

Samoa National Communications Sector Policy

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1.0 VERSION HISTORY

Vers No	Details	Originator	Authorised By	Date
1.0	Original Document	TBA		Nov 02
2.0	Revised Version	TBA		Dec 04
2.1	Revised Layout, Contents, Combining different communication sector policies into this document	James Potoi		Aug 05

2.0 INTRODUCTION

Communications development in Samoa is reflecting the rapid and dynamic pace at which the industry is evolving globally. The sector has undergone major transformation in the last two decades, but more so since the former Post Office Department was corporatised in 1999, thereby separating the policy and regulatory functions from operations and service delivery.

Notwithstanding the positive forces of change in the Communications sector; major reforms are still necessary. The Government of Samoa has taken a firm position on reforming the communications sector, given its belief that a strong communications industry provides vital support for economic and social development. This commitment is implicitly stated in the country's National Strategy for Development 2002-2004, and provides the platform from which key communication goals can be pursued.

This National Communications Sector Policy (The Policy) document provides a broad set of strategies, designed to guide the development of Samoa's communications sector, focusing more on ensuring that the needs and aspirations of the people of Samoa are met. To this end, the objectives of the Policy will facilitate an enabling environment that encompasses competition, private sector participation, universal service/access and market liberalisation. Effective regulations and monitoring are necessary to ensure their implementation.

2.1 Vision

It is envisaged that the Communications Sector of Samoa will provide services and technology that are:

- modern
- available
- accessible
- affordable
- suitable
- effective
- scalable

2.2 Mission Statement

The Mission is to ensure the provision of high quality postal and telecommunication services.

3.0 COMMUNICATIONS SECTOR

3.1 Definition

The Communications Sector includes all Telecommunications, Postal and Courier and Broadcasting services operating in the country. This policy addresses in the main, the provision of Postal and Telecommunications services.

3.2 Mandate

The Postal and Telecommunication Services Act 1999 separates the policy and regulatory functions from service delivery in the Communications Sector. Under this Act, Samoa Communications Limited¹ was established as a State Owned Enterprise to provide the main postal and telecommunications services for the country, while the Ministry of Post and Telecommunications (MPT)² was established to administer the Act and develop an efficient and commercially viable communications policy.

The following Laws also form the foundation for the implementation of telecommunications and postal services:

- Post Office Act 1972 and related Regulations
- Internet Act 1997

4.0 SECTOR PERFORMANCE

The performance of the Communications Sector looks at what and how the sector has contributed towards the social and economic development of our country. Performance can be measured by various performance indicators. Such indicators are collected on an annual basis so that comparisons can be drawn and forecasts made.

¹ Samoa Communications Ltd changed its name to SamoaTel Ltd in 2002.

² Ministry of Posts and Telecommunications was renamed Ministry of Communications and Information Technology (MCIT) in April 2003 as a result of the Ministerial and Departmental Arrangements Act 2003.

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The indicators discussed in this document show the extent to which the sector has been developed to provide both basic and advanced communications services, and the quality at which these services are being delivered. They also demonstrate efforts made so far in reforming the sector, and how such reform impacts on the general overall development of the country.

4.1 Service Providers

The Government of Samoa granted 2 separate exclusive licences for 10-year periods for the provision of postal, telecommunications and cellular mobile telephone licences. SamoaTel Ltd holds the licence to provide all postal and telecommunications services that were previously performed by the Post and Telecommunications Department before corporatisation in 1999, while Telecom Samoa Cellular Ltd is licensed to provide cellular mobile telephone services based on analogue technology (AMPS).

Table 1 shows all service providers of Communication Services.

Table 1: Service Providers

Service Provider	Established	Services	Staff
SamoaTel Ltd	1999	Main postal and telecommunications services provider; International gateway owner	226 24 (postal)
Telecom Samoa Cellular Ltd (TSC)	1997	Provide analogue cellular- mobile telephone services, Pre-paid mobile telephones	12
Computer Services Ltd (CSL)	1998	Internet Service Provider; Computer services – supplier of equipment e.g computers, accessories etc; Operates an Internet Cafe	37
Lesa Telephone Service	1989	Internet Service Provider (300 subscribers); Install and maintain internal telephone lines/IATA/ PABX System; Supply and sell telephone sets, fax machines; Operates Internet Cafe	15
Ipasifika (A & F Ltd)	2000	Internet Service Provider; Sell a full range of computers hardware and software; Operates an Internet Cafe	12
HJF Electronics Ltd	1990	Supplier of radio equipment; Sell and programme Cellular phones of any model; Sell other small electronic devices; Install and repair radio equipment; Maintain radio station poles	13
Mansfield Holdings Ltd	1997	Supplier of PABX, handsets, transmitters retail equipment etc; Digital Security Control System	4
Telecomtronics Ltd	1986	Supplier of spare parts for electronic equipment; provide services that use radio transmission e.g handheld radio telephones; install and operate wireless TV service -Star Cable , repairs TV and videos etc	3
Procom Systems Ltd	1992	Supplier of telecom and radio equipments, install VHF radio links, and telephone systems, e.g PABX; Owns approx. 60	27

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		telephone systems, Provider of 'Pro-com Sky' Television	
Tj Electronics Ltd	2003	Supplier of mobile radio communications, studio systems, airport navigation & security systems, alarms, power generators; installation and maintenance	2
Pacific Communications Ltd	2003	Supplier of radio communications systems; installation and maintenance	2
South Seas International Ltd	1990	Courier agents for DHL	2
Pacific Forum Line	1982	Courier agents for TNT (Thomas National Transport)	2

4.2 The Telecommunications Sector

Telecommunications is broadly, the conveyance of information in the form of sounds, images and data. This section is a discussion of the current Telecommunications sector.

4.2.1 Infrastructure

The present infrastructure of the Telecommunications Network in Samoa, includes:

- 6 digital Exchanges. The Main Exchange in Apia provides the International Telecommunications Gateway, and a Manual Operator Assistance Centre. Five smaller Remote Subscriber Switches are located at Faleasiu, Lufilufi, Salelologa, Faleolo Airport and Asau in the Rural Sector.
- An extensive rural telecommunications network using the Digital Radio Multiple Access Subscriber System (DRMASS).
- Some areas of the country are serviced with the IRT2000 radio system.
- A Digital Microwave System interconnects all the remote exchanges to the main Gateway Exchange. Optical fibre technology has now replaced some of the microwave links that linked Apia Exchange to the Rural Exchanges. The main backbone infrastructure is also fibre optic and covers 70% of the rural areas of Upolu.
- All international access is provided by a standard A Satellite Earth Station operating through the 174 degree Intelsat Satellite. This station provides direct digital circuits to New Zealand, Australia, and United States mainland. A further digital microwave connection provides a direct link between Samoa and American Samoa (SAS link) with a capacity of 30 voice channels.
- Wireless Local Loop (WLL) technology was introduced in 2003 to provide telephone to the rural areas in Savaii where cables cannot be installed.
- A network of public card-payphones (132) is in place covering the two main islands.

4.2.2 Telecommunications Services

The national telecommunication network provides a range of basic telecommunications services, comprising telephones, data, facsimile and radiotelephones. In addition, some advanced services are now available in Samoa. Table 2 shows the range of services and their respective number of customers.

Table 2: Range of Services

Services	Quantity
Telephone Main Lines	14,462
Public Pay telephones ³	
Card-operated pay phones (SamoaTel)	102
Card-operated pay phones (TSCL)	30
Women's Committee phones	50
Cellular mobile telephone ⁴	
Post-paid	2,477
Pre-paid (PREMO)	6,036
Radio Paging ⁵	1
Internet Services(subscribers) ⁶	3,000 (approx)
Video teleconferencing ⁷	3

4.2.3 Quality of Service

Customer demand for a telephone connection continues to grow, despite vigorous network expansion developments in recent years.⁸ Results from a recent survey⁹ revealed that a significant proportion of the population is still not connected to the public telephone network. However, the majority of them reported that they had access to public pay phones, of which they perceived to be of good quality.

4.2.4 Prices

Telecommunication tariff rates were last reviewed in 1989.

4.2.5 Accessibility

Most people in the country have reasonable access to a range of basic telecommunication services.

4.2.6 Human Resource Development

SamoaTel Ltd employs the majority of telecommunications personnel in the sector. While a range of telecommunication skills is available in both public and private sectors, the demand for expertise in this area is growing.

4.3 The Postal Sector

The postal sector is, broadly, the carriage of physical communications and light goods up to 20kg, both by public and private enterprise.

³ Distributed around the islands of Upolu and Savaii

⁴ Subscribers have increased dramatically since the introduction of the pre-paid (PREMO) service in 2003.

⁵ Used by medical officers in the Health Ministry

⁶ Gateway: SamoaTel; ISP: CSL, LTS, iPasifika.Net; Domain name (ws): Owned by GoS, and administered by CSL

⁷ Video teleconferencing (VTC) is used by the National University of Samoa, University of South Pacific and Ministry of Health.

⁸ SamoaTel's waiting list for main lines up to 2003 was 7,586.

⁹ A Communications Services Customer and Needs Satisfaction survey was conducted in July 2003 covering a random sample of 2,107 households; Teledensity is measured at 6.6

4.3.1 Infrastructure

SamoaTel Ltd provides the main Postal Services, with two private courier services operating on a lesser scale. The main Postal Office is situated in Apia. Five (5) District Post Offices (DPO) situated at Salelologa, Tuasivi, Fagamalo, Salailua and Asau, provide a range of postal services to Savaii. Thirty sub-post offices housed in privately owned shops and residences around the country distribute postal articles and sell postage stamps. Uniform 'SamoaTel' postal boxes are located in front of these outlets (Added to Range of Services)

4.3.2 Accessibility of Postal Services

The national postal network provides a full range of postal services to the country. There is no home delivery service. However, delivery to all postal outlets is daily in Savaii and Upolu from which customers can collect their mail.

Table 3 shows the extent of accessibility and distribution of postal services in Samoa.

Table 3: Indicators of Accessibility and Distribution of Postal Services

Postal Indicators	Ratio
Inhabitant / Post Office	28,333
Letter / inhabitant	6.9
Number of P O boxes	6,885
Number of P O boxes / 100 inhabitant	5.53

4.3.3 Range of Services

SamoaTel provides the following services:

- Carriage of letters, packets and parcels within Samoa and abroad
- Special registered and insured services
- Ancillary services including philatelic products
- Express Mail Service (EMS): This is a faster delivery service, which operates on a bilateral arrangement with various countries of the world. Delivery is to private boxes or by collection but there is no street address delivery.
- Bill Payment Agencies for EPC and SWA (at Asau and Fagamalo DPOs)
- Postal Shop in Salelologa

Two Courier Agencies are currently providing services based on high speed and reliability.

The use of tele-faxes and e-mail technology has impacted significantly on mail volume, particularly for Government and Commercial Sector data and general correspondence transfers.

4.3.4 Postal Prices and Subsidies

Postal prices are low and have not been reviewed since 1994. Mail volumes posted in Samoa are declining, despite the low costs. The postal service, which is operating at a loss, is being subsidised by the telecommunications profits.

4.3.5 Quality of Service

In the past, the national postal service was perceived as unsatisfactory due to significant mail loss

and delay. A vast improvement however, in the quality of service over recent years, has changed this perception, as revealed in the Customers Needs and Satisfaction Survey 2003.

5.0 ANALYSIS OF ISSUES TO JUSTIFY POLICY INITIATIVES

Issues and challenges that need to be addressed can be summarized as follows:

5.1 Improvement Needs

- Upgrading of basic postal and telecommunication services is needed.
- Efficient handling, distribution and security of the mail are essential.
- Human resources need to be developed to the required levels of competency.
- Customer protection provisions of the Post Office Act 1972 are outdated and need to be revised to meet current needs.
- Improvements are needed in complaints handling procedures.
- The provision of accurate and timely data/information from all service providers to MCIT needs to be enforced.
- Appropriate competition should be promoted in the sector to enable the provision of an adequate range and quality of postal and telecommunications services.

5.2 Licensing

Samoa does not have a licence arrangement whereby 'Service Providers' are classified and authorised to carry out specific services in the communications sector. SamoaTel and Telecom Samoa Cellular operate under exclusive licences. The existing Service Providers can be termed as:

- (a) Providers of telephone, postal, cellular mobile and courier mail services;
- (b) Providers of customer premises equipment;
- (c) Providers of Internet services (ISPs)

Legislation should specify whether or not (a), (b) and (c) constitute the term 'Service Providers' and what licensing obligations they are subject to. Furthermore, there needs to be more research done on whether ISPs should be licensed to operate. Many countries do not regulate their ISPs. The Internet Act 1997 gives authority only for the transfer of assets from a previous company to the former PTD (now SamoaTel).

5.3 New Technology

In light of the convergence era that we are in, new and more advanced communications technologies need to be taken advantage of. The advent of the Internet is a major breakthrough in Information Technology, which Samoa needs to develop further.

6.0 DEVELOPMENT OBJECTIVES

The following objectives have been identified for policy development.

6.1 Accessibility of Services

Ensure universal access to a wide range of postal and telecommunication services.

By the end of year 2005:

- extended communication access to all rural areas will be made possible through options such as universal service obligations and competitive provision of services;

- ❑ no Samoan living in a community of more than 200 persons shall have to travel more than 400 metres to gain access to a telephone;
- ❑ all educational institutions shall have access to necessary telecommunications facilities, including Internet access;
- ❑ health services, including hospitals, and health centres shall have access to telecommunications services;

6.3 Prices and Subsidies

Improve postal revenue by; raising postal prices, and introducing more efficient operation through industry restructuring. Charges for both postal and telecommunication services should be cost based or near to it.

6.3.1 Reserved Services

Keep the extent of the postal and telecommunication monopoly at the minimum essential level to encourage the full development of competition.

6.3.2 Quality of Service

Ensure that the provision of postal and telecommunication services, including the speed and reliability of delivery and the installation and maintenance of network facilities, are of an acceptable standard and at least complies with ITU and UPU specifications.

6.3.3 Customer Protection

Introduce effective customer protection and complaints handling procedures.

6.3.4 Regulation

Introduce the minimum necessary regulatory processes to ensure that all licensed service providers meet the terms of their licences, and the objectives of this policy are being achieved.

6.3.5 Human Resource Development

Build capacity in the Communications Sector and ensure that competence is available in all areas.

7.0 IMPLEMENTATION STRATEGIES

The following strategies and activities have been identified for achieving the policy objectives.

STRATEGIES	ACTIVITIES
<p>Industry Structure <i>Allow SamoaTel to provide basic postal and telecommunication services during the current licensed period of its operations.</i></p>	<ul style="list-style-type: none"> ➤ At end of licensed period (2009): <ul style="list-style-type: none"> ○ Invite the private sector industry and SamoaTel Ltd to bid for the provision of communications services; ○ Award licenses to the best bidder/s and ensure that they function as efficient and viable commercial enterprises; ○ Ensure that the communications service licences contain provisions for pricing rules, Community Service Obligations (CSO), monitoring of performance, terms of access to P&T facilities, sanctions for non-performance of licence obligations and exit conditions on termination of licence;

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<p>Range of Services <i>Encourage the development of a full range of modern P&T services through competition in a market with minimum regulation.</i></p>	<ul style="list-style-type: none"> ➤ Enable competition for the provision of modern P&T services, e.g Internet services, CPEs and Courier (postal); ➤ Service Providers shall have the flexibility to: <ul style="list-style-type: none"> ○ develop postal services like special door to door delivery, advertising mail etc. ○ provide adequate telecommunication network capacity to meet standard connection time targets for services; ○ provide advanced data services including packet switching facilities where necessary; ○ provide modern Directory and Emergency Services. 								
<p>Prices <i>Ensure that postal and telecommunication prices are set and maintained at viable levels.</i></p>	<ul style="list-style-type: none"> ➤ Carry out tariff rebalancing exercise; ➤ Raise postal prices, as deemed appropriate; ➤ Include licence provisions that will ensure prices are set at appropriate level, considering the need for licensee to generate a reasonable return on its total investment. 								
<p>Accessibility of Services <i>Formalise in legislation a Community Service Obligation (CSO) for licensed service providers and quantify it in the licences.</i></p> <p><i>Satisfy the communication needs of the general public using public facilities.</i></p>	<ul style="list-style-type: none"> ➤ CSO shall be framed in general language to allow for different interpretations in the licence from time to time to reflect current needs and that performance should be monitored ➤ SPs shall install card-operated phones and booths in all public venues such as airports, wharves, hospitals, shopping areas, markets etc. ➤ SPs shall provide a wide range of P&T services in main centres, e.g Apia, Salelologa, Tuasivi etc 								
<p>Market Structure <i>Grant licences to potential service providers where the Government considers the performance of current SPs as inadequate.</i></p> <p><i>Encourage Private Sector Participation</i></p> <p><i>Introduce competition in digital cellular mobile services</i></p> <p><i>Liberalisation of P&T markets</i></p>	<ul style="list-style-type: none"> ➤ The Minister through MCIT shall take corrective or other necessary actions, such as revocation of licence, should the current SPs not perform in accordance with their licence obligations; ➤ Facilitate the award of licences to alternative service providers who can supply the range, quantity and quality of services required by customers; ➤ Ensure that transparent tender processes are in place and complied with. ➤ Facilitate the participation of the private sector for the provision of quality P&T services on a competitive basis ➤ Award a digital cellular licence through an open, transparent and competitive tender process. ➤ Implement liberalization of services as proposed below: <table border="0" style="margin-left: 20px;"> <tr> <td>Basic Voice</td> <td>By 2009</td> </tr> <tr> <td>Cellular Mobile</td> <td>2004</td> </tr> <tr> <td>International</td> <td>By 2009</td> </tr> <tr> <td>All Others</td> <td>Immediate to medium term</td> </tr> </table> 	Basic Voice	By 2009	Cellular Mobile	2004	International	By 2009	All Others	Immediate to medium term
Basic Voice	By 2009								
Cellular Mobile	2004								
International	By 2009								
All Others	Immediate to medium term								
<p>Reserved Postal Services <i>Provide monopoly protection only for the carriage of small letters at normal speeds</i></p>	<ul style="list-style-type: none"> ➤ Open other postal markets e.g parcels and courier, to competition but retain SamoaTel's monopoly for 								

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<p><i>of delivery</i></p>	<p>international purposes;</p> <ul style="list-style-type: none"> ➤ Set a price barrier between monopoly-protected and monopoly-exempted items, as determined by speeds of delivery.
<p>Standards of Service</p> <p>Postal</p> <p><i>Provide specific service standards for speed and reliability in the postal licence.</i></p> <p><i>Introduce new time standards for customs clearance of public and private sector mail</i></p> <p>Telecommunications Services</p> <p><i>Provide standards for telecommunication services and items of supply.</i></p> <p><i>Ensure network expansion by end of 2005</i></p>	<ul style="list-style-type: none"> ➤ Develop standards for speed and reliability in consultation with customers and licensee; ➤ Zero tolerance will be set for stolen items or contents. ➤ Subject to consultations with the Customs department, reasonable time standards shall be set for the process of clearing mail. ➤ Introduce the following standards, subject to detailed negotiations with the telecommunications service providers and equipment suppliers: <ul style="list-style-type: none"> ○ Clear all unsatisfied demand by 2005; ○ In Apia town area, provide standard telephone services, within 5 working days after receipt of application; ○ In areas outside Apia where telecommunications networks exist, provide standard telephone services within 10 working days of receiving application; ○ In areas outside Apia where no telecommunications network exist, negotiate a reasonable connection time with customers, but no longer than 6 months after application ○ Establish clear maintenance service procedures for all services; ○ Establish efficient billing arrangements including convenient bill paying facilities; ○ Establish adequate Customer Enquiry Centres. ➤ Increase switching capacity to 20,000 lines or more; ➤ Install external plant to provide quality services to customers; ➤ Install transmission links to connect all parts of the network requiring such links; ➤ Cellular Mobile Service coverage is made available right around Samoa, except for areas that cannot be accessed; Cellular Mobile service should have full coverage ➤ Extend telephone networks to areas not yet reached.

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<p>Customer Protection</p> <p><i>Provide sanctions for unlawful behaviour.</i></p> <p><i>Improve complaints handling procedures.</i></p> <p><i>Ensure prompt response to fault reporting by customers.</i></p>	<ul style="list-style-type: none"> ➤ Provide a list of offences and sanctions in legislation and regulations. ➤ Include in terms of licence a provision for the handling of complaints by the licensee. ➤ SPs shall be required to initiate immediate appropriate action when faults are reported.
<p>Performance Monitoring</p> <p><i>Regularly monitor the performance of licence obligations.</i></p>	<ul style="list-style-type: none"> ➤ MCIT and other relevant authorities shall monitor the performance of the licensed SPs against the terms of their licences; ➤ Formalise in licences the obligation of SPs to provide accurate and timely information to MCIT as required.
<p>Human Resource Development</p> <p><i>Improve skills of P&T personnel.</i></p>	<ul style="list-style-type: none"> ➤ MCIT shall assist the SPs in identifying their capability needs against the requirements of the Sector, and where appropriate, facilitate relevant training to meet the needs. ➤ SPs shall be responsible for resourcing their own training in the absence of Government assistance/funds.

8.0 SECTOR REGULATION

The establishment of an independent regulatory function is necessary for monitoring the implementation of the Communications Sector Policy. It shall ensure that this Policy is adhered to with integrity, impartiality and fairness. This will be effected through strict observance of the provisions of the Acts and Regulations concerned.

8.1 Regulator

An independent Regulator will be established and mandated to issue licenses; promote and enforce fair competition; regulate tariffs; interconnection; infrastructure sharing; numbering; assign and monitor frequencies; protect consumer interests; and perform such other technical and economic regulation as required.

The Regulator shall ensure that the Sector operates in a manner, which is competitive where competition occurs and fair where competition is absent or limited. It will also ensure that customers are satisfied and policy objectives are being achieved.

8.2 Key Regulatory Policies

The Regulator shall carry out the following functions:

8.2.1 Licensing

License communications networks and services in Samoa and monitor their compliance.

8.2.2 Competition

Ensure fair competition. It will ensure that operators do not abuse a dominant position, enter into an anti-competitive agreement or engage in anti-competitive behaviour in the market including inter alia cross-subsidies, predatory pricing, unfair discrimination or tying arrangements;

8.2.3 Tariff Policy

Establish tariff regulation requirements for dominant operators, which will ensure that service prices are cost-oriented, consumers and competitor interests are protected and the industry develops efficiently;

8.2.4 Interconnection

Ensure that interconnection agreements (including the technical, physical and financial components) between licensed operators of public communication services, are transparent, non-discriminatory and cost-oriented. For transparency, all interconnection terms must be publicised. In the event of dispute the regulatory unit shall be empowered to resolve such disputes;

8.2.5 Infrastructure Sharing

Regulate operators in regards to infrastructure sharing (share ducts, towers, poles and other infrastructure elements of their networks);

8.2.6 Spectrum Management Unit

Ensure that the spectrum management unit operates efficiently. Its functions include developing the frequency allocation plan for Samoa and managing the radio frequency spectrum.

8.2.7 Postal Sector

Enforce a National Postal Policy and monitor postal sector performance.

9.0 IMPLEMENTATION OF POLICY

Proposed changes in legislation will contain the necessary provisions and flexibility for the implementation of this policy. The Ministry will be responsible for administering the legislation and spearheading the continuous review of this policy.

9.1 Legislation Review

The current Acts will need to be amended to accommodate new changes brought about by the Sector reforms and legislation necessary to give effect to this Policy.

10.0 PUBLIC CONSULTATION

Ongoing in-depth consultation with communications services stakeholders is essential, in reviewing the Communications Sector Policy at least every two years. Views obtained from consultations shall be noted, analysed and considered during the review process.

The Sector Policy shall be made available for public comment.

APPENDIX

Appendix 1: ABBREVIATIONS & GLOSSARY

- *ATM*
Automatic Teller Machine
- *Digital Microwave System*
A radio system that uses electromagnetic waves of the radio frequency spectrum above 890Mhz and below 20Ghz. (Some people refer to frequencies between 1G and 30Ghz).
- *DRMASS*
Digital Radio Multiple Access Subscriber System
A radio communications system operating in the microwave frequency band.
- *EFTPOS*
Electronic Fund Transfer Point Of Sale
- *Exchange*
A Telephone Switching Centre.
- *EMS*
Express Mail Services
- *Gateway*
A network element interconnecting two otherwise incompatible networks, network nodes, sub-networks or devices.
- *Interconnection*
The linking of different networks with or without a protective connecting arrangement so that the customers can communicate with one another.
- *Internet*
It is both a transport network - moving every form of data around the world -and also a network of computers which allows you to access, retrieve, process and store all manner of information.
- *ITU*
International Telecommunication Union
An impartial, international organization within which governments and the private sector work together to coordinate the operation of telecommunication networks and services and advance the development of communications technology.
- *Manual Operator Assistance Centre*
Any of a variety of telephone services which need the assistance of an operator.
- *Microwave*
Electromagnetic waves in the radio frequency spectrum above 890Mhz and below 20Ghz. (Some people refer to frequencies between 1G and 30Ghz).
- *Numbering*
The assignment of a unique number/identities to a user network interface.
- *Optic Fiber*
Technology based on thin filaments of glass or other transparent for transmitting coded light pulses that represent data, images and sound. Fiber optic technology offers high speed.
- *Packet Switching*

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Digital data transmission method that divides messages and files into standard size pieces called packets that are switched across networks individually and then reassembled at their destination.

- *Packet Switching Facilities*

Digital data transmission network that uses packet switching technology.

- *Paging System*

A service designed to deliver numeric or alphanumeric messaging to a person whose location is uncertain.

- *Philatelic Service*

The collection and promotion of postage stamps.

- *Philatelic Products*

Products of the related service such as stamps and postcards.

- *IRT2000*

A type of radio communication system.

- *SES*

Satellite Earth Station

A station located on earth and intended for communications with one or more space stations or stations of the same kind.

- *Satellite Link*

Microwave link using a satellite to receive, amplify and retransmit signals.

- *Spectrum*

A continuous range of frequencies usually wide in extent within which radio waves have some specific characteristics.

- *Spectrum Management*

It is the process of managing the radio spectrum for the purposes of imparting efficiency and intelligence to the spectrum as well as monitoring the use of the spectrum.

- *Switched Wireline Service*

A circuit, which is routed through a circuit, switched network, such as the telephone.

- *Subscriber System*

System that connects a subscriber to the local telephone network.

- *TDMA*

Time Division Multiple Access

A technology for delivering digital wireless service, using time division multiplexing. It works by dividing a radio frequency into time slots. GSM (Global System for Mobile) digital cellular uses TDMA technology.

- *Teleconferencing*

A conference which uses telecommunications to link people by audio and or video.

- *Tie Line*

A telephone line which is dedicated to connecting two points and which requires a minimum human intervention to achieve communication.

- *Universal Access*

To make postal and telecommunications services available and accessible from any location in the country.

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- *UPU*

Universal Postal Union

An international organisation with 189 member countries, which provides the link for cooperation between postal services. It also fulfils an advisory, mediating and liaison role, and renders technical assistance where needed.