

Telecommunications in the Falkland Islands

Presentation to the Chamber of Commerce

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28 April 2009

First visit 2004, Review published December 2004

- Prices too high
 - Quality of services too low and inconsistent
 - Profitability of C&W business unit too high
 - Broadband DSL service unavailable
 - Mobile cellular service unavailable
 - Advanced business internet services inadequate
- Prices too high, possibly
 - Quality of services not subject to independent review
 - Profitability of C&W business unit too high, possibly
 - Advanced business internet services inadequate, possibly

2009: The good, the bad, and the ugly



Wider range of services

Better internet service

Improved customer care

C&W more responsive to concerns of customers



Many of the recommendations from 2004 not implemented



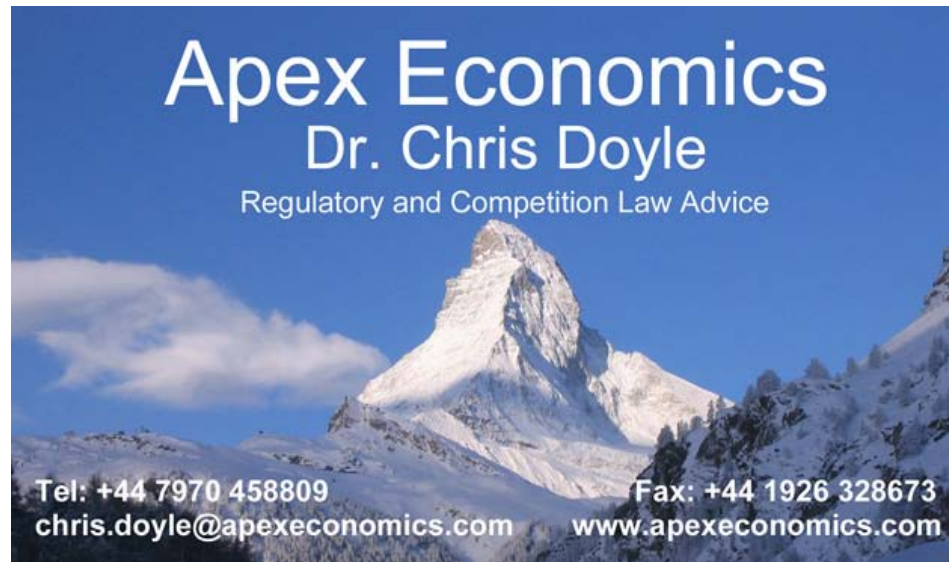
High level of distrust persists

Subsequent Developments

- Visit in September 2005 to discuss tariffs for new mobile service, broadband, NGN soft switch and Camp replacement
- January 2007 to assist in preparations for negotiations on Camp replacement
 - June 2007 negotiations on Camp
 - April 2009

Current Visit

- Modernise the law
- Review tariffs and mechanism for regulating quality of service and tariffs
- Acceptance of Camp
- Spectrum management



Thank you