



Welcome to the second edition of *e-talanoa*.

The first edition focused on the outcomes of the Pacific ICT Ministers meeting (2010) and the endorsed Framework for Action on ICT for Development in the Pacific (ICT framework). In this edition, we provide an update on the efforts in implementing the ministerial decisions and some key developments in the ICT sector in the Pacific region.

As you may know, the ICT framework outlines seven themes for action aimed at effectively utilising ICT for sustainable development, governance, and improving the livelihood of Pacific communities.

From this edition onward, we will report back on the efforts in implementing the ICT framework under the seven themes of the ICT framework. This should make it easier to relate and link activities to individual strategies within a theme and in particular to measure the progress against identified milestones and targets.



In this issue

Update on the implementation of Ministers decisions

Internet governance and ICT policy workshop

Pacific represented at the ITU's 18th Plenipotentiary Conference

e-PIC: portal for Pacific ICT information

and more ...

From PICTO

On 16-17 June 2010 in Tonga, the Pacific ICT officials and other stakeholders considered the review of the Pacific Regional Digital Strategy that was done by the Forum Secretariat in collaboration with Pacific Islands Applied Geoscience Commission (SOPAC) and the Secretariat of the Pacific Community (SPC). They also considered various interventions and projects that were grouped under the seven themes of the then proposed ICT framework:

1. Leadership, governance, coordination and partnerships
2. ICT policy, legislation and regulatory frameworks
3. ICT human capacity building
4. ICT infrastructure and access
5. International connectivity
6. Cyber security and ICT applications
7. Financing, monitoring and evaluation

The draft ICT framework and a number of recommendations were then forwarded to the Pacific ICT ministers for consideration. On 18 June 2010, the ministers endorsed the ICT framework as a new roadmap for ICT development and a key tool for sustainable development, governance, and improving the livelihood of Pacific communities. Apart from endorsing the ICT framework, the ministers endorsed a number of key decisions. An update on the progress in implementing some of these key decisions is as follows:

Decision: *'Noting the importance of being engaged in ICT and ICTs cross-sectoral issues'*

In response, SPC, through the Pacific ICT Outreach Programme (PICTO), has been actively engaging some of the key sectors in Pacific countries including policy making bodies (PPAC and CRGA), agriculture (HoGF), education, and maritime (PacMA) - as briefly outlined in the next section. These engagements are key to adopting a holistic approach to development. It opens up possibilities of collaboration and cooperation especially in utilising ICT effectively in these sectors.

Decision: *'Support the proposal to organise a Regional Internet Governance Forum (IGF) in the Pacific in 2011'*

SPC, jointly with other partners including ICANN, InternetNZ, .asia, ISOC, have formed a working group to organise the Pacific IGF tentatively scheduled for 9-10 April 2011 in Noumea, New Caledonia. Furthermore, SPC, ITU (through ICB4PAC), Diplo, ACP, Cook Islands and the Fiji government organised two internet governance workshops in August and September this year. These workshops provided good opportunities to raise awareness about IGF and offered an opportunity to prepare for the Pacific IGF next year.

Decision: *'recognising the resource constraint that PICTs faced in participating in these meetings; request that SPC participate at global fora such as Governmental Advisory Committee (GAC) and the Internet Governance Forums (IGF)'*

Again in response to the decision made by ICT ministers, SPC and PICISOC were represented at ICANN's 39th international meeting in Cartagena, Columbia on 4-10 December 2010, where SPC also attended the GAC meeting. This ensured that Pacific issues were tabled and SPC and PICISOC were better equipped to provide informed advice to their respective membership. We would like to acknowledge the support by ICANN for enabling PICISOC and SPC to participate.

Decision: *'Urge national, regional and international agencies to collaborate better and ensure there is greater information sharing to promote effective coordination to reduce duplication and wastage of already limited resources, and in doing so to coordinate with SPC regarding ICT development in the region'*

In response, SPC has participated in several forums including CTA's workplan development workshop, UN APCICT Partners meeting, APT CyberSecurity forum, UNESCAP Expert Group Meeting and Committee on ICT, and ICANN's 39th Meeting. Furthermore, the ICT framework was presented and mechanisms for collaboration and coordination were discussed.



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e-Talanoa

The name of the newsletter 'e-talanoa' came from merging the word 'talanoa', which largely means talking / communicating / sharing in most Pacific languages, with 'e' denoting electronic. E-talanoa encapsulates the convergence of the traditional and the modern means of communication and sharing of ideas and news.

In summary, SPC, USP and other development partners are actively addressing the issues identified in the Tonga Declaration. The most important work now is planning for the Pacific joint ministerial meeting on 4-8 April 2011 in Noumea, New Caledonia. One of the key deliverables to be tabled at the ministerial will be the implementation plan of the ICT framework. SPC is currently working with partners on the implementation plan.

* Photo on cover page courtesy of SOPAC

Leadership, governance, coordination and partnerships

As highlighted in the ICT framework: *‘Strong leadership with appropriate governance mechanisms are needed to ensure that the benefits of ICT are fully realised and contribute to the livelihood of the people of the Pacific. Better coordination of ICT interventions is needed to ensure that efforts are not duplicated and that limited resources are wisely utilised’.*



Lack of coordination and collaboration has been identified as a major challenge that needs to be addressed to ensure effective utilisation of the limited resources available to the ICT sector. Even with the development of the ICT sector as a key focus area, the recurring premise of the ICT framework is effective utilisation of ICT as a tool for development.

As such, SPC and development partners adopted a cross-sectoral approach focusing on raising awareness of benefits, and risks, of ICT in priority sectors.

Multi-sectoral approach

SPC, in partnership with development partners, tabled the ICT Framework for consideration by the Pacific Plan Action Committee (PPAC) and consequently the Pacific Forum Leaders in their August



meeting in Vanuatu.

This is important as the ICT framework was developed in response to Forum Leaders directives through the Cairn Communiqué 2009.

The ICT framework was further presented and discussed at the Fourth Regional Meeting of the Heads of Agriculture and Forestry Services (HOAFS) held from 14–17 September 2010 in Nadi, Fiji Islands with special focus on e-Agriculture.

Agriculture faces many challenges such as lack of access to information and services, lack of market access, lack of extension staff, and remoteness of some of the agricultural communities.

ICT can contribute to addressing these challenges as discussed in the article, *Pacific agriculture and forestry leaders encouraged to embrace ‘e-agriculture’.*



The ICT framework was further presented to the Fourteenth Meeting of the Pacific Islands Maritime Association (PacMA) from 20–23 September 2010 in Nadi, Fiji.

Some key areas were discussed such as electronic payments, scheduling, tracking containers and the need for business continuity plan and sharing information via websites.

The education sector is a key sector. USP, in partnership with SPC, presented a joint paper on the need to seriously explore how ICT can assist the challenges faced by this key sector.



More importantly, the paper highlighted the need for a multi-stakeholder approach and recommended the establishment of an ICT for Education Working Group.



This recommendation was duly endorsed by the Forum Education Ministers in Port Moresby, PNG on 13-14 October 2010 showing their recognition of the key role of ICT in supporting and developing the education sector.



SPC
Secretariat
of the Pacific
Community

SPC, through its Pacific ICT Outreach Programme, intends to continue liaising and collaborating with these sectors as well as others such as health, disaster risk reduction and disaster management, and climate change.

Internet governance and information and communications technology (ICT) policy workshop

The Secretariat of the Pacific Community (SPC) in collaboration with DiploFoundation, an international non-governmental organisation (NGO), organised a consultation and awareness session on Internet governance and information and communications technology (ICT) policy in Suva, Fiji from 1-2 September 2010.



Participants of the Internet governance and ICT workshop

The consultation was part of SPC's work to build economic development in the Pacific by strengthening the ICT sector.

The rapid, widespread adoption of the Internet and the global nature of this resource have led to a great deal of interest in how the Internet works and how it is governed. There is also a growing realisation of the importance of expanding world-wide discussion and collaboration regarding Internet governance.

Participation in the global Internet governance debate

represents a significant challenge for all countries, but especially for small Pacific Island countries and territories. The workshop aimed to help participants overcome the challenge of participating in the global Internet governance debate by strengthening their knowledge of Internet governance, particularly regarding the role of national and regional policy in influencing this global medium.

This is one of the five workshops planned for regional and sub-regional institutions in ACP (Africa/Caribbean/Pacific) countries.

The consultation gave participants an overview of the multidisciplinary field of Internet governance (including technical, legal, economic, socio-cultural and developmental aspects) and explained links to the international and regional Internet governance processes (World Summit on Information Society and Internet Governance Forum). The discussions highlighted the importance of Internet governance and ICT issues and its effect on national and regional policies.

54 participants from both the public and private sectors attended the meeting.

New Telecom regulator for Vanuatu

Alan Horne, who recently completed a three-year contract as the Director General of the Telecommunications Regulatory Authority (TRA) in Bahrain, is Vanuatu's new Telecom regulator.

The experience Horne brings to Vanuatu is expected to help the country to continue to progress the development of telecommunications and ICT services in support of the government's initiative to achieving the eight Millennium Development goals.

Under the leadership of the outgoing Regulator, John Crook, Vanuatu had established the Telecommunications Regulator arm and supervised the move

from monopoly to competitive supply of telecommunications services.

Vanuatu has one of the world's fastest growth rates for mobile phones with the entry of Digicel as a competitor to Telecom Vanuatu Limited, and a project is well in hand to extend mobile telephone service coverage to some of the remotest parts of the country.



Alan Horne

ITU's 18th Plenipotentiary Conference takes place in Mexico

The International Telecommunications Union's (ITU's) 18th Plenipotentiary Conference took place at the Guadalajara Expo centre in Guadalajara, Mexico, from 4 - 22 October 2010. It was hosted by Mexico's Ministry of Communications and Transport.



Around 2,000 participants from some 190 ITU Member States, Sector Members and observer organizations, including over 80 Ministers, 40 Deputy Ministers, and 40 ambassadors attended the conference. 5 Pacific countries were represented at this key event; PNG, RMI, Tonga, Kiribati, FSM.

ITU's Plenipotentiary is the quadrennial global conference that decides strategy for ITU, the UN

agency for ICTs responsible for allocating global radio spectrum, creating the technical standards that fuel all ICT networks, and developing and implementing strategies to bridge the 'digital divide'.

Topics such as cybersecurity, Internet addressing, the International Telecommunication Regulations (ITRs), broadband access and ICTs and climate change were high on the conference agenda.

POLICY STATEMENTS FROM PICs ICT MINISTERS' AT THE 18TH ITU PLENIPOTENTIARY

TONGA

H.E. Mrs Eseta Fuafolau FUSITU'A
Minister for Information and Communications



'Last June, at the Pacific ICT Ministers Meeting hosted by Tonga under the auspices of the Secretariat of the Pacific Community (SPC), they also adopted the 'Framework for Action on ICT Development in the Pacific'. Based on the WSIS Declaration, this historical document also embraced the special emphasis of the Pacific nations and is indeed a milestone in the Pacific's ICT roadmap for the future.'

MICRONESIA

H.E. Mr Francis I. ITIMAI
Secretary (Minister) for Department for Transportation, Communication and Infrastructure



'As we enter the Information Society of the 21st Century, my Government recognizes the imperative to conduct a comprehensive review of our own domestic policies and regulations to ensure that we have the appropriate environment for affordable and reliable wireless and Internet services, aside from telephonic communication. I am pleased to note that my Government has embarked upon this undertaking for which the technical expertise of the Union and other parties would be most welcome.'

REPUBLIC OF THE MARSHALL ISLANDS

Honorable Minister Mr. Kenneth A. Kedi
Minister for Transportation and Communications



'The RMI is fortunate that the first remote ICT telecenter located in Likiep Atoll was organized by the Union, and that Mejit Atoll is the testing ground for the "Femto Cell Technology" through the "Asia Pacific Telecommunity Extra Budgetary Contribution Japan".'

INDEPENDENT STATE OF PAPUA NEW GUINEA

Honorable Patrick Tammur, M.P
Minister for Communications and Information



'Late last year, our Parliament passed the new National Information and Communications Technology Act giving effect to the ICT Policy. Open competition, restructuring of the regulatory system and bridging the digital divide are the key objectives of the reform agenda so that ICT can be a catalyst to our country's development aspirations.'

REPUBLIC OF KIRIBATI

H.E. Mr Temate Ereaiti Kateintenang
Minister for Communications, Transport and Tourism Development



'The establishment of a telecentre in these remote outer islands is a move to enhance rural connectivity and a positive step towards bridging the digital divide experienced between our urban and rural islands. Being a country made up of small coral atoll islands dispersed over a large area of sea water we cannot undermine the importance of effective and reliable communications and in this regard I wish to acknowledge the contribution of ITU toward these projects.'

Information and communications technologies (ICTs) for inclusive growth and poverty reduction workshop

The Secretariat of the Pacific Community (SPC) in collaboration with the Asian Development Bank (ADB) organised a workshop on information and communications technologies (ICTs) for inclusive growth and poverty reduction on 4-5 October 2010 in Apia, Samoa

The workshop was attended by representatives from SPC member countries, particularly from the respective departments or ministries of communications/ICTs, as well as participants from non-ADB member countries.

In June this year, the Pacific ICT Ministers endorsed the new regional ICT policy and strategy, the Framework for Action for ICT Development in the Pacific (FAIDP). The ICTs for Inclusive Growth and Poverty Reduction Project now continues under the guidance of the recently endorsed ICT Framework.

The ICTs for Inclusive Growth and Poverty Reduction Project was developed under the auspices of the Pacific

Plan Digital Strategy, to assist SPC in exploring appropriate and innovative ICT services and applications to help the Pacific Development Member Countries (PDMCs) promote inclusive growth and poverty reduction.

Based on the outcomes of the first phase, the second phase will assess possible ICT investments in selected Pacific ADB Member Countries. Institutional set-up and regulatory-reform needs will be assessed and a matrix of potential interventions will be developed, with three to five priority areas identified for in-depth consultation with partners and feasibility studies. One to two priority areas will be further developed into investment projects.

Tonga web development workshop

One of the strategies of the ICT framework is to encourage and support PICT ministries and parliaments to develop interactive websites.

The need to have more accessible information and services by government ministries and even parliament is a key priority of the Framework and one of its targets is that all Pacific countries ministries to have interactive websites/portals. One of the strategies adopted by SPC is to train local ICT staff to ensure they develop interactive websites and have the knowledge to ensure these sites are supported and ensure their sustainability.

The Tongan Ministry of Information and Communication (MIC) and the Secretariat of the Pacific Community (SPC), with the assistance of the Republic of Korea's Ministry of Foreign Affairs and Trade (MOFAT) conducted an intensive two day training programme on web development, which was held in Tonga on 8 – 9 of September, 2010.

The training programme was to build the capacity of government to ensure government information and services are available online. The programme focused on Free Open Source Software (FOSS) Content Management System (CMS) and specifically on Joomla.

Tonga adopted a National ICT Plan last year and MIC is



Participants at the Web Development Workshop

coordinating its implementation. Due to the importance of sharing information with the public; MIC, as part of their role in implementing the National ICT Plan, worked together with SPC to organise the workshop to up-skill the government ICT staff.

This training initiative was part of SPC's ICT outreach activities in support of the Framework for Action on ICT for Development in the Pacific. This framework was recently endorsed by Pacific ICT Ministers in Tonga, June this year. E-Government and capacity building are two priority areas identified in this Framework.

Studying by distance & flexible learning - USP

Approximately half of the University of the South Pacific's (USP) students choose to study by distance and flexible learning (DFL).

The regional nature of USP and the very real challenge of having students scattered over vast geographical distances has led the university to be a pioneer in distance education since the 1970s.

Collectively, the university's campuses are located across 33 million square kilometres of ocean, covering five time zones.

Over 400 credit courses are now offered through DFL, representing all USP's discipline areas.

Students may study through a variety of media. They may be provided with a mix of printed material, audio and video CDs/DVDs and Moodle, as well as face-to-face lectures and tutorials at the Laucala Campus in Suva.

The USPNet satellite communications network is greatly



Photo courtesy of USP

enhancing the learning experience of distance education students, and the University is increasing the number of courses utilising online resources.

** Article submitted by the University of the South Pacific (USP)*

Learning on the web - Moodle

The University of the South Pacific uses an online learning management system called Moodle to deliver its courses via the internet.



Moodle allows students and lecturers to communicate effectively anytime, anyplace. It allows students to access course notes, submit assignments, do quizzes, and participate in discussion forums and more.

Moodle provides the tools to present online learning in a variety of ways, ranging from structured learning pathways to dynamic, interactive virtual classrooms.

USP currently has over 15,000 Moodle users throughout the region. Many of them live on outer islands or in the interior

of large islands. As long as these students have an internet connection, they are able to access all that Moodle has to offer to complement their studies.

Even for urban students, the high cost of transport means that they may not be able to travel to campus every day but are still able to interact with their classmates and their lecturers, as well as download course materials and submit their assignments from home.

** Article submitted by the University of the South Pacific (USP)*



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- **DO REPORT** abusive and rude e-mails and chat messages to teachers or parents.
- **DO RESPECT COPYRIGHT.** Always identify the author of work that is not your own.
- **DO USE** the Internet to get or search for information and data.
- **DO CHECK** that the intended receiver/s of your e-mail is correct. You do not want to send personal e-mails to the **WRONG PEOPLE**.
- **DO USE ANTI-VIRUS** and **FIREWALL** to protect your computer.
- **DO UPDATE** your **ANTI-VIRUS** and **FIREWALL** regularly.
- **DO CHECK INTERNET BANKING, SHOPPING, e-LEARNING** on the Internet.
- **DO USE FILTER** to prevent children from accessing inappropriate information. Check out www.netsafety.co.nz.
- **DO RESPECT** the rights of other Internet users.
- **DO BEHAVE** on the Internet. Use proper netiquette.

TELL YOU... INTERNET Internet

X DON'Ts

- **DON'T REPLY** to e-mails from people you don't know.
- **DON'T COMMUNICATE** over the Internet with strangers.
- **DON'T FORWARD CHAIN E-MAILS**. These letters/e-mails won't bring you good luck!
- **DON'T GIVE OUT YOUR PERSONAL DETAILS** (name, address, phone number etc) over the Internet.
- **DON'T SAY** anything in e-mail that you wouldn't want your mother or father to read.
- **DON'T OPEN FILES** from unknown sources.
- **DON'T BELIEVE E-MAILS** that tells you that you have won \$\$\$\$ or the LOTTERY. You can't win the lottery unless you bought a ticket!
- **DON'T BELIEVE** that Microsoft tracks your e-mail, or some African countries (eg. Nigeria) have hidden \$\$\$\$ to be sent to you.
- **DON'T SPAM** – don't send (mass) unwanted e-mails.
- **DON'T SEND MONEY** based on e-mail request without first checking with sender or friends by other means eg. Phone.

American Samoa's 1st IT Pep Rally

The American Samoa Government's (ASG) recently created Department of Information Technology (DoIT) hosted its first major event – an "IT Pep Rally" at the Governor H. Rex Lee Auditorium in Utulei, American Samoa on 2 October, 2010.

The event marked ASG's official acknowledgement of technology's importance for American Samoa, now and in the future. More than 200 students, teachers and aulavou groups attended the rally, the first of its kind in American Samoa.

Although technology has existed in pockets of ASG, the IT Department will take on the task of deploying an Enterprise Wide IT Program, which will include, but is not limited to, leveraging existing IT resources, and developing and publishing IT standards, protocols and policies.

'The IT Department recognises the critical role of youth leaders in our churches on the island. The church community and youth groups are key to voicing the unique technology needs for our island,' said DoIT Director Easter Bruce.

The rally also provided an opportunity for students to register for the Student IT Advisory Council (SITAC). SITAC will partner the IT Department to discuss technology-based solutions to economic challenges and this will enhance the quality of services to the territory, specifically to health care and education.

'The philosophy behind SITAC is to engage Samoa's youth in a



IT Pep Rally participants

process that gives them a sense of ownership and the experience of being part of American Samoa's future with technology in the 21st century.'

'Technology is not meant to drastically change our culture; it can be integrated as we see fit. We can still preserve the uniqueness of our Samoan culture by integrating the right kinds of technology for our island,' Ms. Bruce added.

* Article & Photo submitted by Easter Bruce, American Samoa

Fiji's Javed Yusuf awarded APCICT Virtual Academy (AVA) Award

The Asian and Pacific Training Centre for Information and Communication Technology for Development (UN-APCICT/ESCAP), a regional institution of ESCAP, awarded Mr. Javed Yusuf of Fiji the APCICT Virtual Academy (AVA) Award recognising his successful completion of AVA courses with an exceptional score in the second round of AVA Awards.

Javed, an Education Technologist at the University of the South Pacific in Fiji, received the award during a consultative workshop on information and communication technology for development (ICTD) education held in Incheon, Republic of Korea from 7-9 November 2010.

The AVA platform, available in English, Russian and Bahasa Indonesia, provides e-Learners ICTD training through eight self-paced and freely accessible modules that cover a variety of ICTD topics. There have been over 3,600 AVA course-enrolments by users from 116 countries since the online platform was launched in June, 2009.

AVA is the online version of APCICT's flagship programme, the "Academy of ICT Essentials for Government Leaders" (Academy). The Academy is designed to equip government leaders with skills and knowledge to leverage ICT opportunities for socio-economic development.

AVA was designed to expand the reach of the Academy and increase access to ICTD training for learners and educators unable to attend face-to-face training workshops.

The winner of the third round of the AVA Award will be announced in early 2011.



Mr. Yusuf with the AVA Award

For more information about AVA, please visit: <http://ava.unapcict.org/HTML/index.html>

Vaka TV starts broadcasting in Cook Islands

A new free-to-air television service is being viewed by Rarotonga residents in most villages on the island.

Vaka Television has started to be broadcast using specially-installed transmission poles at Black Rock, Nikao, Tupapa, and Matavera.

The new television channel will eventually provide 24-hour programming, once testing is complete and frequencies around the island have been fine tuned.

Until now Cook Islands Television has provided the sole local free-to-air channel on the island.

Vaka Television will source content from international networks, including Australia's ABC, as well as air some local material.

A rough schedule of programming includes movies, children's

shows, history and nature documentaries, soap operas, international news, and sports coverage.

Vaka Television is based at Chillis Sports Bar in Tupapa, which is owned by the station's chief executive Dave Reuther.

It has a five-year television broadcasting licence which was issued on March 17, 2010.

(Source: Cook Islands News/PACNEWS)



KukiCel trial planned for Cook Islands

Mervin Communications hopes to trial its KukiCel mobile phone service in Cook Islands for three months from 1 November, 2010.

The company briefly demonstrated the service last May and since that time director William Framhein continues to lobby government to have the Telecommunications Act amended, which would allow it to set up and operate KukiCel.

Mr Framhein said the company has applied for the licenses required to establish and operate mobile, wireless internet

and other wireless applications.

The KukiCel trial will allow anyone living and or working in the vicinity of the base station to use their own mobile phones to call anyone else on the KukiCel network and to make international phone calls anywhere in the world.

(Source: Cook Islands News/PACNEWS)

New Caledonia gets digital TV

New Caledonian television viewers have been given access to eight digital channels - less than a year before analogue broadcasts will be stopped.

France's Audiovisual Council announced the switch as it extended digital TV to its overseas territories, saying it will ensure equal treatment with mainland France.

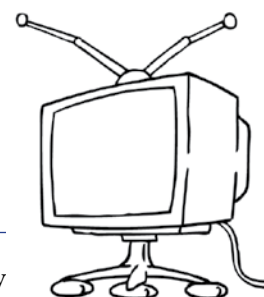
All but one of the stations are French.

The roll-out of digital broadcasting is expected to cover

95 percent of New Caledonia by January.

In September, the analogue signal will be discontinued.

(Source: RNZI/PACNEWS)



International connectivity

Nauru connects to the World with Launch off Digicel Wimax Broadband

The Pacific island nation of Nauru, has proudly taken its place among the world's elite, in terms of internet connectivity, with the launch of Digicel's state-of-the-art WiMAX broadband service in partnership with the Nauru Government on 15 October 2010.

Digicel, the Pacific's fastest growing mobile operator, has invested in an island-wide WiMAX broadband infrastructure – "DigiNet", will offer 98% coverage and affordable and accessible packages for all.

The small island republic, with a population of just over 10,000, of whom 50% are under 20 years of age, now have access to world-class broadband internet connectivity bringing immediate benefits to the

daily lives of Nauruans through improved Government services, enhanced education resources, new business opportunities and greater interaction with the outside world.

The Government of Nauru, which has partnered with Digicel on the project, sees the launch of DigiNet as a major step forward in the country's infrastructure - and central to its National Sustainable Development Strategy and achieving

its Millennium Goals.

Government Departments will be among the first to adopt the system with plans in place for schools, hospitals and other Government Offices to connect.

(Source: VOXY/PACNEWS)

Fiji to benefit from new call rates

A new price structure will put part of the earnings into a government programme to improve information and communication technology for all.

This comes after the Commerce Commission of Fiji approved an increase in inbound call rates from 23 cents to 30 cents.

This means that from a minimum of 30 cents of this inbound rate charge, a 3 cents per minute charge will be levied under the Industry Reform Objective, to facilitate the government's ICT Development programme.

New Chargeable Network Interconnection Services and Rates include:

- Reduction of interconnection rates by 1c.
- Reduction in the charges for termination rates by 4c.

The announcement was made by

Commerce Commission chairman Dr Mahendra Reddy.

Attorney-General and Communication Minister Aiyaz Sayed-Khaiyum said Government welcomed the determination.

Mr Sayed-Khaiyum said Government had recently made a policy on broadband and an announcement is expected to be made in the future.

Dr Reddy said these were key changes and it is important for the country's telecommunication sector.

Telecom Fiji Limited chief executive officer Rohan Mail said the determination rates were expected.

Vodafone Fiji Limited chief

executive officer, Aslam Khan said the new rates would boost infrastructure investments from the market players.

Digicel Fiji chief executive officer David Bultler said a particular interest for Digicel was the mobile to mobile call rates charges.

FINTEL's manager commercial and business development, George Samisoni said as a wholesaler, FINTEL is passionate about seeing that the benefits of these reductions will benefit not only the retailers but the consumers.

(Source: Fiji SUN/PACNEWS, 25 November 2010)

M-PAiSA - Vodafone Money Transfer

Vodafone officially launched M-PAiSA, its mobile money transfer service, in June 2010 and in the process became the first mobile network in this part of the region to offer such service.

At the time of launch, Mr. Aslam Khan, Managing Director of Vodafone said, 'this is a landmark achievement not only for Fiji but the entire region as Vodafone Fiji becomes the first mobile network in the region to launch a mobile phone based money transfer service.'

With M-PAiSA, registered users will be able to deposit money in the M-PAiSA account (m-wallet) in exchange for equivalent electronic. They would then be able to send the electronic value directly onto any other mobile number anywhere in Fiji. It also offers Vodafone and Inkk users the convenience to purchase recharge or airtime directly through their mobile phones.

'M-PAiSA now becomes the quickest, most convenient and safest means to sending and receiving money

anywhere in Fiji. In essence, M-PAiSA customers will now be able to conduct everyday, low risk transactions in a more convenient and cost effective manner. The launch of M-PAiSA is our "gift" to the people of Fiji on the occasion of our 16th year of operation in the country', said Shailendra Prasad, Product Manager M-PAiSA.

M-PAiSA is welcome news to thousands of people in Fiji, particularly those in rural and maritime areas. These citizens have for a long time been denied the opportunity to participate in the mainstream economic activities because of lack of financial services and high cost of doing financial transactions. This has the ability to empower people to move out of poverty and be part of the main stream economy. This product is about "Power to You", keeping with Vodafone's recent



global brand repositioning.

M-PAiSA will therefore play an important role in enabling more Fijians to access financial services in a more convenient and cost-effective way than ever before. The product is a very good example of using technology and Vodafone's wide reach to improve the lives of our people through greater financial inclusion. Vodafone is expected to also enable bill pay service whereby users will be able to pay the electricity and water bills directly from their mobiles. (Source: Vodafone Fiji)

Digicel Mobile Money

Digicel Mobile Money was launched by Digicel Fiji in July this year and since then has grown with majority of the Digicel Fiji customer base having signed up for the service.

Digicel Mobile Money has transformed Digicel phones into electronic wallets offering customers a convenient and secure way to transfer money to any mobile phone in Fiji.

Digicel Mobile Money service offers the people of Fiji a range of mobile financial capabilities including the ability to transfer money to friends and family nationwide, top up your phone and pay Digicel post-paid bills. Registration is free and thousands of customers have already joined and are using the service to make their lives easier, less than two weeks since the service was launched.

The innovative service, offered initially

in partnership with Post Fiji has since seen Digicel Fiji partner also with Wespac and Bank of the South Pacific (BSP) to add the banks to the growing nationwide network of Digicel stores and select Post Fiji outlets throughout Fiji where customers can deposit or withdraw cash from their Digicel Mobile Money wallets.

There are now 90 plus outlets supporting the service across urban and rural Fiji.

Digicel Mobile Money is regulated by the Reserve Bank of Fiji and supported by the Pacific Financial Inclusion Fund (PFIP) and the GSM Association (GSMA) with a view to promoting



financial inclusion within Fiji and the Pacific Islands. Digicel Mobile Money aims to assist in addressing the needs of the 70% of Fijians who do not have access to basic financial services.

Fiji is the first of Digicel's six Pacific markets to make this service available and Digicel plans to roll-out Digicel Mobile Money across all Digicel Pacific markets facilitating international Mobile Money transfers among Pacific Islanders for the first-time. (Source: Digicel Fiji)

Pacific agriculture and forestry leaders encouraged to embrace 'e-agriculture'

14-17 September 2010, Nadi, Fiji ---- Pacific Heads of Agriculture and Forestry Services (HOAFS) were encouraged to embrace information and communications technology (ICT) and 'e-agriculture' in delivering products and services to stakeholders involved in the sector.

This message was delivered during the 4th HOAFS meeting held in Nadi, Fiji Islands.

E-agriculture is the use of ICT to deliver services to the stakeholders of the agriculture sector. It is one of the key initiatives of the Framework for Action on ICT for Development in the Pacific (FAIDP), together with e-government, e-health and e-education.

The Pacific region faces challenges such as the 'tyranny of distance', poor infrastructure, lack of capacity, and diseconomies of scale.

The use of mobile phones and community learning centres can help improve the dissemination of information to farmers. These tools can be used to disseminate agricultural information, advice and weather forecasts.

SPC's Land Resources Division (LRD), in collaboration with the United Nations Conference on Trade

and Development (UNCTAD), is implementing the Market Information Systems (MIS) in Fiji Islands with the Ministry of Primary Industries to improve the provision of quality market information to stakeholders.

The provision of market information aims to increase the efficiency of agricultural markets and help overcome issues of market failure based on asymmetric access to commodity price data.

In its simplest form, the provision of spot prices aims to assist farmers in making better decisions on where to sell their produce and negotiate prices rather than simply accepting proposed prices.

In Tonga, LRD is currently supporting the establishment of an agricultural information call centre whereby mobile phones will be used for information dissemination and sharing.



Photo courtesy of SPC's LRD

A helpdesk system will also be established within the Ministry of Agriculture in Tonga to ensure the ministry is more responsive to queries.

**Article submitted by SPC's LRD*

PacCERT Update

PacCERT Board representatives for Polynesian, Micronesia and Melanesian countries have now been elected.

The board members of PacCERT then are USP, SPC, PICISOC, PITA and Kiribati (Representative for Micronesian countries), Papua New Guinea (Rep for Micronesian countries), Cook Islands (Rep for Polynesian countries).

PacCERT, with the assistance of JICA, is currently working on procuring ICT equipment for the PacCERT centre which is roughly worth FJD\$100,000.

The training of PacCERT staff will commence early next year and will be conducted by jpCERT through the assistance of JICA. The training will cover basic to advance cyber security topics.

PacCERT is currently recruiting technical officers. It is envisaged that staff will be in place in time for the CERT training early next year.

Financing, monitoring and evaluation

A key policy objective under this theme is 'Quality data and guidelines for better policy and effective monitoring and evaluation' with strategies that include publishing key ICT indicators, and developing cost-effective mechanisms for data collection to support policy and M&E activities.



SPC launches 'e-Pacific Island Countries'

One such initiative to address these key strategies is e-Pacific Island Countries (e-PIC) portal that was launched on 27 October, 2010 by SPC to provide Pacific communities more accessible and available relevant ICT information about Pacific.

e-PIC was launched at the SPC-organised 40th meeting of the Committee of Representatives of Governments and Administrations (CRGA), held in Noumea, New Caledonia from 25 - 29 October 2010.

The portal contains resources such as country profiles, downloadable documents, forum, register of ICT professionals and policy makers, photo and video gallery, ICT vacancies, legal and regulatory documents, publications,

news items, as well as educational and research materials.

e-PIC is quite a user-friendly site where all resources are tagged to make searching of appropriate information easier for the users.

The development of e-PIC has been possible with funding assistance from the European Union (EU) through the African, Caribbean and Pacific Group of States (ACP Group) under the ICT Access for the Poor project.

The portal will be managed by SPC's Pacific ICT Outreach (PICTO) Programme from its Suva regional office .

To access the portal, click on: <http://www.e-pic.info/>



e-PIC forum

an online discussion site where people can hold conversations in the form of posted messages



Submit articles

Send your articles relating to ICT in your country to: info@epic.info



e-Talanoa Newsletter

Download e-Talanoa Issue 1 newsletter by clicking on the icon on the Homepage.

Upcoming Events

**Business Process Re-engineering:
Leveraging Information and
Communications Technology for Public
Sector Reform, 4 February, 2011**
Sydney, Australia



The Global Economic crisis has created an urgent need for governments to become more effective and efficient in the delivery of services in the face of budget cuts. There are several transformation models in practice today but the use of Business Process Re-engineering has been successfully implemented in many Commonwealth countries such as Singapore, Trinidad and Tobago, Malta.

BPR has been endorsed by Pacific countries as a key area and Commonwealth Secretariat (ComSec) in collaboration with SPC, will be conducting a BPR workshop early next year in Australia. Communication regarding the workshop has been circulated to ComSec member countries. ComSec Pacific member countries who are interested need to contact Mr. Anthony Ming, a.ming@commonwealth.int and Non-ComSec member countries can contact Siaoisi Sovaleni, siaosis@spc.int

**APRICOT-APAN
15-25 February 2011,
Hong Kong**



DotAsia Organisation (DotAsia) and Internet Society Hong Kong (ISOC HK) successfully acquired the hosting rights of APRICOT 2011 (Asia Pacific Regional Internet Conference on Operational Technologies) and APAN 31th (Asia-Pacific Advanced Network) in the Hong Kong Special Administrative Region. This is the first ever joint event of APRICOT and APAN (named as APRICOT-APAN 2011) that makes it the biggest Internet conference in Asia. It is the 2nd APRICOT in Hong Kong after 14 years while it is the 1st APAN meeting in Hong Kong. It is expected 1,000 participants from all over Asia Pacific region will attend. For more information visit <http://www.apricot-apan.asia>

**PITA Members Meeting
15 January 2011, Honolulu
Hawaii**



PITA will hold its members meeting on 15 Jan 2011, in Honolulu one day prior to the opening of the Pacific Telecommunications

Council Annual conference and exhibition. This meeting held every January during PTC serve a strategic opportunity for members' updates and exchanges for review of annual workplan, issues, and discuss 2011-2012 plans as lead up to the PITA Annual General Meeting later in April. For more information visit: <http://www.pita.org.fj/index.cfm?action=events&cmd=view&id=E4CF A73A-1A64-2584-D84F0A0B83A0F080>

ICANN 40th Meeting



The ICANN 40th Meeting will be held in San Francisco from 13-18 March, 2011.

An ICANN meeting is a free gathering of the community of people who care about how Internet names and addresses work, happening three times a year for five days. Topics addressed at meetings include: cybersecurity, accuracy of Whois, rights of domain name registrants, Internationalized Domain Names (IDNs), new generic Top-Level Domains (New gTLDs), ccTLD management, among others.



Secretariat of the Pacific Community (SPC)

Pacific ICT Outreach Programme
Economic Development Division
Secretariat of the Pacific Community
Private Mail Bag, Suva, Fiji
Email: picto@spc.int
Telephone: +679 337 0733
Fax: +679 337 0146
Website: www.spc.int/edd

