

## Strengthening ICT capacity for Pacific parliaments



Palau National Congress Vice President (fifth from left), Clerk (second from left) and Senators with SPC staff

Samoa Parliament staff receive training from SPC

It has been widely recognised in the Pacific region that effective use of information and communication technology (ICT) is crucial for socio-economic development and good governance. The support of parliaments therefore is critical in this regard and equally important is the need for them to be adequately equipped to champion ICT for development efforts in the region.

The parliaments of Samoa and Palau were the latest recipients of technical assistance provided by the Pacific ICT Outreach (PICO) programme of SPC's Economic Development Division (EDD).

Assistance was provided under the project, 'ICT Access for the Poor: Improving access to ICT by informing and engaging Pacific ACP Legislators', funded by the European Union (EU) through the African, Caribbean and Pacific Group of States (ACP).

The mission to Samoa took place in August this year. A workshop was conducted to train the staff of the Legislative Assembly in the use of ICT to improve their effectiveness and efficiency in providing support services for parliamentarians.

The content of the training was based on the ICT training needs of staff as identified through an ICT survey. Two

groups of ten staff members attended the first training workshop.

SPC also donated two new computers, a printer, two uninterruptible power supply (UPS) and necessary peripherals to the Parliament of Samoa.

The mission to Palau took place in October. PICO conducted two separate information sessions: one each for members and staff of the House of Delegates and the Senate of Palau. The sessions focused on raising awareness of members about ICT and its role in driving sustainable development.

Areas highlighted in these presentations and discussions included how ICT can contribute to sectors such as health and education; the need for a national ICT policy; the need to update ICT legislation; an ICT policy for Congress; developing a website for Congress to share and disseminate information; and the use of ICT for effective and efficient communication for members and staff of Congress.

A train-the-trainer approach was chosen to ensure sustainability of ICT training for members and staff of both Houses. About 15 key staff participated in the six-day training to equip them with the skills to deliver their own in-house ICT courses.

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## From PICTO

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National information and communication technology (ICT) policy is key for sustainable and effective ICT development. The policy is important as it outlines the ICT priorities of a country. But more importantly, it provides the linkages between ICT development and national development priorities – and should address the question ‘what is the role of ICT in development?’

It is not an e-government strategy and not necessarily a telecom reform policy. It should address the challenges of the various key sectors of the economy – education, health, agriculture, fisheries – and also the concerns of various stakeholder groups including the private sector, non state actors as well as communities and disadvantaged groups such as women, youth and people with disability.

The policy development process is equally important. It can be a mechanism to engage various stakeholders and to build some local ownership which are key for successful implementation of the policy. The process can also provide a platform for dialogue to examine and assess what is important for the country and how ICT, as a key enabler, can contribute to exploiting potential opportunities and mitigate some of the challenges.

An important stakeholder in the development of the policy and its implementation are the legislators/parliamentarians. Bottom line is without their support it would very hard to have an enabling ICT environment let alone successful policy implementation.

It is therefore essential to engage members of parliament/congress to ensure that they are in the loop, that their views are considered, and they understand the implication – positive and negative – and that they take an active role in championing ICT as a tool for development.

With financial support from EU through ACP, SPC has been actively engaging with the members of parliaments of seven countries since last year. The level and type engagement ranges from information sharing, participating in induction programmes, website development as well as ICT training. Two of these interventions are highlighted in this edition of *e-Talanoa* – Samoa Parliament and Palau Congress.

Furthermore SPC will be participating in the upcoming induction programme for Kiribati Parliament and the Micronesian Legislative Conference, 14-16 November 2011 in Pohnpei.

Participating in these parliament induction programmes and meeting is key to raising members awareness and disseminating information about key ICT initiatives and emerging issues.

As one key stakeholder once said ‘ICT is no longer an option but a necessity’.

*Malo ‘aupito*



## Upcoming events



*PacINET 2011, the annual Pacific Islands Chapter of the Internet Society (PICISOC) conference, will be held in American Samoa from 7-11 November 2011.*



*Octopus Conference Cooperation against Cybercrime & 10th Anniversary of the Budapest Convention will be held in Strasbourg, France from 21 - 23 November 2011.*



*Tenth PacNOG Meeting, Conference and Educational Workshop will be held at the Le Méridien Nouméa Hotel, Nouméa, New Caledonia from 21 - 26 November 2011.*



*Pacific Legislatures Hearing on HIV and ICT will be held at the Duxton Hotel, Auckland, New Zealand from 13-15 December 2011.*



## 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.

## SPC assists with online presence of Kiribati

*A visit to Kiribati by a representative of Pacific ICT Outreach programme (PICTO) of SPC was carried out in late August 2011 to assist with the development of a website for the Ministry of Fisheries and Marine Resources Development (MFMRD).*

The website will enable MFMRD and external stakeholders to access online resources and disseminate information.

The visit also assisted the Ministry of Communications, Transport and Tourism Development (MCTTD) in developing their website and an online portal for the Government of Kiribati.

A key factor is that the work was carried out by Mr Wayne Reiher, ICT specialist from Kiribati, who was attached to SPC during that period.

Mr Tanielu Aiafi, who supervised Mr Reiher, stated that PICTO intends to build the capacity of member countries through training and attachment and

at the same time provide them with the opportunity to carry out some key work for their countries.

The Secretary of MFMRD, Mr Ribanataake Awira wished to "...thank SPC for this continued assistance which will enhanced MFMRD capability in disseminating vital information over the world wide web".

The design of MFMRD's website was completed during the visit and will be officially launched during the Fisheries & Marine Resources Awareness week in the first week of October 2011. The hosting of the website is also covered under the SPC assistance.

Meanwhile, a meeting with relevant

staff of MCTTD was also undertaken to present and discuss the prototype of the portal for the Government of Kiribati. This prototype is the starting point for the development of the Government Portal.

The outcome of the meeting is the establishment of a taskforce that will include representatives from various government ministries and will be tasked to review the work on the online portal as well as populating it with the appropriate data and information. The aim of this online portal is to serve as a one-stop shop for all relevant information regarding Kiribati to the different targeted audiences namely governments, citizens/residents, businesses and visitors/travellers.





## OLPC Oceania expands to Kosrae with US support

Since our first partnership with the Secretariat of the Pacific Community, which began in 2008, OLPC has seen significant deployments in Niue (the first country in the world to realize one laptop for every child), Nauru, the Solomon Islands, Vanuatu and Papua New Guinea.

Last year we expanded our work in the region to start pilots in 12 other countries from the Pacific Islands Forum. One of the pilot projects developed was a well-received program in Kosrae, one of the four states of Micronesia.

As Michael Hutak reports on the OLPC Oceania blog, we are now working with Micronesia to build on the success of that pilot. Kosrae recently secured a \$400K Supplemental Education Grant from the United States under the Compact of Free Association agreement between the US and Micronesia. Kosrae plans to implement a full-scale deployment of OLPC to all of their students from 1st to 8th grades.

In July, Kosrae deployed laptops to all 810 students and teachers in grades 5-8. The first laptop was handed out at Utwe Elementary School, by Kosrae State Governor Lyndon Jackson.

A ceremony was held at Tafunsak Elementary School to



*A photo from the handout at Wachung Elementary school, visited by Cornelius and former Senator John Martin.*

announce the program, attended by US Ambassador Prahar, who encouraged everyone involved to use their new tools well. As Oceania expands its OLPC program, this looks like a model to follow, with collaboration from many sectors of the local and international community.

The second half of the deployment, for the students and teachers in grades 1-4, will take place later this year.

**Source:**

<http://blog.laptop.org/2011/08/12/olpc-oceania-expands-to-kosrae-with-us-support/>

## OLPC signs historic MOU with University of the South Pacific

OLPC Foundation has donated fifteen XO laptops to the University of the South Pacific (USP) as part of an historic new Memorandum of Understanding (MOU) committing the two partners to work together to further research and teacher training on 1-to-1 Computing in the Pacific.

Mr Hutak, who negotiated the agreement with USP Vice-Chancellor Rajesh Chandra in February, said the MOU “removes a crucial roadblock to broad and effective regional technical assistance to Pacific countries on OLPC. Since 2008, the Secretariat of the Pacific Community (SPC) has been an invaluable partner on technical deployment, assisting countries to kickstart OLPC projects. Now, with USP, we have

the pre-eminent academic partner joining us, putting its significant expertise and resources behind this region-wide effort. But most importantly, this MOU signals an deeper commitment from all players in the region to addressing gaps on ICT in basic education.”

Mr Hutak also praised the vision and generosity of the Government of Japan, which has designed, built and funded the new state-of-the-art facilities at the Japan Pacific ICT Centre, and which has now officially handed the facility over to USP to take forward.

USP will make the OLPC lab at the centre available to trainee teachers at USP’s School of Education. Leading research on educational impact and

content development will be USP’s Faculty of Science, Technology and Environment (FSTE).

A working group to include the relevant USP Faculties, the ICT Centre, SPC, and OLPC will now be formed to take forward the effort.

The MOU ceremony came at the conclusion of the first ever South Pacific ICT Expo and Symposium jointly hosted by USP, the Government of Fiji and the Japan International Cooperation Agency (JICA)

**Source:**

[http://olpcoceania.blogspot.com/2011/07/olpc-signs-historic-mou-with-university\\_24.html](http://olpcoceania.blogspot.com/2011/07/olpc-signs-historic-mou-with-university_24.html)

## ITU Asia-Pacific Regional Multi-Stakeholder Forum on Emergency Telecommunications

*The Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) organized the “ITU Asia-Pacific Regional Multi-stakeholder Forum on Emergency Telecommunications”, which was held at Chinggis Khaan Hotel, Ulaanbaatar, Mongolia on 8–11 July 2011.*

The Forum was organized by the ITU and was hosted by the Mongolian Information, Communication Technology and Post Authority (ICTPA) with the support of the Government of Australia through the Department of Broadband, Communications and the Digital Economy, the Communications Regulatory Commission (CRC) of Mongolia, and the Economic and Social Commission for Asia and the Pacific (ESCAP).

This meeting was of great importance to ITU Member States as emergency telecommunications play a critical role in both disaster early warning and disaster response by ensuring timely flow of information needed by government agencies and other humanitarian actors involved in rescue operations and by providing medical assistance to the injured.

Siaosi Sovaleni, Manager of the Secretariat of the Pacific Community's (SPC) Pacific ICT Outreach Programme (PICTO) presented at the Forum.

The presentation titled “*ICT, DRR and DM in the Pacific*”, focused on the challenges in the Pacific, disasters and the Pacific, ICT in the Pacific, and ICT and Disaster Risk Reduction and Disaster Management (DRR/DM).

The presentation also highlighted SPC's lead coordination agency in ICT and DRR/DM in the Pacific.

Addressing the challenges, DRR and DM is guided by the:

- Framework for Action 2010-2015 (DRR/DM)
- Framework for Action on ICT for Development in the Pacific (FAIDP)

For more information on the Forum and to view presentations go to: <http://www.itu.int/ITU-D/asp/CMS/Events/2011/disastercomm/index.asp>



## ITU workshop on monitoring and evaluation of national ICT policies and plans

The Telecommunications and Information Policy Group/PEACESAT of the Social Science Research Institute, University of Hawaii at Manoa, co-hosted a workshop from July 18-20, 2011 on monitoring and evaluation of national information and communication technologies (ICT) policies and plans for Pacific Island Countries.

The opening remarks and keynote address was delivered by Mrs. Gisa Fuatai Purcell, ICB4PAC Project Coordinator; Mr. Gordon Bruce, Director Department of Information Technology, City and County of Honolulu, and Mr. Sanjeev “Sonny” Bhagowalia, Chief Information Officer, Office of Information Management and Technology, State of Hawaii.



The event was co-sponsored by three entities: the Telecommunications and Information Policy Group/PEACESAT of the Social Science Research Institute at UH Mānoa, the International Telecommunication Union (ITU) of the United Nations ICB4PAC (ICT Capacity building for the Pacific) project, and the European Union.

Siaosi Sovaleni, Manager of SPC’s Pacific ICT Outreach Programme (PICO) participated in the workshop.

For more information on the Forum and to view presentations go to: [http://www.tipg.net/index.php?option=com\\_content&view=section&layout=blog&id=12&Itemid=50#](http://www.tipg.net/index.php?option=com_content&view=section&layout=blog&id=12&Itemid=50#)

## PITAA conference focuses on IT system

The 2011 Pacific Islands Tax Administrators Association (PITAA) focused on discussing the issue of Information Technology (IT) for communication purpose between the Pacific countries for sharing information on the modern tax system.

Head of tax administrators from different Pacific countries attended the PITAA conference held at Radisson Resort in Nadi, Fiji from August 22-24.

Fiji Revenue and Customs Authority (FRCA) chief executive officer, Mr Jitoko Tikolevu said that the PITAA conference focused on key important regional issues like

regional compliance, regional capacity building, and projects such as regional IT support projects.

Last year’s conference had discussions on the IT system, therefore administrators planned to come up with ideas to address this issue and finding a way forward in this year’s meeting.

“One of the key issues we looking at is IT. We want to have a template. We want to have a platform that can give us regional IT framework whereby we can exchange information more easily and effectively,” Mr Tikolevu said.

“Big countries like Samoa, Papua

New Guinea and Fiji are willing to help through attachments, people who can go to their countries to start projects relating to IT capacity building projects. Discussions on these issues have been ongoing for number of years and hopefully we will come in a position to address these issues.”

Fiji is the first country to host the PITAA conference in 2004.

### Source:

[http://www.fiji.gov.fj/index.php?option=com\\_content&view=article&id=4699:pitaa-conference-focuses-on-it-system&catid=71:press-releases&Itemid=155](http://www.fiji.gov.fj/index.php?option=com_content&view=article&id=4699:pitaa-conference-focuses-on-it-system&catid=71:press-releases&Itemid=155)



## USP-JICA ICT Project conducts Distance ICT seminar

*The University of the South Pacific (USP) and the Japan International Cooperation Agency (JICA) with Cisco Systems jointly organised a Distance ICT seminar at the Japan-Pacific ICT Centre on 11 July, 2011.*

The seminar conducted from Tokyo by video conference mode internationally, not only had USP, but also Laos National University (South-East Asia) participate in the lecture. The seminar was attended by 21 participants.

The seminar focused mainly on three objectives; one to provide participants with latest or additional knowledge on network technology, secondly to sustain their learning motivation in their working field, and finally to update their knowledge on network technology.

The target participants of the seminar were mainly ITS engineers while invitations were also extended to the Fiji National University, South Pacific Computer Society, and local ICT industries.

The seminar had two themes presented by Cisco representatives Mr Kinoshita, the Managing Director of Cisco

systems and Mr Li, the Systems Engineer.

Mr Konishita presented on the general concepts and world trend of cloud technology titled as “A Latest Data Centre Solution Case with Cloud Technology” while Mr Li presented on the more technical depth on cloud networking technology titled “Into the ‘Cloud’ Secure and Wirelessly.”

JICA has collaborated with Cisco Systems Inc. in various technical cooperation projects such as training programs in Japan for developing countries. This collaboration has led the both to design distance training modules on network theory and technology for ICT engineers in developing countries since 2010.

Cisco Systems is the company that holds more than 80% of market share in the enterprise networking market, such as routers and switches

worldwide.

The engineers who have the skills and knowledge on Cisco Networking Products are highly demanded from the industries.

Mr Fukushima remarked, “This is the first time for us to distribute training seminars from remote site and the seminar showed the capability of distance learning and will be a good example.”

He added that this time the seminar was rather a one-way lecture but next time we will organize a more interactive one.

Mr Fukushima added that the seminar was good opportunity to learn directly from the senior management of Cisco Systems on the latest technologies and trends on cloud computing.



*Session distributed from Tokyo*

## APT 4th Policy and Regulation Forum for Pacific

*Asia Pacific Telecommunity (APT) organised the 4th Policy and Regulation Forum for Pacific from 6 to 8 July 2011 in Nadi, Fiji in collaboration with the Pacific Islands Telecommunications Association (PITA).*

The forum was supported by the Government of Fiji and FINTEL.

The Forum received the honour of Honourable Aiyaz Sayed-Khaiyum, Attorney General and Minister of Public Enterprises, Communications, Civil Aviation, and Tourism, Fiji to deliver the inaugural address.

The Forum was intended to encourage exchange of information and sharing of ideas in a common platform among the Pacific Island countries, address key policy and regulatory concerns, and consider best practices and further develop regulatory frameworks for Pacific Island countries.

A total of 60 participants updated Pacific Islands regulation activities and discussed other key topics, i.e. capacity building for the Pacific Islands, policy and regulatory issues on Internet, update on Pacific Islands regulation activities, international connectivity for the Pacific Islands, policy and regulatory for business and

consumers, telecommunication policy and strategy for the Pacific Islands, and APT Preparations for WRC, WTSA, and WCIT.

Siaosi Sovaleni, Manager of SPC's Pacific ICT Outreach Programme (PICO) presented at the Forum.

The presentation titled "*Strengthening Parliaments in Pacific ACP Countries*", highlighted the challenges faced by Pacific parliaments in terms of capacity building and the approaches to dealing with such challenges.

The presentation also highlighted the in-country assistance that SPC PICO is and would be providing to Pacific Island parliaments.

This assistance is provided under the project, 'ICT Access for the Poor: Improving access to ICT by informing and engaging Pacific ACP Legislators', funded by the European Union through the African, Caribbean and Pacific Group of States (ACP).





## Officials from Pacific Island countries to participate in regional forum organized by hub for ICT human capacity development

*On 24-28 October 2011, officials from the Pacific Island countries (PICs) joined over 150 overseas participants, including ministers, senior-government officials and regional development stakeholders, in the Republic of Korea to participate in the Second Asia-Pacific Regional Forum on ICT Human Capacity Development: Where are we, where are we going and what will it take to fill the gap?*

Organized by the United Nations Asian and Pacific Training Centre for Information and Communication Technology for Development (UN-APCICT/ESCAP), a regional institute of the Economic and Social Commission for Asia and the Pacific, the regional forum was a unique event that provided participants a multilateral platform to assess what the regional community has achieved in terms of information and communication technology for development (ICTD) in recent years, what the current challenges and opportunities are, and what course of action will be necessary to overcome these challenges and achieve regional development goals in the near future. APCICT organized the first regional forum in March 2007.

The Honourable Henry Puna, Prime Minister of the Cook Islands, delivered the opening address at the Second Regional Forum. Officials from Papua New Guinea, Samoa, the Secretariat of the Pacific Community (SPC), the University of the South Pacific, and the Pacific Island Chapter of the Internet Society, also participated in the 3 Plenary Sessions of the Regional Forum. These include:

- Plenary Session I focused on cyber security and its linkage to national security as a result of the increasing incidence of information theft and cyber attacks across the globe.
- Plenary Session II explored the importance of sensitizing the next generation of leaders to the potential of ICTs for development and the need to bridge the digital divide.
- Plenary Session III emphasized the significance of knowledge sharing and global partnerships needed to enhance the reach and impact of ICTD capacity building initiatives.

Drawing from the subjects and themes discussed during the Plenary Sessions, participants from the PICs were given the opportunity to engage in 3 in-depth Parallel Track workshops focusing on key and emerging areas of ICTD, namely cyber security, ICTD capacity building for students and youth, and strengthening partnerships for implementation of ICT human capacity development programmes.



PICs participants will be able to use these experiences to learn more about APCICT's programmes and knowledge products that the Centre has partnered to develop in order to help build the necessary ICT human resources and institutional capacity in the region.

Pacific development stakeholders and APCICT have been collaborating extensively to strengthen ICTD capacity in the Pacific region.

In 2008, APCICT and SPC's Pacific Islands Applied Geoscience Commission (SOPAC) Division partnered to organise a Pacific-wide workshop in the Cook Islands, on the "Academy of ICT Essentials for Government Leaders Programme" (Academy), APCICT's flagship ICTD curriculum. Since this initial launch, SPC and APCICT have partnered to roll-out the Academy in Kiribati, Samoa, Tonga and Tuvalu. SPC is utilising the Academy as the centre-piece of its "ICT Access for the Poor" project, which aims to deliver ICT training to government officials and enhance the region's capacity to use ICT for development.

In April 2011, APCICT participated in the Inaugural Regional Meeting of Ministers for Energy, Information and Communication Technology, in New Caledonia, and entered into an Implementation Arrangement with SPC to strengthen collaborative efforts to coordinate strategy and resources for the development of ICT capacities in the Pacific Islands region.

## Niue internet service wins international award

Internet Niue has won a prestigious international award for the innovative WiFi internet network that serves the island.

The category won by Internet Niue recognises its success over the last three years building local internet capacity and encouraging qualified locals to support the Niue internet community with a reliable locally-provided service.

Internet Niue provides its services free to the government and people of Niue. Customers pay only for the cost of a connection, which can be as low

as \$NZ25. As a result, the reach of the internet on Niue is understood to be the highest in the South Pacific, with about 90 per cent of the population having access at home and/or at work.

The development of Internet Niue has enabled the people of Niue - arguably the most isolated nation on the planet - to connect with and participate in the outside world. It also enables the 20,000-plus Niuean diaspora to keep in contact with their home culture, their families and friends.

(Source: VOXY/PACNEWS)



## ADB, World Bank to support High-Speed Internet In Tonga

The Asian Development Bank (ADB) and the World Bank are considering a project that will help the Pacific Island nation of Tonga to gain high-speed internet access for its population of 100,000 people through an underwater fibre optic cable.

The high-speed internet connection

to Tonga will build on the successful telecommunications reform over the past five years in the country, which has resulted in a six-fold increase in mobile phone coverage in the same period.

(Source: BERNAMA/PACNEWS)



## New ICT licences approved in PNG

Telecommunication company, Digicel PNG, can now offer fixed line voice and internet services throughout the country.

National Information and Communication Technology Authority (NICTA) this week issued the company three licences to offer these services.

The licences allow Digicel to provide full telecommunication services in the country, apart from just mobile phones.

The issuing of licences is in line with the government's reforms to the I-C-T Sector after the endorsement of the National I-C-T Act 2009, and the subsequent establishment of NICTA, last October. Under these reforms, NICTA is now the sole licensing and regulatory authority of the I-C-T Industry in Papua New Guinea.

(Source: NBC NEWS/PACNEWS)



## American Samoa to host PacINET 2011

*PacINET 2011, the annual Pacific Islands Chapter of the Internet Society (PICISOC) conference, will be held in American Samoa from 7-11 November 2011 hosted by American Samoa's Information Technology Department.*



The theme of PacINET 2011 will be *Strengthening Pacific Communities - Shaping the Future with ICT* and the event will be headquartered at the Rex E. Lee Auditorium, American Samoa.

PacINET is a regional conference for practitioners, developers, researchers and those interested in Information and Communications Technology (or ICT) from all sectors to exchange information on the systems, technologies, and experiences related to ICTs in the Pacific Islands.

PacINET has evolved to become the Pacific Island region's leading annual, multi-sectoral ICT conference.

"We're excited to be given this opportunity to host such an event - with American Samoa establishing an IT department just over a year ago, there are many exciting topics of technology to be discussed in workshops and presentations," says American Samoa's CIO and IT Director, Easter Asi-Bruce.

"We look forward to welcoming attendees from around the Pacific Islands to American Samoa. There are no conference fees to attend and PacINET 2011 will provide a valuable opportunity to learn from and network with the region's ICT experts and practitioners."

PICISOC is a chapter of the global Internet Society (ISOC) and works as a volunteer non-profit organization to represent and serve the interests of the Pacific Islands on issues and developments in the area of internet and ICTs.

The PacINET conference started as a technical conference but over the years the conference has grown and now includes both technical and non-technical streams to meet the diverse interests and needs of PICISOC members.

Topics being lined up for the conference include but are not limited

to: IT access for the Disabled, Pacific ICT Strategy, DNS Security, IPv4/IPv6, Cyber Bullying, Internet Governance, ICT & the impact on the Samoan Language, Education and ICT in the Pacific, e-Government, and Business Process Re-engineering just to name a few.

American Samoa joins the list of Pacific Islands who have hosted PacINETs in the past: PacINET 2010 - Vanuatu; PacINET 2009 - Papua New Guinea; PacINET 2008 - Cook Islands; PacINET 2007 - Solomon Islands; PacINET 2006 - Samoa; PacINET 2005 - Kiribati; PacINET 2004 - Vanuatu; PacINET 2003 - Tonga; and PacINET 2002 - Fiji.

Find out more and register online at <http://www.picisoc.org/PacINET+2011>

PacINET 2011 organisers can be contacted at [pacinet2011@gmail.com](mailto:pacinet2011@gmail.com).



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