



National Telecommunications Regulatory Commission (NTRC) Universal Service Fund (USF)

Projects Update and Request for Proposals

Universal Service Fund

The Fund was established for the promotion of Universal Service. According to the Telecommunications Act 2000, Universal Service includes the provision of:

- Public voice telephony;
- internet access;
- telecommunications services to schools, health institutions and similar institutions and the physically challenged; or
- other services by which people access efficient, affordable and modern telecommunications.

Objective of the Fund

As specified by the Act, the source of funding of the Universal Service Fund comes from Telecommunication Providers. The Universal Service Fund Office under the National Telecommunications Regulatory Commission (NTRC), is responsible for its management. The Fund supports the expansion of telecommunications services particularly to the underserved who currently do not have sufficient access and provides telecommunications services which are readily accessible and affordable. Support is provided for the introduction and expansion of telecommunications services to schools, health facilities and other organizations serving public needs as well as for the promotion of technological innovation in the telecommunications sector.

The Universal Service Fund has so far implemented the following projects with the aim of improved broadband connectivity, community Wi-Fi and computer equipment to enable adequate access and voice telephony through payphones:

1. Soufriere Community Access Centre and environs (project closure as of November 2018)
2. Digicel Payphones-increasing the existing fleet of payphones by fifteen (15) in underserved communities (project closure as of May 2019)
3. Babonneau Library and environs (project closure as of January 2020)
4. Ciceron Secondary School and environs (project closure as of March 2020)
5. The Libraries and Community Access Centres throughout St. Lucia (project closure as of December 2020)
6. Sir Arthur Lewis Community College -Southern Campus (project closure as of September 2021)
7. The Holy Family Children's Home-Ciceron (project closure as of June 2021)
8. Improved service access for individuals who are differently abled in six (6) Institutions (project closure as of October 2021)
9. Boys Training Centre and environs (project closure- May 2024)
10. National Skills Development Centre (project closure- May 2024)
11. Upton Garden Girls Centre (project closure- February 2025)
- 12. COVID-19 Response- Students Lernbook/E-book and MiFi Initiative (project closure as of 2021)**
13. The Castries South East Communities Wi-Fi Project (project closure- January 2026)
14. National Council for Persons with Disabilities (project closure- September 2026)

All projects are subsidized by the NTRC Universal Service Fund (USF), for a period of **five (5) years**. Currently, the USFO is in the process of reinstating some of its closed projects for a one-year period. We also have a new initiative, the Bus Shelter Project, in the works.

The National Telecommunications Regulatory Commission, under its Universal Service mandate is requesting project proposals from any legal entity, group or person, in keeping with the stipulated requirements. All Project proposals are to be submitted on the approved application form which may be obtained from the office of the Commission or on the Commission's website at <https://www.ntrcslu.lc/>. To submit Project Proposals and for further information, the Commission's Universal Service Fund Office can be contacted as listed below:

The Universal Service Fund Administrator

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