Ministry of Posts and Telecommunications

2000 - 2001

POST OFFICE

Annual Report

TABLE OF CONTENTS   Page

MESSAGE FROM THE HONOURABLE MINISTER OF POSTS AND TELECOMMUNICATIONS

This is the second Annual Report for the Ministry of Posts and Telecommunications. In line with Government thinking to strengthen the overall Policy and Regulatory basis for the development of the Postal and Telecommunications industries, this year has seen the continuing efforts of the Ministry towards achieving that objective.

Premised on the effective working relationship now existing between the Private and Public Sectors, the Ministry has continued to conduct workshops and fact-finding researches and surveys which have produced vital statistics for appropriate advice to Government for the Sector's development. Such advice has addressed issues such as new technology, universal access and a competitive environment, strategies for achieving quality, affordable and accessible postal and telecommunication services.

The noticeable development in the form of new technological systems and their application, in particular the teleconferencing technique for purposes of Education and Health, has set a milestone in Samoa's communication development. The plan for upgrading the cabling networks especially through the introduction and usage of the modern fibre-optic technology is another significant step in the development and application of high-technology systems for telecommunications in Samoa.

The Spectrum Management Agency continues to be administered and managed by the staff of the Ministry. Radio Frequency Bandwidth is a vital national resource that has seen a significant increase in allocation and usage for telecommunications and radio transmission purposes to date. As a revenue source, and based on international and local indicators, the present development to strengthen and increase Spectrum usage to its full potentials predicts a lucrative future indeed.

This year the Ministry has continued to promote and pursue its visionary commitment to lead in the development of Policy and Regulatory guidelines that will provide the basis for quality, innovative and responsive Postal and Telecommunications services for the people of Samoa. Such a commitment would assist in the overall efforts of government to improve the standard of life for the people of Samoa.

It is indeed my pleasure and honour therefore to submit this Report on the Activities of the Ministry of Posts and Telecommunications for the period, 1st July 2000 to the 30th June 2001.

Tuilaepa Sailele Malielegaoi
PRIME MINISTER & MINISTER OF POSTS AND TELECOMMUNICATIONS

The Honourable Minister for Posts and Telecommunications,

It is my pleasant duty to submit the Annual Report for the Ministry of Posts and Telecommunications for the period from the 1st July 2000 to 30th June 2001.

This report discusses the operations of the Ministry in the year under review, and focuses on the continuing work of the Ministry since its first year of operation. The progress in finalising the National Communications Sector Policy, the review of the Radio Regulations and future developmental strategies for the Ministry as well as for the Sector as a whole, are also discussed in detail.

This year has again seen the concerted effort of the Ministry's staff in planning and implementing a series of public workshops and seminars to identify and address the various issues such as new technology, universal access and competition in the interest of achieving better quality and more affordable services. Surveys and consultations involving all stakeholders continue to provide the necessary data and other important information for dissemination and advisory purposes for on-going development in the Sector.

This Report again points to some developmental options that were highlighted in the previous annual report for the future of the Ministry.

As Samoa's official representative in the various international postal and telecommunications agencies, the Ministry has continued to participate in the seminars and conferences conducted with the assistance of these agencies during the year, on development issues of relevance to our situation. In this respect the Ministry wishes to convey its gratitude for all the assistance provided by the international administrations and Agencies concerned.

I wish to acknowledge in particular the invaluable assistance provided by the general public and all stakeholders in the surveys and workshops conducted as part of the Ministry's work this year. The continuing direct co-operation and assistance from government departments, corporations and agencies, as well as the private sector are also noted with sincere gratitude.

Faafetai

(Sapau R. Petaia)
DIRECTOR OF POSTS AND TELECOMMUNICATIONS

THE FUNCTIONS OF THE MINISTRY

The Ministry of Posts and Telecommunications is set up under the Postal and Telecommunications Services Act 1999, which spells out its functions as follows:

1. To provide policy advice on all matters relating to the provision of postal and telecommunications services;

2. To monitor the provision of postal and telecommunications services;

3. To advise the Minister on all matters relating to the grant and operation of licenses for the provision of postal and telecommunications services;

4. To encourage and promote the provision and availability of high quality and affordable postal and telecommunications services to the public;

5. To assist in the establishment of a regulatory environment which will facilitate the development of postal and telecommunications services in Samoa which are efficient, competitive, and responsive to the public;

6. To advise on the technical nature of the postal and telecommunications services available in Samoa and whether they are adequate and sufficiently advanced having regard to the services available outside Samoa, and;

7. To advise on any developments in the postal and telecommunications industry.

The Ministry is charged with the administration of the above Act, and in relations to its regulatory and licensing functions, it also administers parts of the Post Office Act 1972, and related Regulations.
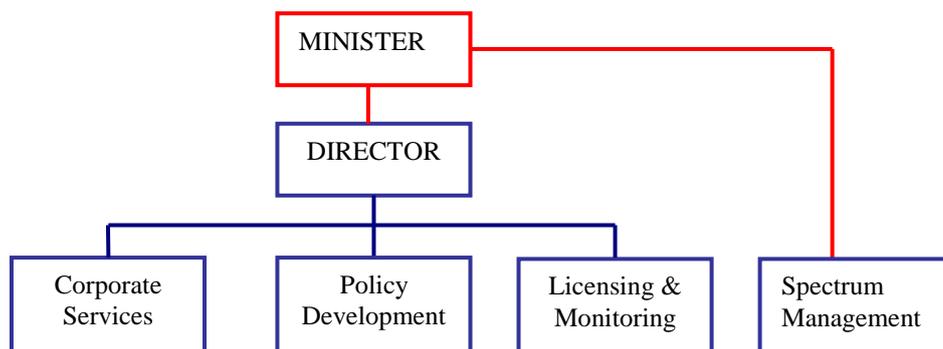
THE MINISTRY's VISION AND MISSION

The Ministry of Posts and

Telecommunications has pledged as its

Vision, the aspiration to lead in the

Formulation and development of a

Communications Policy that provides the

Basis for quality, innovative and responsive

Postal and Telecommunications Services for

the people of Samoa.

Its **Mission** is to work in partnership with all

Stakeholders to develop an efficient,

Effective, reliable and affordable

Communications service for all

the people of Samoa.

ORGANISATION OF THE MINISTRY

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                    │ MINISTER │─────────────────┐
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                    ┌──────────┐                  │
                    │ DIRECTOR │                  │
                    └──────────┘                  │
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    │ Corporate  │ │ Policy   │ │ Licensing│ │ Spectrum   │
    │ Services   │ │Developmnt│ │    &     │ │ Management │
    │            │ │          │ │Monitoring│ │            │
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The original set-up of the Ministry's organisation since its establishment was maintained for this second year. This is composed of three Divisions:

1.   The Policy Division
2.   The Licensing and Monitoring Division.
3.   The Corporate Services Division.

In addition, the Ministry's staff continues to shoulder the responsibilities for the Management of the Spectrum Agency, which is still awaiting its staff under recruitment.

It is important to note that due to resource constraints and in an effort to try and assess the staffing needs of the Ministry, the staff has been required to assist in the work for the Ministry as a whole whenever required.

The Policy Division's staff is composed of the Assistant Director Policy and two (2) Senior Policy Analysts.

The Monitoring and Licensing Division's staff consists of the Assistant Director Monitoring and Licensing, a Senior Licence and Monitoring Inspector and a Frequency Management Officer. A technical assistance consultancy funded by the International Telecommunications Union (ITU) was conducted during this year and has resulted in the drafting of new Radio Regulations and Radio Service Charges Manual as well as a proposal for the re-organisation of the Spectrum Management Agency (SMA).

The Corporate Services Division is responsible for the operations of the Accounts, Records and Training Sections of the Ministry. It also provides the administrative support staff and services for the Policy and Licensing and Monitoring divisions. A significant achievement in this year's work is the successful setting up of a computerised database for the Ministry's Records. Though still in its early stages, further development to ensure the complete computerisation of these vital records and data have been proposed.

The Chief Administration Officer is responsible for the overall supervision and control of this Division with a staff of eight (8) employees.

Future Staffing Needs

As the importance and scope of the Ministry's work continue to expand with growing interest and demand, the need for improved output of service from the Ministry is evident. As pointed out in the initial annual report for the Ministry, there is a need for technical expertise in the electronics and engineering fields, as well as additional experienced and qualified policy analysts.

Given the ongoing developments and the likelihood of increased revenue from licenses of service providers and frequency usage, as well as the need to prepare final accounting statements, the Ministry also needs to hire qualified accounting personnel. This need is becoming urgent given the increasing demand for frequency usage.

Budget Provision

A total expenditure budget of $620,864 was approved by Parliament for the Ministry's work including the Spectrum Management Agency. A budget surplus of $29,994 was realised.

Total revenue of $14,513 from licensing fees for frequency usage was collected during the year.

POLICY DEVELOPMENT DIVISION

The division's work for this financial year focussed mainly on collecting and analysing information to support the National Sector Policy, and coordinating the Ministry's consultations with the sector and its national and international stakeholders. The Policy Division undertook a number of tasks to develop the database for the Ministry and provide support for the National Sector Policy. These included carrying out survey work and collating relevant data at both local and national levels, conducting stakeholder consultation workshops in Upolu and Savaii, and liaising with regional and international organisations for professional assistance and advice.

The National Sector Policy

During the period under review, Cabinet considered the draft National Sector Policy coordinated by the Ministry during the year 1999/2000. Some structural issues critical to the sector remained unsolved, and accordingly, this draft policy paper was referred back for further consultation with major stakeholders. These issues involve the institutional set up of the sector, particularly the performance of the regulatory functions, and the appropriate role to be played by the Ministry, as well as the execution of the Spectrum Management functions. It is also critically important that Samoa sets up a licensing and interconnection regime to ensure that appropriate competition is introduced to the sector. Technical expertise is required to assist the Ministry in setting up these frameworks, and organisations such as the ITU and APT are assisting the Ministry in these areas. These efforts take time however, and the finalisation of these matters is not expected to take place within the financial year under review, but will spread over a number of years.

Communication Sector Indicators

While awaiting the finalisation of the above matters through the organisations mentioned, the Ministry through the Policy Division has undertaken some of the groundwork necessary to provide the information needed. From the data collected the division was able to coordinate the following information on the Communication Sector in Samoa.

➤ *Communication Service Providers*

Table 1 lists the companies and businesses providing postal and telecommunication services in the country during the period under review.

Table 1: Service Providers

Service Provider	Type of Service	Date of Establishment	Number of Staff
Samoa Communications Ltd	Main telecommunications and postal operator.	1 July 1999	170
Telecom Samoa Cellular Ltd	Provide cellular, mobile telephone service	1997	7
Computer Services Ltd	Computer services – supplier of equipment e.g computers, accessories etc Internet services	1998	34
Lesa's Telephone Services Ltd	Internet service (300 subscribers) Install and maintain internal telephone lines/IATA/ pabx sys/ Supply and sell telephone sets, fax machines	1989	20 (incl 10 technicians)
Ipasifika (A & F Ltd)	Sell a full range of computers hardware and software, Install, support and maintain its internet services Website development Specialised High-end systems – units, nt, sun	2000	10 fulltime
HJF Electronics Ltd	Supplier of radio equipment Sell and program cell phones of any model Sell other small electronic devices Installation and repair of radio equipment. Maintenance of radio station poles	1990	10
Mansfield Holdings Ltd	Supplier of PABX, handsets, transmitters retail equipment etc Install and maintain Digital Security Control Systems	1997	2
Telecomptronics Ltd	Supplier of spare parts for electronic equipment, Provides radio telephones system. Install and operate a wireless TV network, repair TV and videos etc		5

Procom Systems Ltd	Supplier full range of radio equipment, Install and maintain VHF radio links, fixed telephone and mobile systems. Presently own 60 telephone systems, engaged 5,000 users of 2-way radio	1992	22 in total 2 engineers 14 technicians
United Parcel Services	Courier agents for International Air Express Delivery	Uncertain as business has passed hands	2
South Seas International Ltd	Courier agents for DHL	1990	7

➢ *Range of Services Available in Apia*

The division conducted a survey to obtain data on the telecommunication services available nationally, as well as the range of communication services available in Apia itself. The survey involved Government Departments and Corporations, 2 tertiary Educational institutions, Communication Service Providers, and the two hospitals in the country (National Hospital and MedCen). The responses shown in Tables 2A and 2B showed that the most popular forms of communication means are the basic fixed telephone, fax machine, the internet and the cellular mobile telephone.

This survey is not comprehensive, however it provides essential information on the extent of relatively advanced forms of communications such as the Internet, email and cellular telephone services in the public and some areas of the commercial sector.

This initial attempt at focussing on the availability and range of communications services in the urban area proved useful in forming the elementary database for the Ministry.

Table 2A: National Telecommunication Services

SERVICES	QUANTITY
Telephone Main Lines	9504 lines
Main lines for residential use	11008 lines
♦ Public Pay telephones	74 telephones
▪ Cellular mobile telephones	3044 subscribers
● Radio Page	2 organisations
➢ Internet Services	1050 estimated users
❑ Video teleconferencing	3 organisations

♦   Public Pay Telephones include those around Upolu, Savaii, Manono, the urban and other public areas
▪   Cellular card phones are now located at these sites: Lotemau Centre, Faleolo and Fagalii Airports, Moamoa Road, Siumu, Fugalei Market, Kitano and Aleisa Shop.
●   The only known paging system in the country at present is that used by medical officers in the Health Department. There has been some interest shown to expand this service
➢   SCL is presently the gateway provider and the 3 Internet Service Providers are Computer Services Ltd. (CSL), Lesa Telephone Services and IPasifika.Net Co. The domain name (.ws) is owned by the Government and administered by CSL.
❑   Video teleconferencing (VTC) has been available to the National University of Samoa (NUS) since 23 February 2001, utilising microwave telecommunication link to American Samoa. The Health Department is now connected to this link, for tele-medicine. The University of the South Pacific (USP) also uses video teleconferencing.

Table 2B: The Range of Communication Services Available in Apia

Communications Services	Percentage of users (respondents)
Facsimile machines	95
Internet/email	95
Cellular mobile phone	89
Private Courier Services	78
Special registered and insured services	75
Express Mail Service (EMS)	56
LAN/Intranet	49
Money Transfer	38
Ancillary postal services	47
Paging	5
EFT-POS	5
Video Teleconferencing (VTC)	3

➢ *Survey on the Availability of Public Telephones and Postal Services*

The Policy division conducted a survey on the availability of and accessibility to basic communications services, ie: public telephones and postal services around both Upolu and Savaii islands. The survey focussed primarily on the current provision of these basic services with particular emphasis on the rural areas.

Around the two islands, a total of 62 public telephones and 31 postal service centres were covered by the survey. The maps in Appendices 1 - 4 show the distribution of public telephones and postal centers around the two islands.

The survey revealed that 77% of public telephones are housed in women committee centres such as the one seen in the photo in Figure 1. The 'open styled fale' makes the public telephone accessible to any person at any time. The women committee members supervise the centre and operate the Public Telephone service, while at the same time make use of their time by weaving fine mats and carrying out other domestic chores for their families.

The survey covered all 31 postal service centres in Samoa, the Chief Post Office, 6 District Post Offices and 24 sub-postal centres. The photo shown in Figure 2 is typical of the sub-postal centres located in shop premises. The mail delivered to the sub-postal centres are recorded by the operators and kept in a secured place until collected by the recipient of the mail.

Figures 1 and 2 illustrate the type of communications service facilities available to the public around Samoa.

Figure 1   **Figure 2**

➤ *Stakeholders' Consultation Workshops*

The surveys conducted in 2000 were followed by extensive consultations with stakeholders earlier in 2001. These were held respectively in Upolu and Savaii to discuss the performance of the overall Communications Sector, and identify the constraints and opportunities that exist, and prospects for further development. The stakeholders covered most of the sectors and included representatives from the business sector, the education and health sectors, churches, village chief councils and women committees. Representatives from service providers were available to inform the public about their services and development plans as well as providing feedback on inquiries by the public. Information collected at these consultation workshops has been used to devise policy objectives and development plans for the sector.

➤ *Sector Training Needs Analysis*

A Training Needs Analysis was conducted this year for the communications sector. It was designed to identify and assess the current needs of the sector's workforce, covering all levels. The service providers responded positively to the survey form distributed for this purpose. Their needs as indicated suggested that there must be ongoing training programs to keep up with the changes in technology.

A summary of these needs is provided in the Table 3.

Essentially, the Policy Division is responsible for liaising with regional and international agencies regarding training and development issues of the sector and therefore coordinates any training opportunities offered to Samoa. It is reported that five (5) short-term training fellowships were awarded to the service providers during the review year.

Table 3: Summary of the Communications Sector Training Needs

TARGET GROUP	TRAINING NEEDS	TARGET LEVEL	PRIORITY
Technician / Engineers	▪ Spectrum management: Allocation / assignment of frequencies	Senior Level Field	High
Operations / Technical Officers	▪ Internet communication best design practice	Managers	High
Radio Technicians	Radio Transmission: preventive maintenance & use of electronic test equipment	General	Medium
Technicians	▪ PABX installation and network planning ▪ LAN planning / installation ▪ Computer software, Satellite Cable TV ▪ Radio communications troubleshooting ▪ Advanced technology in radio communications and cellular Safety & installation	Field technicians Senior level	High
Plant engineers	Installation and maintenance of optical fibre	Field	Medium
Computer Technicians	▪ New applications such as wireless interconnectors ▪ Domestic satellite receiver for audio / data New data transfer equipment, modems etc	Field Management	Medium
Telephone Technicians	▪ New technology in telephone	Field Management	Medium

International and Regional Forums

The representation of the Policy Division to forums at both international and regional levels has helped in its development through increasing its awareness of policy issues that are common to other countries similar to Samoa. It has helped the division build up its support network with other countries for information sharing and increasing knowledge base. Some members of the policy division are also involved in policy task force committees at the regional level. Table 4 shows the conferences and training programs, which the Policy Division attended on behalf of the Ministry.

Table 4: Conferences attended by the Policy Division on behalf of the Ministry of Posts and Telecommunications

Conferences	Period	Funding	Venue
APT 20th Study Group	24-28 July 2000	MPT	Thailand
3rd ITU-D Study Group	11-15 Sept 2000	ITU	Geneva
Development Symposium for Regulators	20-22 Nov 2000	MPT	Geneva
5th TDAG meeting of ITU	22-23 Feb 2001	ITU	Geneva
Fourth ASTAP Forum	2-5 April 2001	APT	Thailand
IMT-2000 & APT Preparatory for ITU-2001	23 May - 11 June 2001	APT	Thailand
PITA & Intelsat	25-28 June 2001	MPT	Tahiti

It is important to note that Samoa's presence at both regional and international levels is significant to its credibility as a developing nation. The effectiveness of Samoa's participation in these international and regional forums has already been realised in the assistance given by organisations such as APT and ITU in the form of training programs for employees of the sector. Given the dynamic nature of the communication field particularly telecommunication, it is also imperative that these international and regional representations continue. This is necessary for the Ministry to keep abreast with the ongoing changes in this field, as well as tapping into the assistance available from these organisations to the development of the communication sector in Samoa.

Important Suggestion for the Future Success of the Policy Division's Work:

An important point noted by the Division is the need for service providers and operators to cooperate in information dissemination needed for reporting the national situation of Communication Services in Samoa. The ability of the Ministry to successfully assess the sector's performance is dependent on the availability, amount and quality of information submitted by service providers. However, the Division has had a difficult experience in trying to obtain this information, as service providers have been sensitive at times regarding submission of information to the Ministry.

The Division reminds that legislation governing the operations of the Ministry imposes an obligation on all service providers to submit to the Ministry the information needed for reporting purposes.


LICENSING AND MONITORING DIVISION

The Licensing and Monitoring Division had a normal year although marked with an increase in workload. It coped remarkably well given that it did not have a divisional head for seven months between August 2000 until April 2001. The Division initially had two staff members, the Senior Licensing Officer, and the Assistant Frequency Management Officer until the Assistant Director was appointed.

Licenses

The Division's normal duties relating to processing licenses for frequencies allocated for radio communication users demanded a lot of time given the increasing number of applications received. The Division processed forty-five (45) applications for this year. Seventeen of these were for land mobile users; mainly for taxi operations, four (4) for broadcasting stations; two (2) satellite users; seven (7) for marine (ships) stations; and fifteen (15) amateur license holders (Fig 3 illustrates).

Figure 3
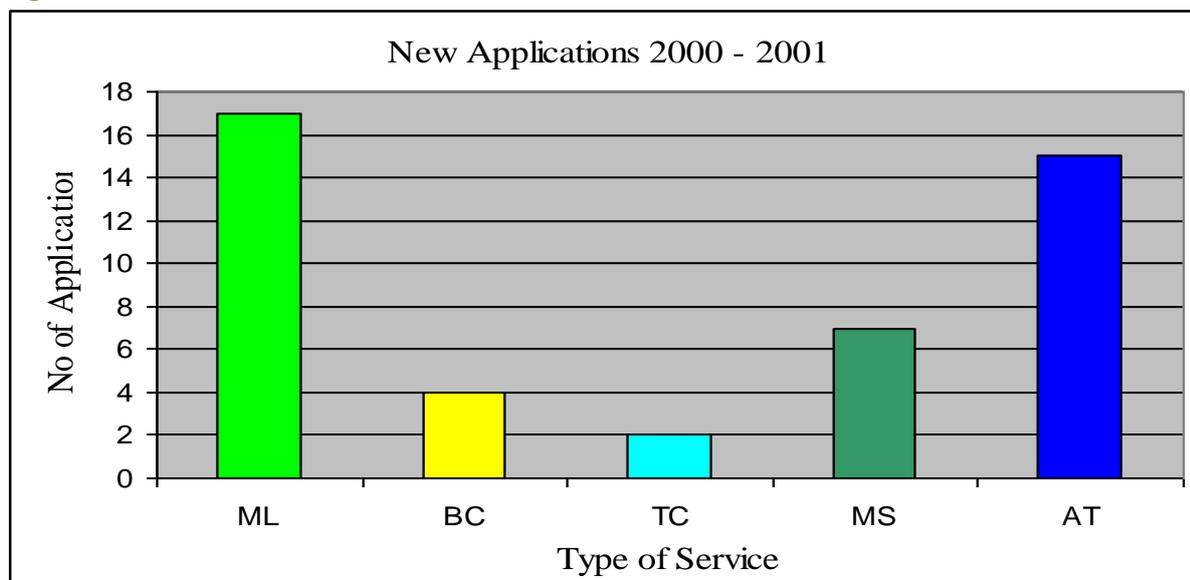
Legend
 TC : Satellite Station BC : Broadcasting Station MS : Ship Station
 AT : Amateur Station ML : Land Mobile Station

The Division was able to handle applications with minimal difficulty although it realised that many people need to be better informed about the role of the Ministry in granting these licenses. For the majority of applications, the Division had to ask for further information especially about the specifications of the equipment used to activate frequencies. There is a need for further public awareness workshops on the procedural requirements for licenses.

A major problem faced by the Division regarding licenses is the inability of some license holders to meet the payments for licenses and usage of frequencies. The Division is taking a more aggressive approach towards collecting these arrears.

Despite the large number of applications and payments for licenses received, the Ministry was not able to bring in revenue as forecasted because of non-payment but especially because of the low charges for licenses. Currently, as per Post Office (Radio Regulations) 1979 as amended, the charge for a license for frequency usage is ST$15.00 per annum. This is extremely low and the Division hopes that its proposal to increase these charges will be made effective as soon as possible so that more income could be generated from this resource.

Service Providers

The Division, through routine consultation and inspections, managed to monitor the operations of the service providers. It has also been the mediator in minor disputes between service providers especially regarding the usage of frequencies. To this end, the Division acknowledges the cooperation of the service providers during its inspections and consultations.

Inspections

The Division carried out routine inspections of radio equipment with particular interest but not limited to radio equipment used on ferries, ships, fishing vessels, tugboats and any visiting vessels. The idea of the inspections is to ensure that the specifications mentioned in the forms submitted to the Ministry are consistent with the equipment used.

Conferences

Staff of the Division attended a number of meetings (See Table 5) relevant to the Division's functions. The PITA Annual General Meeting for instance was useful in that the Ministry received first-hand information on the organisation's proposed programs for the year. The Division also represented the country at a weeklong training on Spectrum held in Canberra Australia. That proved to be very useful to the work of the SMA. The APT Regulatory Forum held in Thailand provided excellent recommendations on what is preferred in setting up a regulator. As the regulating authority for telecommunication services in Samoa, the Ministry was able to adopt and implement some of the recommendations reached at that meeting following Cabinet's approval. The Division hopes to attend further international meetings to expand its skills and experience in carrying out the Divisions' responsibilities.

Table 5: Training Courses and Conferences Attended during the Year for Licensing and Monitoring Unit & Spectrum Management Agency

Conference	Training	Period	Host	Venue
1st APT Conference Preparatory Group Meeting for WRC 2003		September 2000	APT	Bangkok, Thailand
Tariff Re-Balancing and International Settlements		September 2000	PITA	Samoa

G8 Information Technology		January 2001	Japan	Japan
	Spectrum Mngmt Training	April 2001	ACA, Australia	Canberra, Australia
APT Regulatory Forum		May 2001	APT	Phuket, Thailand
PITA Meeting		June 2001	PITA	Papeete, Tahiti

PITA – Pacific Islands Telecommunications Association: ITU - International Telecommunications Union: APT – Asia Pacific Telecommunity, ACA – Australian Communications Authority

Future

The Division requires more staff to ensure that its operations are carried out more effectively and efficiently. Problems arose when one of the two staff traveled overseas leaving only one to man both this division and the Spectrum Management Agency. There was some improvement in numbers when the Assistant Director joined at the end of March 2001. The Division hopes to see more staff, preferably a qualified engineer to assist the Senior Licensing Officer in monitoring, inspecting, consulting and collecting arrears from licensees.

There is dire need to increase license fees so that more income could be generated for the Ministry. Fifteen tala for a license is extremely small and the sum should increase. The Division needs a large amount of money to cater for its daily operations especially in the light of the increasing number of applicants.

The Division intends to advise the Minister on drafting licenses for the existing service providers. Besides SCL and TSC, the other service providers, both for postal and telecommunication services have not had licenses issued by the Ministry to provide postal and telecommunication services. This would be an extra but very significant income earner for the Ministry if it were to be effective. Moreover, it is a healthy exercise to ensure that the provision of postal and telecommunication services to the country is not only of quality but that it is within Sector laws and policies.

SPECTRUM MANAGEMENT AGENCY

The Ministry of Posts and Telecommunications continues to manage the Spectrum Management Agency, a responsibility dictated by the mandatory responsibility of the Ministry to undertake such functions as are necessary for the due and proper administration of the 1999 Act.

With the growing demand for new broadband technologies for Internet access and radio based services, the need to properly manage radio frequency spectrum and set up an efficient and effective procedure for coordinating the use of frequencies is now a priority. It is all the more reason for SMA to be properly set up either within or outside the Ministry but manned with adequately and appropriately skilled personnel.

This year saw a dramatic increase in the number of applications requesting frequencies and call signs for services such as communication using radio equipment (land mobiles), amateur licenses, airplanes and marine vessels) and broadcasting (audio and visual). The year was not without complaints but SMA with the assistance of the Licensing and Monitoring Division was able to settle differences amongst users.

Review of Radio Regulations

The highlight for SMA activities this year was the assistance from ITU through one of its consultants who spent 2 months in the country researching and preparing a report on the establishment of an SMA as well as reviewing the current Post Office (Radio) Regulations 1979.

While the 1979 Regulations have the basic details for processing licenses; the revised Regulations will provide the basic framework for establishing the SMA, the allocation and management of frequencies; as well as a new set of charges for licenses. The proposal for an increase in license fees reflects the extremely low and inadequate current rate of WS $15.00 tala per annum. Not only is the frequency spectrum an important revenue-generating resource but one that needs careful distribution to ensure it serves the public well. The costs for frequencies and licenses in overseas countries are astronomical compared to our charges. The licensing authorities in other countries earn excellent income from those charges. Samoa can benefit the same way if an increase in these license fees were to be approved.

These proposed regulations are being processed through the Attorney General's office before submission to Cabinet for approval.

Future Plan

SMA must have the necessary qualified staff to ensure it functions at the required level of efficiency. This staff requirement is a priority and the Ministry must be allowed to progress the recruitment of these personnel as quickly as possible.

As mentioned before, electronic and radio engineering expertise will better serve the purposes of these developments immediately and in the longer term. The ability to prepare and provide appropriate advice and reports for the information of the Minister and other authorities as required will be an added requirement.

Furthermore, a decision on the future of the Regulatory function will need to be finalised by Cabinet as soon as possible, as this bears a lot on the efficiency and effectiveness of the operations of the SMA.

ACRONYMS

ACA   -   Australia Communication Authority

APT   -   Asia Pacific Telecommunity

ASTAP   Asia Pacific Standardisation Programme (APT)

CSL   -   Computer Services Limited

DHL   -   Dalsey, Hillblom, Lynn (International Postal Courier Service)

EFT- POS   Electronic Funds Transfer – Point Of Sale

EMS   -   Express Mail Services

G8   -   Informal group of Developed countries comprising USA, Germany, Japan, United Kingdom, Canada, France, Italy, Russia

HJF Electronics -   Henry Joseph Fruean Electronics Ltd

IATA -   International Association of Travel Agents

ICT   -   Information & Communications Technology

IMT2000   International Mobile Telephone – 2000 (3rd Generation Mobile)

iPasifika   Internet Pacific Ltd

ITU   -   International Telecommunication Union

ITU-D -   International Telecommunications Union – Development

LAN   -   Local Area Network

MPT   -   Ministry of Posts and Telecommunications

NUS   -   National University of Samoa

PABX -   Public Automatic Branch Exchange

PITA -   Pacific Island Telecommunication Association

PROCOM   Professional Communications Systems Ltd
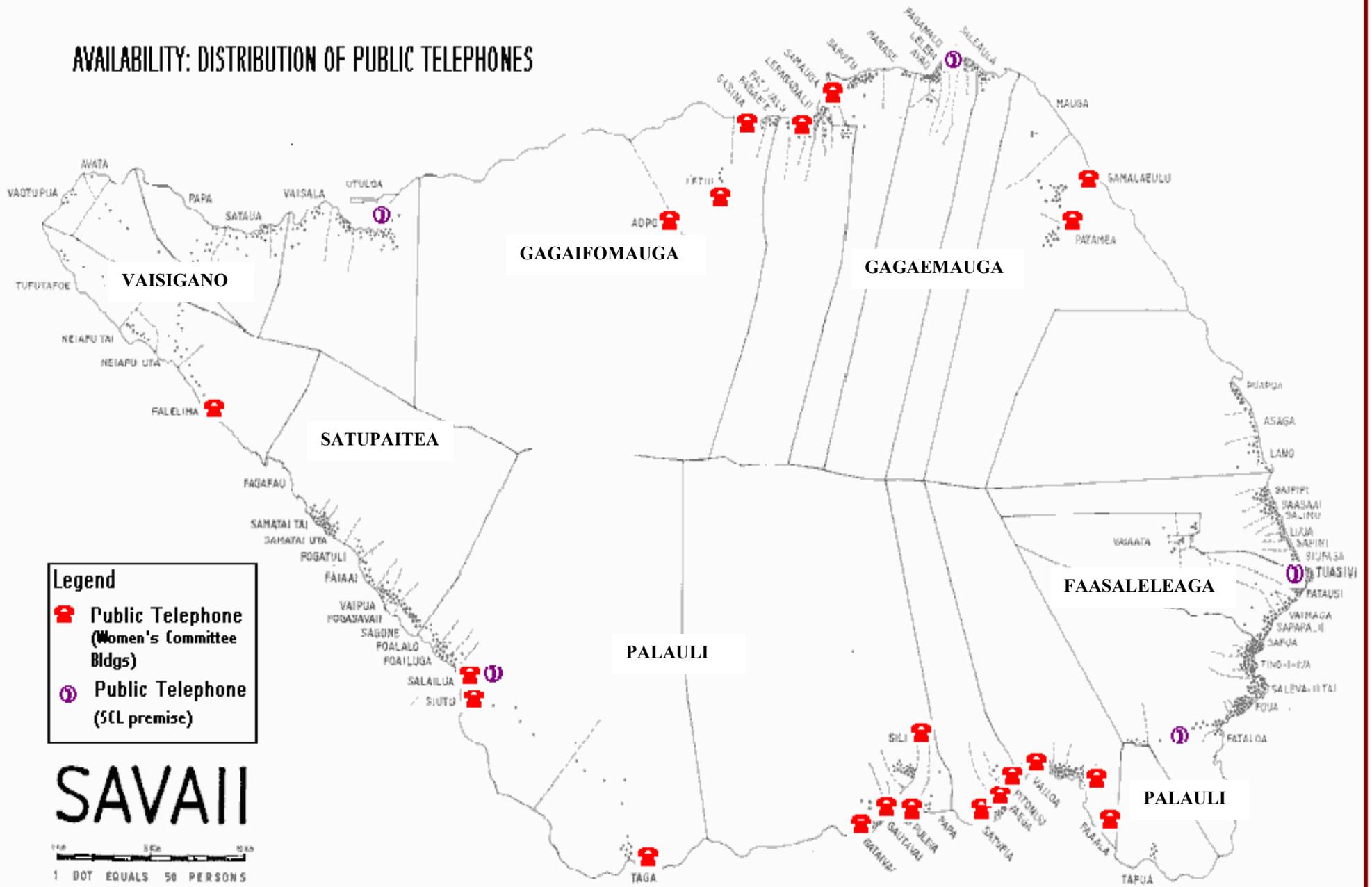
SCL   -   Samoa Communication Limited

SMA - Spectrum Management Agency

TDAG - Telecommunication Development Advisory Group (ITU)

TSC - Telecom Samoa Cellular Ltd

UPS - United Postal Services Ltd (International Postal Courier Service)

USP - University of the South Pacific

VHF - Very High Frequency

VTC - Video Tele-Conference

WRC - World Radiocommunication Conference

APPENDICES

Appendix 1

AVAILABILITY: DISTRIBUTION OF PUBLIC TELEPHONES

SAVAII

Legend

Public Telephone (Women's Committee Bldgs)

Public Telephone (SCL premise)

1 DOT EQUALS 50 PERSONS

VAISIGANO

GAGAIFOMAUGA

GAGAEMAUGA

SATUPAITEA

PALAULI

FAASALELEAGA

PALAULI

Appendix 2

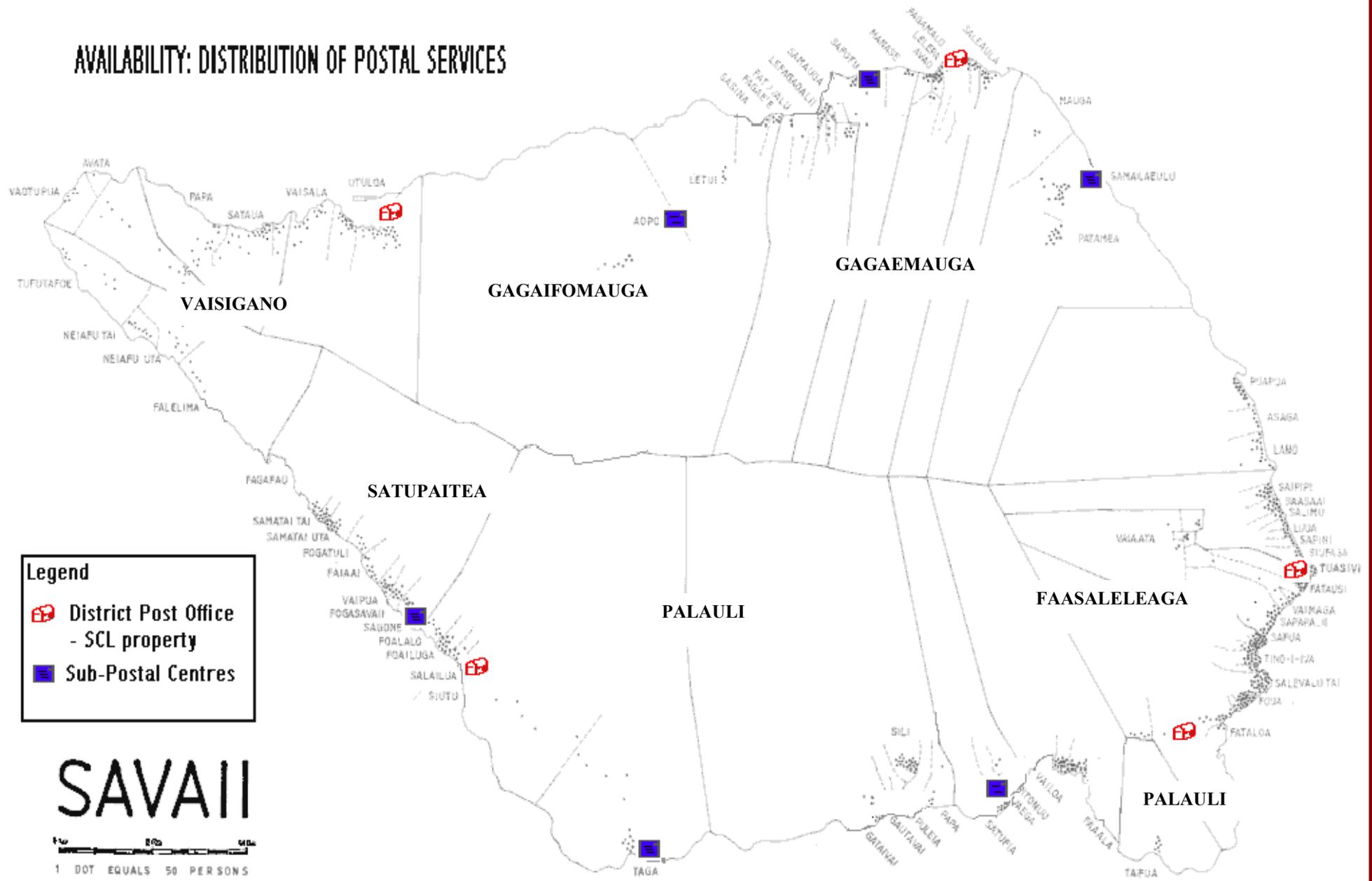AVAILABILITY: DISTRIBUTION OF PUBLIC TELEPHONES

UPOLU

1 DOT EQUALS 50 PERSONS
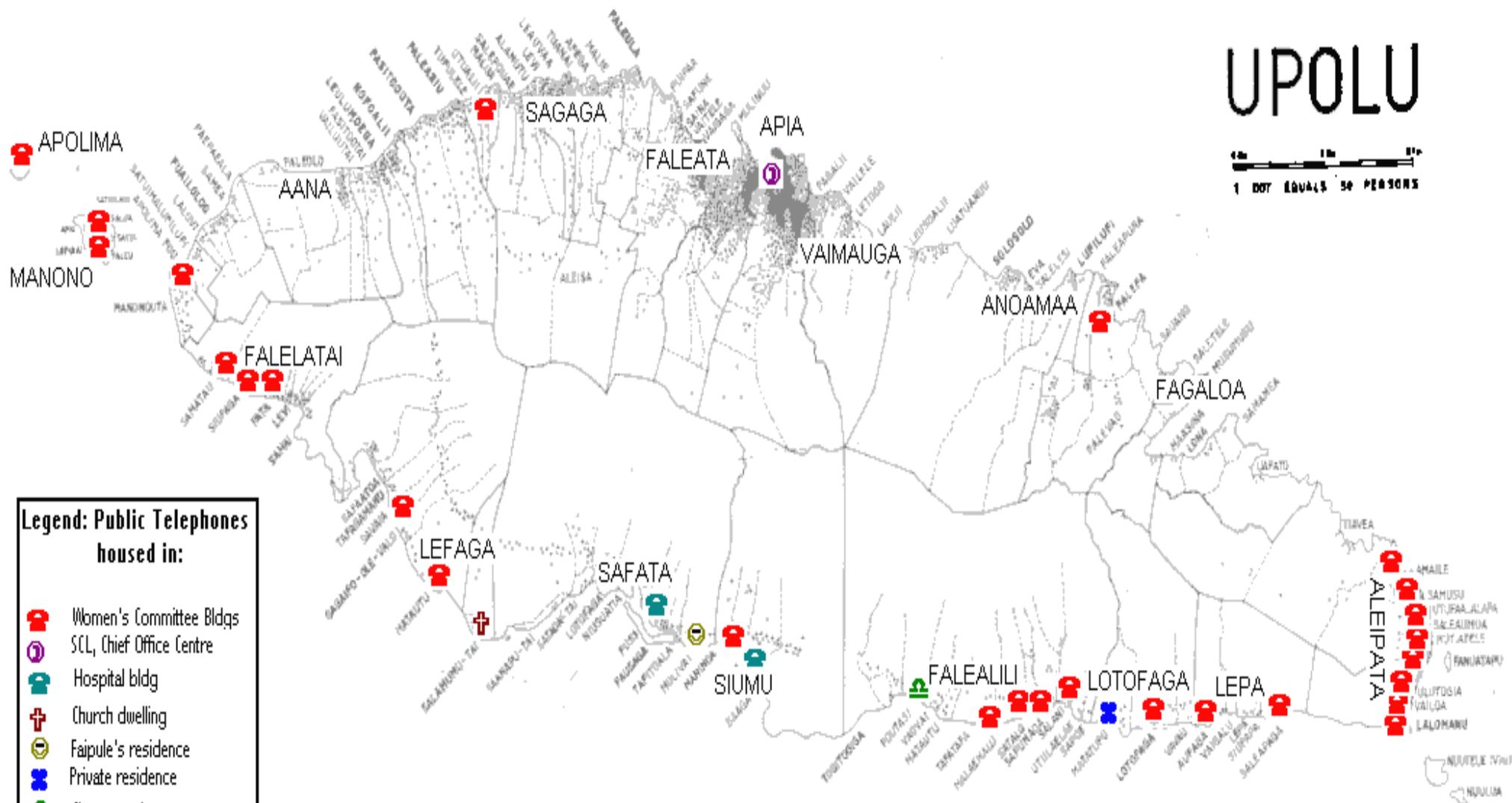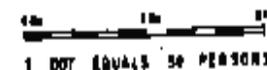
Legend: Public Telephones housed in:
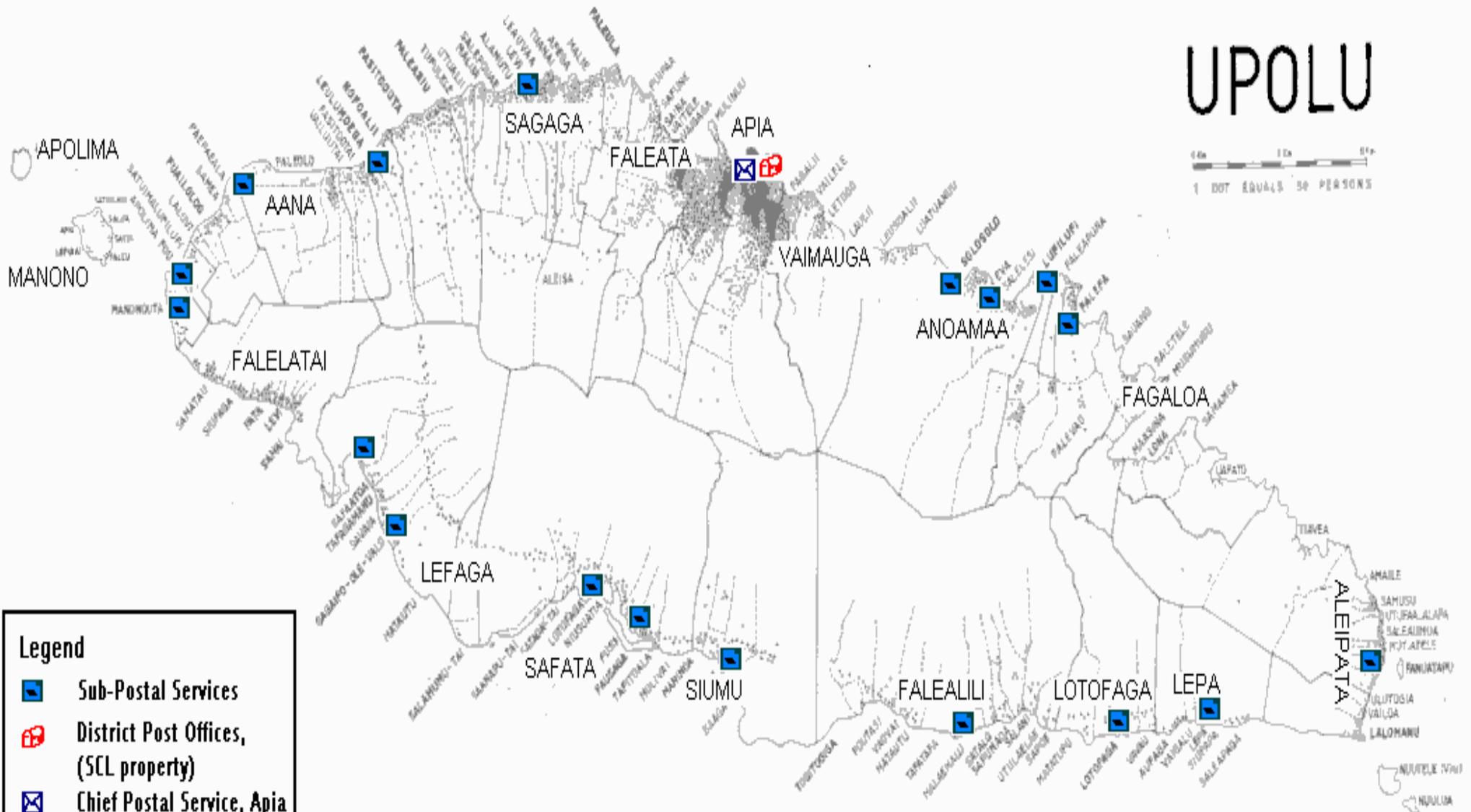
📞 Women's Committee Bldgs
🔵 SCL, Chief Office Centre
☎ Hospital bldg
✝ Church dwelling
☯ Faipule's residence
✖ Private residence
⚖ Shop premise

AVAILABILITY: DISTRIBUTION OF POSTAL SERVICES

VAISIGANO

GAGAIFOMAUGA

GAGAEMAUGA

SATUPAITEA

PALAULI

FAASALELEAGA

PALAULI

Legend

District Post Office - SCL property

Sub-Postal Centres

SAVAII

1 DOT EQUALS 50 PERSONS

Appendix 4

AVAILABILITY: DISTRIBUTION OF POSTAL SERVICES

UPOLU

1 DOT EQUALS 50 PERSONS

Legend

- ▣ Sub-Postal Services
- ▤ District Post Offices, (SCL property)
- ✉ Chief Postal Service, Apia