequency of Use of Computers and ICT in line of Work by District

		Frequency of use Computers and ICT				
DISTRICT	At least once a day	At least once a week	At least once a month	Other	TOTAL	
CASTRIES CITY	82%	9%	9%		100%	
CASTRIES SUBURBAN	79%	14%	2%	5%	100%	
CASTRIES RURAL	84%	5%	7%	5%	100%	
ANSE-LA-RAYE	60%	10%		30%	100%	
CANARIES	50%	50%			100%	
SOUFRIERE	81%	14%	5%		100%	
CHOISEUL	75%	25%			100%	
LABORIE	92%	8%		272 123	100%	
VIEUX-FORT	73%	8%		19%	100%	
MICOUD	87%	13%			100%	
DENNERY	73%	8%	8%	11%	100%	
GROS-ISLET	86%	11%	2%	1%	100%	
ISLAND	81%	11%	3%	5%	100%	

Table 11 Frequency of Use of Computers and ICT by Type of User

	Frequ	Frequency of use of Computers and ICT				
Knowledge of Computers and ICT	At least once a day	At least once a week	At least once a month	Other	TOTAL	
Advanced	86%	9%	1%	5%	100%	
Intermediate	82%	9%	3%	6%	100%	
Beginner	60%	27%	11%	2%	100%	
TOTAL	81%	11%	3%	5%	100%	

Table 12 Cell Signal Strength by Knowledge of ICT - LIME

	Proportion reporting Signal Strength				
Knowledge of Computers and ICT	Good	Moderate	Bad	TOTAL	
Advanced	79%	20%	1%	100%	
Intermediate	78%	21%	2%	100%	
Beginner	79%	20%	1%	100%	
None	89%	9%	2%	100%	
TOTAL	81%	17%	2%	100%	

Table 13 Cell Signal Strength by Knowledge of ICT - Digicel

	Proportion reporting Signal Strength				
Knowledge of Computers and ICT	Good	Moderate	Bad	TOTAL	
Advanced	88%	10%	2%	100%	
Intermediate	89%	10%	1%	100%	
Beginner	89%	10%	1%	100%	
None	94%	6%	0%	100%	
TOTAL	90%	9%	1%	100%	

Table 14 Fixed Line Market Share by Service Provider

SERVICE PROVIDER	Proportion of Households (per cent)
LIME	97
Karib Cable	3

Table 15 Proportion of Households Using Fixed Lines by District

DISTRICT	Proportion of Households (per cent)
CASTRIES CITY	53
CASTRIES SUBURBAN	59
CASTRIES RURAL	36
ANSE-LA-RAYE	29
CANARIES	39
SOUFRIERE	55
CHOISEUL	43
LABORIE	57
VIEUX-FORT	47
MICOUD	44
DENNERY	41
GROS-ISLET	55
ISLAND	48

Table 16 Average Monthly Expenditure on Fixed Lines by District

DISTRICT	Mean Exper	nditure (\$EC)	Median Expenditure (\$EC)	
DISTRICT	LIME	Karib Cable	LIME	Karib Cable
CASTRIES CITY	114.88		100.00	
CASTRIES SUBURBAN	98.91	66.67	80.00	70.00
CASTRIES RURAL	73.25	75.20	55.00	79.00
ANSE-LA-RAYE	88.80		35.00	
CANARIES	73.57		50.00	
SOUFRIERE	108.41		75.00	
CHOISEUL	72.22		66.00	
LABORIE	100.07		80.00	
VIEUX FORT	105.02	140.00	60.00	140.00
MICOUD	90.49		65.00	
DENNERY	78.63	86.00	60.00	86.00
GROS ISLET	121.85	120.25	80.00	114.50
ISLAND	98.17	91.27	70.00	79.00

Table 17: Monthly Expenditure on Fixed Lines by and Expenditure Group

Expenditure Group (\$)	per cent in Expenditure Group		
	LIME	Karib Cable	
< 50	27.9	13.3	
50 - 99	33.1	53.3	
100 - 149	18.1	26.7	
150 - 199	11.4		
200 - 249	3.9	6.7	
250 - 299	2.0		
300 - 349	3.6		
Total	100.0	100.0	

Table 18: Satisfaction with Fixed Line Service by Service Provider

Category	per cent in Category		
Category	LIME	Karib Cable	
Very Dissatisfied	4.6		
Somewhat Dissatisfied	7.2		
Neutral	4.6	6.3	
Somewhat Satisfied	39.1	25.0	
Very Satisfied	43.7	68.8	
Not Stated	.9		
Total	100.0	100.0	

Table 19: Reasons for not having a Fixed Line Service

Category	per cent in Category
Service is not available	3.5
Cannot Afford the service	25.3
Cannot Access the service	1.3
Do Not have Need for the service	62.0
Do Not know how to use the service	.3
Not Satisfied with the service	1.1
Do Not Like Choice of Service Providers	.8
Other	5.6
Total	100.0

Table 20 Cellular Service Market Shares by District

DISTRICT	pe	per cent users in District		
DISTRICT	LIME	Digicel	Both	
CASTRIES CITY	62.1	62.1	24.1	
CASTRIES SUBURBAN	37.5	80.1	17.6	
CASTRIES RURAL	32.3	81.5	13.8	
ANSE-LA-RAYE	22.9	85.7	8.6	
CANARIES	35.7	78.6	14.3	
SOUFRIERE	54.2	68.8	22.9	
CHOISEUL	31.8	77.3	9.1	
LABORIE	48.8	76.7	25.6	
VIEUX-FORT	36.2	82.9	19.0	
MICOUD	22.6	89.2	11.8	
DENNERY	28.4	92.2	20.6	
GROS-ISLET	39.7	73.4	13.1	
ISLAND	35.9	80.1	16.0	

Table 21 Cellular Service Subscription Rates by District and Service Provider

DICTRICT	per cent in District				
DISTRICT	LIME	Digicel	Both	All Users	
CASTRIES CITY	60.0	60.0	23.3	96.7	
CASTRIES SUBURBAN	35.5	75.8	16.7	94.6	
CASTRIES RURAL	29.6	74.6	12.7	91.5	
ANSE-LA-RAYE	22.9	85.7	8.6	100.0	
CANARIES	27.8	61.1	11.1	77.8	
SOUFRIERE	49.1	62.3	20.8	90.6	
CHOISEUL	25.9	63.0	7.4	81.5	
LABORIE	41.2	64.7	21.6	84.3	
VIEUX-FORT	34.2	78.4	18.0	94.6	
MICOUD	19.4	76.9	10.2	86.1	
DENNERY	27.4	88.7	19.8	96.2	
GROS-ISLET	38.6	71.4	12.7	97.3	
ISLAND	33.2	74.3	14.9	92.7	

Table 22: Average Monthly Expenditure per person on Cellular Phone Service

DICTRICT	Mean Exper	diture (\$EC)	Median Expenditure (\$EC)	
DISTRICT	LIME	Digicel	LIME	Digicel
CASTRIES CITY	157.31	98.13	70.00	100.00
CASTRIES SUBURBAN	62.46	81.81	50.00	53.00
CASTRIES RURAL	83.80	73.02	50.00	50.00
ANSE-LA-RAYE	56.13	83.40	55.00	60.00
CANARIES	86.00	70.45	30.00	50.00
SOUFRIERE	63.27	71.47	60.00	60.00
CHOISEUL	49.09	67.15	40.00	60.00
LABORIE	82.50	70.00	60.00	50.00
VIEUX-FORT	71.61	90.87	50.00	50.00
MICOUD	64.71	94.36	50.00	50.00
DENNERY	122.86	70.95	50.00	50.00
GROS ISLET	97.40	81.40	50.00	50.00
ISLAND	84.06	79.74	50.00	50.00

Table 23: Monthly Expenditure on Cellular Phone Service by Expenditure Groups

	Por cont in Evn	Per cent in Expenditure Group		
Expenditure Group (EC\$)	rei cent in Exp	l latture Group		
	LIME	Digicel		
< 50	38.7	38.4		
50 – 99	36.3	30.3		
100 – 149	11.3	16.0		
150 – 199	4.8	7.1		
200 – 249	4.0	4.3		
250+	4.8	3.8		
Total	100.0	100.0		

Table 24 Satisfaction by Carrier

CATEGORY	per cent in Category		
	LIME	Digicel	
Not Stated	5.2	0.8	
Very Dissatisfied	4.1	3.1	
Somewhat Dissatisfied	10.3	3.6	
Neither Dissatisfied or Satisfied	4.4	1.6	
Somewhat Satisfied	42.4	32.5	
Very Satisfied	. 33.6	58.3	
TOTAL	100.0	100.0	

Table 25 Satisfaction with Cellular Phone Service by District

		per cent Satisfied			
DISTRICT	Very S	Satisfied	Somewh	Somewhat Satisfied	
	LIME	Digicel	LIME	Digicel	
CASTRIES CITY	27.8	23.5	55.6	47.1	
CASTRIES SUBURBAN	32.3	47.8	44.6	44.2	
CASTRIES RURAL	40.3	60.3	43.5	27.6	
ANSE-LA-RAYE	37.5	80.8	25.0	7.7	
CANARIES	40.0	81.8	40.0	18.2	
SOUFRIERE	30.8	51.5	42.3	36.4	
CHOISEUL	30.8	64.7	61.5	32.4	
LABORIE	19.0	66.7	42.9	27.3	
VIEUX-FORT	21.6	58.1	43.2	29.1	
MICOUD	52.4	83.1	9.5	9.1	
DENNERY	51.7	62.4	31.0	33.3	
GROS ISLET	29.3	47.3	47.6	44.6	
ISLAND	33.6	58.3	42.4	32.5	

Table 26: Proportion of Persons Dissatisfied with Cellular Service by District and Provider

DISTRICT	per cent Dissatisfied		
DISTRICT	LIME	Digicel	
CASTRIES CITY	16.7	23.5	
CASTRIES SUBURBAN	16.9	3.6	
CASTRIES RURAL	12.9	10.3	
ANSE-LA-RAYE	25.0	11.5	
CANARIES	20.0		
SOUFRIERE	11.5	9.1	
CHOISEUL		2.9	
LABORIE	9.5	6.1	
VIEUX-FORT	18.9	9.3	
MICOUD	23.8	5.2	
DENNERY	3.4	2.2	
GROS ISLET	15.9	6.1	
ISLAND	14.5	6.7	

Table 27: Cell Signal Strength by District and Service Provider

	per cent in District						
DISTRICT	Good		Moderate		В	Bad	
	LIME	Digicel	LIME	Digicel	LIME	Digicel	
CASTRIES CITY	87.5	93.8	12.5	6.3	0.0	0.0	
CASTRIES SUBURBAN	86.8	92.1	13.2	7.2	0.0	0.7	
CASTRIES RURAL	84.0	89.5	13.8	9.9	2.1	0.6	
ANSE-LA-RAYE	90.9	79.3	9.1	17.2	0.0	3.4	
CANARIES	62.5	69.2	37.5	30.8	0.0	0.0	
SOUFRIERE	93.9	90.2	6.1	9.8	0.0	0.0	
CHOISEUL	85.7	91.3	14.3	8.7	0.0	0.0	
LABORIE	95.8	94.9	4.2	5.1	0.0	0.0	
VIEUX-FORT	72.1	89.2	23.3	9.6	4.7	1.2	
MICOUD	86.2	91.8	6.9	3.5	6.9	4.7	
DENNERY	84.2	86.3	15.8	13.7	0.0	0.0	
GROS ISLET	65.7	93.6	32.3	6.4	2.0	0.0	
ISLAND	81.2	90.3	17.2	8.9	1.6	0.9	

Table 28: Reasons for not using a Cellular Phone Service

Category	per cent
Cannot Afford the service	29.5
Cannot Access the service	1.3
Do Not have Need for the service	33.3
Do Not know how to use the service	6.4
Do Not Like Choice of Service Providers	1.3
Other	28.2
Total	100.0

Table 29: Internet Subscription Rates by Service Provider and District

DISTRICT		per cent in District				
DISTRICT	LIME	Karib Cable	Digicel	All		
CASTRIES CITY	36.7	26.7		63.3		
CASTRIES SUBURBAN	31.7	29.0	4.3	64.5		
CASTRIES RURAL	17.8	21.6	3.8	43.2		
ANSE-LA-RAYE	22.9	22.9	11.4	48.6		
CANARIES	22.2	0.0	11.1	33.3		
SOUFRIERE	39.6	11.3	5.7	50.9		
CHOISEUL	18.5	11.1	1.9	27.8		
LABORIE	33.3	5.9		37.3		
VIEUX-FORT	24.3	21.6	9.0	52.3		
MICOUD	21.3	13.0	1.9	35.2		
DENNERY	17.9	38.7	4.7	55.7		
GROS ISLET	33.2	29.1	5.0	64.5		
ISLAND	26.2	23.1	4.6	51.6		

Table 30: Internet Service Market Shares by District

DISTRICT	per cent in District			
DISTRICT	LIME	Karib Cable	Digicel	
CASTRIES CITY	57.9	42.1		
CASTRIES SUBURBAN	49.2	45.0	6.7	
CASTRIES RURAL	41.3	50.0	8.7	
ANSE-LA-RAYE	47.1	47.1	23.5	
CANARIES	66.7	0.0	33.3	
SOUFRIERE	77.8	22.2	11.1	
CHOISEUL	66.7	40.0	6.7	
LABORIE	89.5	15.8		
VIEUX-FORT	46.6	41.4	17.2	
MICOUD	60.5	36.8	5.3	
DENNERY	32.2	69.5	8.5	
GROS ISLET	51.4	45.1	7.7	
ISLAND	50.7	44.8	8.8	

Table 31: Internet Subscription Rates by Household Characteristics

	per cent in District					
DISTRICT	Urban	Rural	With U15	Without U15	With Disabled	Without Disabled
CASTRIES CITY	63.3		70.0	60.0		67.9
CASTRIES SUBURBAN	64.5		74.3	58.0	83.3	63.9
CASTRIES RURAL		43.2	50.5	36.8	30.0	43.8
ANSE-LA-RAYE	55.6	46.2	47.1	50.0		48.6
CANARIES	22.2	44.4	36.4	28.6	50.0	31.3
SOUFRIERE	52.3	44.4	64.0	39.3	66.7	50.0
CHOISEUL		27.8	25.0	30.3	60.0	24.5
LABORIE	26.7	41.7	60.0	22.6		37.3
VIEUX-FORT	51.3	52.8	57.1	45.8	71.4	51.0
MICOUD	29.6	37.0	45.0	29.4	29.6	35.5
DENNERY	7.1	63.0	54.7	56.1	25.0	56.9
GROS ISLET	70.4	63.7	71.1	60.8	57.1	64.8
ISLAND	55.3	49.8	57.8	46.8	49.1	51.9

Table 32: Main Type of Internet Connection used by District

		per cent usage in District						
DISTRICT	Cellular	ADSL	Cable Modem	WiFi	Dial up /Other			
CASTRIES CITY		36.8	63.2	5.3				
CASTRIES SUBURBAN	13.3	50.0	45.8	0.8	0.8			
CASTRIES RURAL	26.1	38.0	56.5		2.2			
ANSE-LA-RAYE	35.3	23.5	64.7	5.9				
CANARIES	33.3	50.0	16.7					
SOUFRIERE	44.4	48.1	48.1	22.2				
CHOISEUL	46.7	60.0	60.0	26.7	6.7			
LABORIE	15.8	63.2	73.7					
VIEUX-FORT	24.1	31.0	53.4	6.9	3.4			
MICOUD	10.5	52.6	44.7	10.5	2.6			
DENNERY	5.1	52.5	45.8					
GROS ISLET	21.8	47.2	41.5	3.5	5.6			
ISLAND	19.9	45.6	49.2	4.2	2.5			

Note: Totals may not sum to 100.0 since persons may use more than one option

Table 33: Average Monthly Expenditure on Internet by Service Provider and District

DISTRICT	Mea	Mean Expenditure (\$EC)			Median Expenditure (\$EC)		
DISTRICT	LIME	Karib Cable	Digicel	LIME	Karib Cable	Digicel	
CASTRIES CITY	88.20	77.75		79.00	79.00		
CASTRIES SUBURBAN	79.80	79.34	57.50	79.00	79.00	55.00	
CASTRIES RURAL	77.32	81.11	56.00	79.00	79.00	45.00	
ANSE-LA-RAYE	107.75	76.63	61.75	113.50	79.00	54.00	
CANARIES	129.50		55.00	94.50		55.00	
SOUFRIERE	88.00	88.50	50.00	79.00	79.00	50.00	
CHOISEUL	85.45	79.25	50.00	79.00	79.00	50.00	
LABORIE	86.47	99.50		79.00	99.50		
VIEUX-FORT	76.23	77.27	20.80	79.00	79.00	25.00	
MICOUD	80.80	81.07	20.00	79.00	80.00	20.00	
DENNERY	80.89	82.41	64.00	79.00	79.00	50.00	
GROS ISLET	84.73	84.26	45.45	79.00	79.00	50.00	
ISLAND	83.24	81.30	47.40	79.00	79.00	50.00	

Table 34: Monthly Amount Persons Willing to Pay for Internet Services

	Amount Willing to
DISTRCT	Pay (\$EC)
CASTRIES CITY	52.36
CASTRIES SUBURBAN	56.60
CASTRIES RURAL	45.19
ANSE-LA-RAYE	50.41
CANARIES	55.00
SOUFRIERE	47.63
CHOISEUL	56.84
LABORIE	50.19
VIEUX-FORT	62.63
MICOUD	47.40
DENNERY	48.92
GROS ISLET	52.49
ISLAND	51.76

Table 35: Monthly Expenditure on Internet Services by Expenditure Group and Service Provider

Expenditure Group (EC\$)	per c	Group	
experiature Group (EC\$)	LIME	Karib Cable	Digicel
< 50	2.9	1.6	42.0
50 – 99	87.6	91.4	54.0
100 - 149	6.7	4.7	2.0
150 - 199	1.3	2.3	2.0
200 - 249	1.6		
Total	100.0	100.0	100.0

Table 36: Average Monthly Expenditure on Internet Services by Selected Characteristics

	Average Monthly Expenditure (\$EC)				
Household Characteristic	LIME	Karib Cable	Digicel	Amount Willing to Pay	
No persons U15	84.28	82.65	48.17	52.79	
Persons U15	81.99	80.50	46.90	50.63	
Urban	85.36	83.01	50.19	56.70	
Rural	82.07	80.48	46.32	49.23	

Table 37: Internet Service Satisfaction by District

CATECORY	ı	per cent in Category		
CATEGORY	LIME	Karib Cable	Digicel	
Not Stated	1.0	4.0	5.6	
Very Dissatisfied	7.1	4.4	1.9	
Somewhat Dissatisfied	14.8	5.1		
Neither Dissatisfied or Satisfied	5.5	1.8	3.7	
Somewhat Satisfied	41.9	26.6	42.6	
Very Satisfied	29.7	58.0	46.3	
TOTAL	100.0	100.0	100.0	

Table 38: Satisfaction with Internet Services by Service Provider and District

	per cent in District					
DISTRICT	Very Satisfied			Somewhat Satisfied		
	LIME	Karib Cable	Digicel	LIME	Karib Cable	Digicel
CASTRIES CITY	18.2	50.0	-	63.6	25.0	-
CASTRIES SUBURBAN	18.6	48.1	25.0	55.9	31.5	62.5
CASTRIES RURAL	28.9	71.7	25.0	50.0	19.6	50.0
ANSE-LA-RAYE	62.5	87.5	100.0			
CANARIES	50.0	-	100.0		-	
SOUFRIERE	23.8	50.0	66.7	57.1	50.0	33.3
CHOISEUL	20.0	33.3	100.0	40.0	33.3	
LABORIE	52.9	66.7		41.2	0.0	-
VIEUX-FORT	18.5	50.0	20.0	33.3	25.0	60.0
MICOUD	56.5	71.4	50.0	8.7	28.6	
DENNERY	57.9	80.5	100.0	15.8	9.8	
GROS ISLET	21.9	42.2	36.4	46.6	40.6	63.6
ISLAND	29.7	58.0	46.3	41.9	26.6	42.6

Table 39: Dissatisfaction with Internet Service by District

DISTRICT	per cent in District				
DISTRICT	LIME	Karib Cable	Digicel		
CASTRIES CITY	18.2	12.5	-		
CASTRIES SUBURBAN	22.0	13.0			
CASTRIES RURAL	15.8	2.2	12.5		
ANSE-LA-RAYE	25.0	12.5			
CANARIES	50.0	-			
SOUFRIERE	14.3				
CHOISEUL	40.0	16.7			
LABORIE	0.0		-		
VIEUX-FORT	37.0	20.8			
MICOUD	26.1				
DENNERY	21.1	7.3			
GROS ISLET	21.9	10.9			
ISLAND	21.9	9.5	1.9		

100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 TOTAL 19.6 0.0 14.5 6.7 11.1 0.0 8.3 6.5 3.2 10.0 17.2 7.4 9.7 Other 0.0 0.0 0.0 0.0 0.0 0.0 8.3 0.0 0.0 0.0 0.0 0.0 0.2 Do Not Like Choice of Service Providers 0.0 0.0 0.0 0.0 0.0 0.0 0.0 3.2 2.0 0.0 0.0 0.0 0.4 Not Satisfied with the service 7.8 10.0 3.2 5.0 5.6 8.3 4.2 0.0 19.4 10.0 10.3 1.5 6.2 Do Not know how to use the service per cent in District 20.0 53.2 37.8 50.0 41.7 54.2 25.8 12.9 31.4 23.3 6.9 44.1 35.1 Do Not have Need for the service 0.0 0.0 0.0 3.2 0.0 0.0 1.7 0.0 0.0 1.7 4.4 1.6 Cannot Access the service 70.0 29.0 48.7 33.3 25.0 29.0 51.6 33.3 53.3 65.5 42.6 41.7 43.1 Cannot Afford the service 0.0 0.0 0.0 0.0 0.0 5.9 1.7 0.0 0.0 8.3 35.5 6.5 3.7 Service is not available Table 40: Reasons for not having an Internet Service **CASTRIES SUBURBAN CASTRIES RURAL** ANSE-LA-RAYE CASTRIES CITY VIEUX-FORT SOUFRIERE GROS-ISLET CANARIES CHOISEUL MICOUD DENNERY LABORIE DISTRICT ISLAND

Table 41: Places Where Internet Accessed	ssed								
DISTRICT	Home	Work	School/Place of	Another person's	Community Internet	Commercial	Cell Phone	Mobile	Other
			Education	home	access facility	Internet care		device	
CASTRIES CITY	82.4	47.1		11.8			5.9		
CASTRIES SUBURBAN	6'69	40.6	0.9	10.5	1.5	3.0	7.5	1.5	0.8
CASTRIES RURAL	65.5	28.3	1.8	23.9		6:0	10.6	2.7	0.9
ANSE-LA-RAYE	44.8	34.5	13.8	41.4		6.9	13.8		6.9
CANARIES	30.8		15.4	46.2	30.8		23.1		7.7
SOUFRIERE	8.89	31.3		9.4		6.3	31.3		
CHOISEUL	6.09	34.8	30.4	13.0		8.7	8.7	4.3	
LABORIE	61.9	61.9	23.8			14.3		4.8	
VIEUX-FORT	64.1	15.4	2.6	12.8	5.1	3.8	10.3	7.7	3.8
MICOUD	20.5	27.3	2.3	13.6	4.5	2.3	4.5	2.3	2.3
DENNERY	0.07	27.1	2.9	15.7		5.7	8.6		1.4
GROS-ISLET	80.5	40.9	8.4	8.4	9:0	7.1	19.5	1.9	2.6
ISLAND	689	33.1	6.3	14.7	1.8	4.5	12.1	2.3	1.9

Table 42: Proportion of Persons using Internet Services during the last 12 Months

DISTRICT	per cent in District
CASTRIES CITY	56.7
CASTRIES SUBURBAN	71.5
CASTRIES RURAL	53.1
ANSE-LA-RAYE	82.9
CANARIES	72.2
SOUFRIERE	60.4
CHOISEUL	42.6
LABORIE	41.2
VIEUX-FORT	70.3
MICOUD	40.7
DENNERY	66.0
GROS ISLET	70.0
ISLAND	62.4

Table 43: Devices used to Access Internet Service

DISTRICT		per cent i	n District	
DISTRICT	Laptop	Desktop	Cell Phone	Other
CASTRIES CITY	52.9	70.6	17.6	
CASTRIES SUBURBAN	45.9	63.9	20.3	
CASTRIES RURAL	38.1	63.7	23.9	1.8
ANSE-LA-RAYE	62.1	62.1	31.0	
CANARIES	15.4	76.9	38.5	7.7
SOUFRIERE	59.4	50.0	43.8	
CHOISEUL	30.4	73.9	26.1	
LABORIE	66.7	57.1	23.8	
VIEUX-FORT	47.4	55.1	23.1	1.3
MICOUD	36.4	63.6	22.7	2.3
DENNERY	54.3	52.9	31.4	1.4
GROS ISLET	46.8	57.8	35.1	1.3
ISLAND	46.2	60.4	27.5	1.1

Table 44: Frequency of Use of Internet Services

		per cent i	n District	
DISTRICT	At Least Once a	At Least Once a	At Least Once a	Other
	Day	Week	Month	Other
CASTRIES CITY	94.1			5.9
CASTRIES SUBURBAN	71.2	21.2	5.3	2.3
CASTRIES RURAL	69.0	12.4	17.7	0.9
ANSE-LA-RAYE	65.5	17.2	10.3	6.9
CANARIES	53.8	38.5		7.7
SOUFRIERE	78.1	18.8	3.1	
CHOISEUL	68.2	22.7	4.5	4.5
LABORIE	70.0	10.0	15.0	5.0
VIEUX-FORT	48.7	24.4	9.0	17.9
MICOUD	76.7	14.0	7.0	2.3
DENNERY	76.1	14.9	6.0	3.0
GROS ISLET	77.8	15.0	6.5	0.7
ISLAND	70.8	17.1	8.2	3.9

Table 45: Use of Internet Service - Information and Education

	per	cent usage in Di	strict
DISTRICT	Goods & Services	Health	Education
CASTRIES CITY	64.7	52.9	41.2
CASTRIES SUBURBAN	58.6	43.6	54.9
CASTRIES RURAL	50.4	28.3	42.5
ANSE-LA-RAYE	27.6	6.9	44.8
CANARIES	23.1	0.0	38.5
SOUFRIERE	68.8	31.3	56.3
CHOISEUL	43.5	13.0	34.8
LABORIE	42.9	33.3	81.0
VIEUX-FORT	47.4	33.3	41.0
MICOUD	40.9	27.3	61.4
DENNERY	21.4	25.7	42.9
GROS ISLET	54.5	48.7	63.6
ISLAND	48.4	34.7	51.7

Table 46: Use of Internet Service - Social and Personal Activities

		ŗ	er cent usage i	n District		
DISTRICT	Emails	VOIP	Social Networks	Streaming	Downloads	Gaming
CASTRIES CITY	82.4	5.9	52.9	11.8	41.2	11.8
CASTRIES SUBURBAN	89.5	32.3	63.2	28.6	53.4	26.3
CASTRIES RURAL	77.0	21.2	52.2	15.0	53.1	31.9
ANSE-LA-RAYE	89.7	3.4	82.8	17.2	72.4	62.1
CANARIES	100.0		100.0	15.4	76.9	76.9
SOUFRIERE	87.5	37.5	65.6	25.0	53.1	40.6
CHOISEUL	73.9	17.4	60.9	21.7	47.8	43.5
LABORIE	90.5	9.5	47.6	14.3	57.1	23.8
VIEUX-FORT	82.1	23.1	56.4	9.0	56.4	17.9
MICOUD	95.5	20.5	50.0	36.4	72.7	56.8
DENNERY	74.3	10.0	75.7	15.7	61.4	37.1
GROS ISLET	90.9	37.0	55.2	35.7	63.6	33.1
ISLAND	85.4	24.5	60.2	23.2	58.6	33.7

Table 47: Use of Internet Services - Business and Government

		per cent usage	in District	
DISTRICT	Internet Banking	Purchasing Goods and Services	Government	Other
CASTRIES CITY	11.8	29.4	17.6	0.0
CASTRIES SUBURBAN	16.5	30.1	9.8	6.0
CASTRIES RURAL	10.6	23.9	8.8	3.5
ANSE-LA-RAYE	6.9	13.8	3.4	10.3
CANARIES	0.0	7.7	7.7	0.0
SOUFRIERE	21.9	34.4	9.4	9.4
CHOISEUL	17.4	17.4	4.3	8.7
LABORIE	14.3	28.6	14.3	4.8
VIEUX-FORT	2.6	16.7	2.6	2.6
MICOUD	6.8	18.2	4.5	4.5
DENNERY	11.4	17.1	· 4.3	2.9
GROS ISLET	23.4	31.2	13.6	5.8
ISLAND	13.9	24.6	8.7	5.0

Table 48: Awareness of Location of Community Internet Services by District	of Communit	y Internet Se	rvices by Distric	٠					
				per cent in District	istrict				
DISTRICT	Do not Know	None	Community Centre	Commercial Internet Café	School	Library	Resource Centre	Other	Total
CASTRIES CITY	43.3	26.7		30.0					100.0
CASTRIES SUBURBAN	29.0	51.1	7.5	7.5			2.2	2.7	100.0
CASTRIES RURAL	26.8	64.3	0.5	7.0	6.0			0.5	100.0
ANSE-LA-RAYE	11.4	88.6							100.0
CANARIES	23.5			5.9	41.2	11.8	17.6		100.0
SOUFRIERE	37.7	15.1		24.5	7.5	15.1			100.0
сноіѕепг	44.2	55.8							100.0
LABORIE	47.1	11.8		21.6	3.9	15.7			100.0
VIEUX-FORT	14.7	66.1		12.8		5.5		6.0	100.0
МІСОИВ	27.8	29.6		25.9		13.9		2.8	100.0
DENNERY	32.1	44.3	1.9	17.9	1.9	6.0		6.0	100.0
GROS ISLET	25.3	53.9	4.1	8.8	2.8	3.2	6.0	6.0	100.0
ISLAND	28.4	49.4	2.2	12.1	2.0	4.0	0.8	1.1	100.0

Table 49: Amount Spent and Amount Willing to Pay on Community Internet Access

Expenditure Group (\$)	per cent in Expe	nditure Group
Expenditure Group (\$)	Spent	Willing to Pay
< 25	71.4	60.9
25 - 49	14.3	26.0
50+	8.6	10.0
75 - 99	2.9	0.7
100 – 124		1.4
125+	2.9	0.9
TOTAL	100.0	100.0

Table 50: Willingness to use Community Internet Services and Pay Phones

			per cent W	illing to use		
DISTRICT	C	ommunity Int	ernet		Pay Phone	s
	Yes	No	Not Stated	Yes	No	Not Stated
CASTRIES CITY	36.7	63.3	0.0	63.3	30.0	6.7
CASTRIES SUBURBAN	38.7	58.6	2.7	54.8	43.0	2.2
CASTRIES RURAL	49.3	50.7	0.0	75.1	24.9	0.0
ANSE-LA-RAYE	60.0	37.1	2.9	60.0	40.0	0.0
CANARIES	55.6	38.9	5.6	55.6	44.4	0.0
SOUFRIERE	39.6	52.8	7.5	35.8	58.5	5.7
CHOISEUL	48.1	46.3	5.6	48.1	46.3	5.6
LABORIE	15.7	82.4	2.0	23.5	41.2	35.3
VIEUX-FORT	41.4	55.0	3.6	47.7	36.0	16.2
MICOUD	41.7	50.0	8.3	62.0	37.0	0.9
DENNERY	37.7	55.7	6.6	53.8	34.0	12.3
GROS ISLET	38.2	55.0	6.8	49.1	41.8	9.1
ISLAND	41.3	54.5	4.2	55.2	37.9	6.9



THE NATIONAL TELECOMMUNICATIONS REGULATORY COMMISSION

Draft	
NR	1
/	м

The National Telecommunications Regulatory Commission is undertaking a survey of the Telecommunications and Information Communications Technologies (ICT) sectors in communities throughout Saint Lucia. The results from the survey will assist the NTRC to identify communities for the implementation of Universal Service projects. Your responses will be treated with the strictest of confidence. Please take a few minutes to complete this questionnaire and return it the office of the NTRC.

DD MM YYYY	Phone Number(Fixed Line/Home)
	Phone Number (Cell Number)
INTERVIEWER: Complete the appropriate box. FOR PERSONS N SEEN ASK: Ismale or female?	от
1 Male 2 Female	
Residential Address	
Community	
District	
Interviewer Name	

Remember to mark multiple choice boxes like this 🛭

-	-	_	-		Townson,	_	_	attender.		-	-	_
A												
N	0	P	Q	R	5	Т	U	٧	W	х	У	Z

USE ONLY 2B PENCIL



LISTING OF HOUSEHOLD MEMBERS

Confidential

	Surnar		IOUSLII	First Nan		Age	List 15 &	No Ove	-		Surname	70.4		First Name		Age	LIST 15 &	No Over
01									1	11								
02									1	12							Ī	
03					T		╫	T	t	13							T	
04					T	+	╫	T	t	14					Г	T		
05					f	+	╫		t	15							┢	
06					1		╫	<u> </u>	╁	16						\perp	╫	
07					1	+	╫	 	╁	17							╟	
08					-	+	╫	\vdash	╂	18						_		
					-	-	╫	 	╀						_	_		
09					-		╬	<u> </u>	╬	19						_		
10									L	20								
Nov	v I am	going	to select				ew (ı	use	the	e se	election g	rid belo	w):					
			Perso	n Selection	Grid:			_										
	nber of sons	01	02	03	04	١	05		06	5	07	08	09	10	1	1	1	2
Sele	nber of ected ondent																	
Listing number of selected person																		
If someone other than the household respondent is selected, inform him/her that <selected respondent=""> has been chosen. Is <selected respondent=""> available? Yes - Go to the selected person and re-introduce the survey (Re-read the introduction. Then go to question 1.</selected></selected>																		
No - Ask when is best time to reach.																		
Da	y/ Da	te		***														
Tir	ne of I	Day																



SECTION 1 HOUSEHOLD CHARACTERISTICS

Are there any persons with disabilities l	? 🗆 1 Yes	□ 2 No					
4. Please describe the disability							
5. Does this household have any of the foll	owing?						
Electricity 🗌 1Yes	☐ 2 No						
Radio 🗆 1Yes	☐ 2 No						
Television 🗆 1Yes	□ 2 No						
Cable Television Service. ☐ 1Yes	□ 2 No						
Laptop Computer 🗆 1Yes	□ 2 No						
Desktop Computer 🗆 1Yes	□ 2 No						
Cellular Phone 🗆 1Yes	□ 2 No						
Fixed Line Telephone 🗆 1Yes	□ 2 No						
Internet Service 1Yes	□ 2 No						
SECTION 2: PERSONAL KNO	OWLEDGE (continue	with selected	respondent)				
Email Address:							
1. How would you describe your knowledge of Computers and Information Communications Technology (ICT)?							
☐ 1 Advanced ☐ 2 Intermedia	rte 🗆 🗆 🗈	Beginner	4 NONE				
2. Do you use computers and ICT in your li	ine of work? <i>If answe</i>	r is NO Go to sec	tion 3.				
□ 1Yes □ 2 No							
3. How often do you use computers and IC	CT in your line of work?						
☐ 1 At least once a day ☐ 2 At least once a	week 3 At le	ast once a month	4 Other (please specify)				



SECTION 3: VOICE TELEPHONY							
1. Do you have a fixed line teleph	one? If Answer	is No Go to Question 5.	☐ 1 Yes	2 No			
2. Who is your fixed line telephon	e service provider?	1 Cable& Wireless/Ul	ME 2 Karib Cable	3 Digicel			
3. On a monthly basis, how much	do you pay on ave	rage for fixed line telep	hone service?				
Cable and Wireless	Karib (Cable	Digicel				
\$	\$		5				
4. Are you satisfied with the quality provider? (Please indicate by pro							
☐ 1 Very Dissatisfied ☐ 3 Neith	er Dissatisfied or Satisfied	5 Very Satisfied					
2 Somewhat Dissatisfied 4 Some	swhat Satisfied						
4A. If your response to Question 4 is 1 or 2 please indicate why you are dissatisfied with your fixed line telephone service?							
5. Why do you not have a fixed lin	ie telephone servic	e? Respond only if you	answered NO to	Question 1.			
1 Service is not available	5 Do Not know how t	to use the service					
2 Cannot Afford the service	6 Not Satisfied with t	he service					
3 Cannot Access the service	7 Do Not Like Choice	of Service Providers					
4 Do Not have Need for the service	8 Other (please speci	fy)					
6. Do you have cellular (mobile) t	elephone service?	1 Yes 2 No 1	f Answer is No Go	to Question 10.			
7. Who is your cellular (mobile) to	elephone service pr	rovider? 1 Cable& W	ireless/LIME 2	Digicel			
8. On a monthly basis, how much	do you pay on aver	rage for cellular (mobile	e) telephone ser	vice?			
Cable and Wireless	\$ Digicel						
Are you satisfied with the quality provider? (Please indicate by pro							
Cable and Wireless	ı	Digicel					
☐ 1 Very Dissatisfied		1 Very Dissatisfied					
2 Somewhat Dissatisfied		2 Somewhat Dissatisfied					
3 Neither Dissatisfied or Satisfied		3 Neither Dissatisfied or Satisfi	ed				
4 Somewhat Satisfied		4 Somewhat Satisfied					
S Very Satisfied		5 Very Satisfied					



BLE AND WIRELESS:	
GICEL:	
). Did you have use of a cellular	· (mobile) telephone during some or all of the last 12 months?
l. How many cellular (mobile) p	phones does this Household have?
2. Is cellular (mobile) telephone	e coverage available within your community?
☐ 1 Yes ☐ 2 No ☐ 3 Don't Know	
LITES LIZAG LISBORTKHOW	
If Yes: Is the signal strength f	for: a) Cable and Wireless: 🗆 1 Good 🗆 2 Moderate 🗆 3 Bad
	b) Digicel: ☐ 1 Good ☐ 2 Moderate ☐ 3 Bad
3. <u>Why</u> do you not have a cellula	ar (mobile) telephone? Respond only if you answered NO to 6.
☐ 1 Service is not available	5 Do Not know how to use the service
2 Cannot Afford the service	6 Not Satisfied with the service
3 Cannot Access the service	7 Do Not Like Choice of Service Providers
4 Do Not have Need for the service	8 Other (please specify)
•	SECTION 4: INTERNET ACCESS
. Does this household subscribe	to any Internet service? (If answer is NO go to question 6)
1 Yes 2 No	
. Please specify the type of inter (More than one option can be s	rnet service persons in this household subscribe to. selected).
_	GE 4 Wi-Fi Hotspots 7 Other (please specify)
☐ 1 Cellular (Mobile) Telephone-GPRS/ED	or Paramochop
☐ 1 Cellular (Mobile) Telephone-GPRS/ED	5 Dial up



3. Who is the internet service provider?(This includes Internet service via cellular/mobile devices), more than one option may be selected 1 Cable& Wireless/LIME							
4. What is your average monthly cost for Internet service?							
Cable and Wireless Karib Cable Digicel (Mobile Internet) \$ \$ \$ \$							
5. Are you satisfied with the quality of service being provided by your Internet service provider? (Please indicate by providing a number, 5 being very satisfied and 1 very dissatisfied.)							
Cable and Wireless (if Applicable)							
☐ 1 Very Dissatisfied ☐ 3 Neither Dissatisfied or Satisfied ☐ 5 Very Satisfied							
2 Somewhat Dissatisfied 4 Somewhat Satisfied							
Karib Cable (if Applicable)							
☐ 1 Very Dissatisfied ☐ 3 Neither Dissatisfied or Satisfied ☐ 5 Very Satisfied							
2 Somewhat Dissatisfied 4 Somewhat Satisfied							
Digicel Mobile Internet (if Applicable)							
☐ 1 Very Dissatisfied ☐ 3 Neither Dissatisfied or Satisfied ☐ 5 Very Satisfied							
2 Somewhat Dissatisfied 4 Somewhat Satisfied							
5A. If your response to Question 5 is 1 or 2 please indicate why you are dissatisfied with your Internet service?							
6. How many persons in the household use the Internet? Persons who have internet skip to 8							
7. Why don't you currently have internet service? Respond only if you answered NO to Question 1.							
☐ 1 Service is not available ☐ 5 Do Not know how to use the service							
2 Cannot Afford the service 6 Not Satisfied with the service							
3 Cannot Access the service 7 Do Not Like Choice of Service Providers							
4 Do Not have Need for the service 8 Other (please specify)							



indicate)	IN WILL YOU DE WINNIG TO DAY TO! THEFINEL ACCESS ON A MORELING DASIS: [Prease
\$	
9. Have you used Interne	et in the last 12 months? 1 Yes 2 No If No, Skip to Question 14
10. Where did you mainh (More than one optio	y use the Internet in the past 12 months? n can be selected)
☐ 1 Home	6 Commercial Internet café
2 Work	7 At any place via a cellular telephone
3 School/Place of Education	8 any place via other mobile access device
4 Another person's home	9 Other (please specify)
5 Community Internet access	sfacility
11. What device do you r	normally use to access the internet? (More than one option can be selected)
☐ 1 Via Laptop Computer	☐ 3 Cellular Phone
2 Via Desktop Computer	4 Other (please specify)
12. How often did you us	se the internet during the last 12 months?
☐ 1 At least once a day	☐ 3 At least once a month
2 At least once a week	4 Other (please specify)
13. For which of the follo (from any location)?	owing activities did you use the Internet in the last 12 months
1 Getting information abo	out goods or services
2 Getting information rela	sted to health or health services
3 Sending or receiving em	ails
4 Making calls using Voice	over IP (VOIP)
5 Posting information or i	nstant messaging (social networks)
6 Interacting with govern	ment organizations
7 Purchasing goods or ser	vices
8 Internet banking/finance	ial services
9 Education or learning ac	tivities (formal education)
☐ 11 Uploading content e.g.	streaming
☐ 12 Downloading software	, images, music, watching TV, listening to radio or music
	nloading video/computer games
☐ 14 Other activities (please	specify)



14. Are there any local services which you would like to access via the Internet (online)? (Please specify)

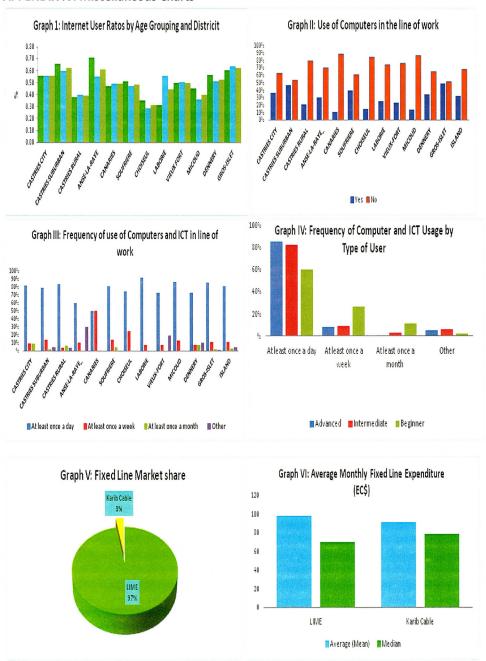
SECTION 5: COMMUNITY ACCESS

1. In your community who NONE Go to Question 5)		ailable? (IF Answer is Do I	not Know or			
1 Do not Know	6 Library					
2 None	☐ 7 Resource Centre					
3 Community Centre	8 Other (please	e specify)				
4 Commercial Internet Café						
5 School						
2. How often do you use t	he community internet fa	cility?				
☐ 1 At least once a day	2 At least once a week	3 At least once a month	4 Other (please specify)			
4. What is the estimated d	istance from your home (miles) to the community internet for the community into the was placed in your comm	ernet facility? 2 No			
	niontniy basis now much acility? (Please indicate)	will you be willing to pay to	ouse the			
6. Are there payphones av	ailable in your communit	y? (If answer is NO go to Qu	restion 9) 🗆 1 Yes 🗆 2 No			
7. If Yes, where in your co	mmunity?					
8. In your community, how	v often do you use paypho	ones?				
1 At least once a day	2 At least once a week	3 At least once a month	4 Other (please specify)			
9. Would you use payphon	es if placed in your comm	nunity 🗆 1 Yes 🗆 2 No				
10. Are there any areas in	your community where t	he cellular telephone signal	strength is bad?			
☐ 1 Yes ☐ 2 No						

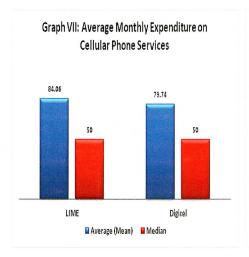


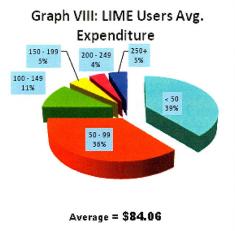
/hat Teleco	nmunications and	ICT Challenges are	e being faced withi	n your community?
ny Possible	Solutions that you	ı can recommend?		
re there any Please spec		ns and ICT projects	that you think will I	penefit your community?
			<u>, , , , , , , , , , , , , , , , , , , </u>	

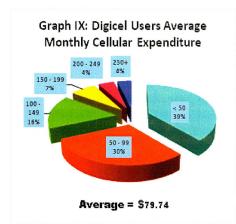
APPENDIX IV: Miscellaneous Charts

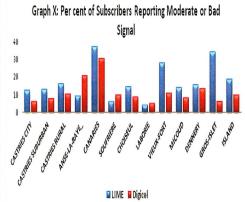


Appendix III continued:

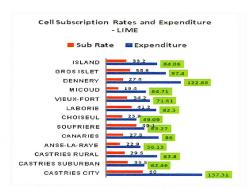






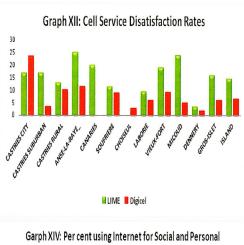


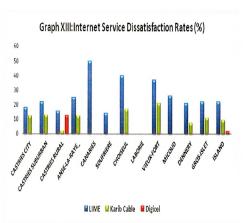
Graph XI: Comparison of Subscription Rates with Expenditure by District

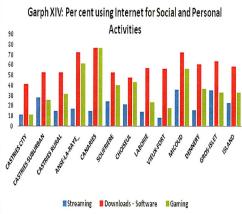




Appendix III Continued:







2011 NTRC ICT Survey Report

BIBLIOGRAPHY

St. Lucia 2010 Population and Housing Census: Preliminary Report: Central Statistics Office April 2011

St. Lucia 2010 Population and Housing Census: Interviewers Training Manual: Central Statistics Office March 2010

Annual Electronic Communications Sector Review 2009 – 2010: Eastern Caribbean Telecommunications Authority May 2011 Online version

Telecommunications Act No. 27 of 2000: Laws of St. Lucia

ECTEL Telecommunications Universal Service Guidelines: ECTEL Council July 2008

	-		
		4	
,			



Rajana Group of Companies Bldg. Bois D'Orange Gros Islet P. O. Box GM 690 Castries Saint Lucia, West Indies Tel: (758) 458 2035 Fax (758) 453 2558

Email: ntrc_slu@candw.lc

Website: www.ntrc.lc