

TELECOMMUNICATIONS AUTHORITY OF FIJI

MONITORING AND EVALUATING THE
REFORMED TELECOMMUNICATIONS
SECTOR IN FIJI

OVERVIEW

- INTRODUCTION
- CONSULTANT'S WORK
- DESIGNING & IMPLEMENTING THE SYSTEM
- THE SYSTEM

INTRODUCTION

FIJI'S TELECOMMUNICATIONS MARKET

- Over 300 islands, 100+ of which is inhabited spread over a vast area – challenge!
- POP. 837,000+; 40% URBAN AREAS, 45% PERI URBAN, 15% IN RURAL
- 600,000+ TOURISTS VISIT OUR SHORES
 - 1 FIXED LINE OPERATOR (VOICE & INTERNET)
 - 2 MOBILE OPERATORS (VOICE & INTERNET)
 - 1 INTERNATIONAL CARRIER WHICH ALSO PROVIDES INTERNET SERVICES VIA WIRELESS INTERNET
 - 1 ISP ONLY
 - APART FROM THESE MAJOR PLAYERS:
 - 1 X Major Mobile Reseller (Unlicensed)
 - 1 X VoIP CARRIER (Licensed)
 - 3 X CALL CENTRE (Licensed)
- REGULATORY: FCC – COMPETITION; TAF – SERVICE; CCoF – CONSUMER ISSUES
- TAF HAS EMBARKED ON 'OPEN LICENSE REGIME'
- CAPACITY: 3 ENGINEERS, 1 IT SPECIALIST, 4 SUPPORT STAFF
- STATS: FIJI BUREAU OF STATISTICS – NSO, TAF – INDUSTRY DATA

Background

- In 2008 Telecommunication Authority of Fiji (TAF) was established to acquire and develop skills, tools and resources.
- Manage the transition from a monopolistic to a competitive and multi operator market;
- Facilitate and manage the growth of this industry; and
- Measure and optimise the impact of telecommunication reform on the broader community.

LONG TERM GOALS OF TAF

- Improving access to infrastructure particularly in rural and other island areas; and
- Establishing the necessary environment for separate and diverse private sector development.

Monitoring and Evaluation System

A successful M & E system must have evaluation and reporting back mechanism for wider discussion, decision making and dissipation of the lessons learnt. It will:

- Inform TAF if it's objectives are being met;
- Enable examination of impact;
- Enable redesign of the activities, if required; and
- Enable drawing lessons learnt for future.

CONSULTANT'S WORK

The M & E Project of TAF

An IT based monitoring and evaluation system to be developed to facilitate data submission. It must support:

- Information gathering;
- Storage; and
- Interpretation:
 - TAF required advice and assistance on evaluation and interpretation of the data gathered, including approaches, methodologies and tools.

Goals of the M&E Project

Goals of this system were:

- Monitor and assess the performance of the telecommunication industry operators in their delivery of services to households and business;
- Monitor and assess the performance of the telecommunication industry operators in their delivery for rural and remote areas;
- Develop the capacity of TAF to sustain progress; and
- Assess and monitor the contribution of the industry to the national GDP.

This activity will establish new accountability mechanism for public institutions in Fiji's telecommunications sector.

INFORMATION REQUIREMENTS OF TAF

Key Performance Indicators suggested for the M&E System are:

- Access:
 - Service density by Market Segment,
 - Service density Urban vs. Rural,
 - Network Coverage,
 - Service quality (speed);
- Usage of scarce resources: spectrum, numbering;
- Bottlenecks; (legislations, capacity, institutional)
- Access to and usage of internet; and
- Broad Data on Industry Revenues.

DESIGNING & IMPLEMENTING THE SYSTEM

POWER TO COLLECT INFORMATION

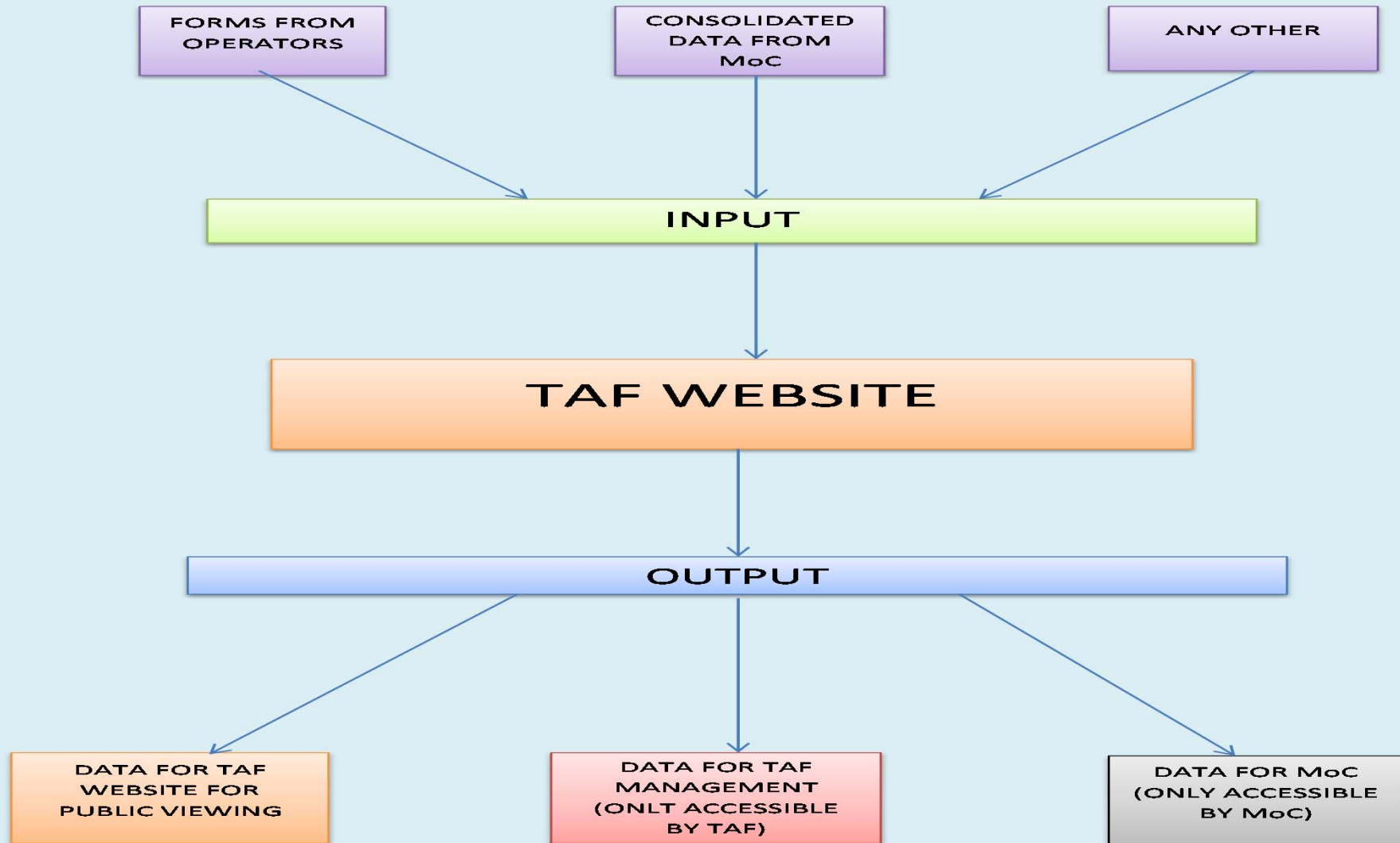
Power to require information

- **31. - (1) The Authority may, by written notice, require a person or licensee to provide the Authority with any information and documents (including information relating to financial matters) as the Authority reasonably requires to perform its functions or exercise its powers as provided for in this Promulgation.**
- (2) In exercising its powers under this section, the Authority must -
 - (a) specify the reasons it requires the information and document specified in subsection (1);
 - (b) specify the relevant section of this Promulgation on which the Authority relies to make such request;
 - (c) specify the time, the manner and the form in which any such information is to be provided; and
 - (d) ensure that requirements are reasonable and practicable.
- (3) A person or licensee who refuses or, without reasonable excuse, fails to comply with subsection (1) commits an offence and is liable on conviction
 - (b) for an individual, to a fine not exceeding \$1,000 or to imprisonment not exceeding 12 months;
 - (c) for other legal entity, to a fine not exceeding 5 percent of the gross annual revenue of that legal entity.
- (4) A person or licensee who -
 - (a) intentionally, alters, suppresses or destroys any information or document which the person has been required by a notice under subsection (1) to produce; or
 - (b) provide any estimate, return or other information or document required under any such notice, makes any statement which the person knows to be false in a material particular, or recklessly makes any statement which is false in a material particular,
 - commits an offence and is liable on conviction to a fine not exceeding \$2000 or to imprisonment for a term not exceeding 2 years.
- (5) Without prejudice to subsection (3), if a person or licensee defaults in complying with a notice under subsection (1), a Judge may, on application by the Authority, make an order requiring the default to be made good, including order for costs or expenses of and incidental to the application.

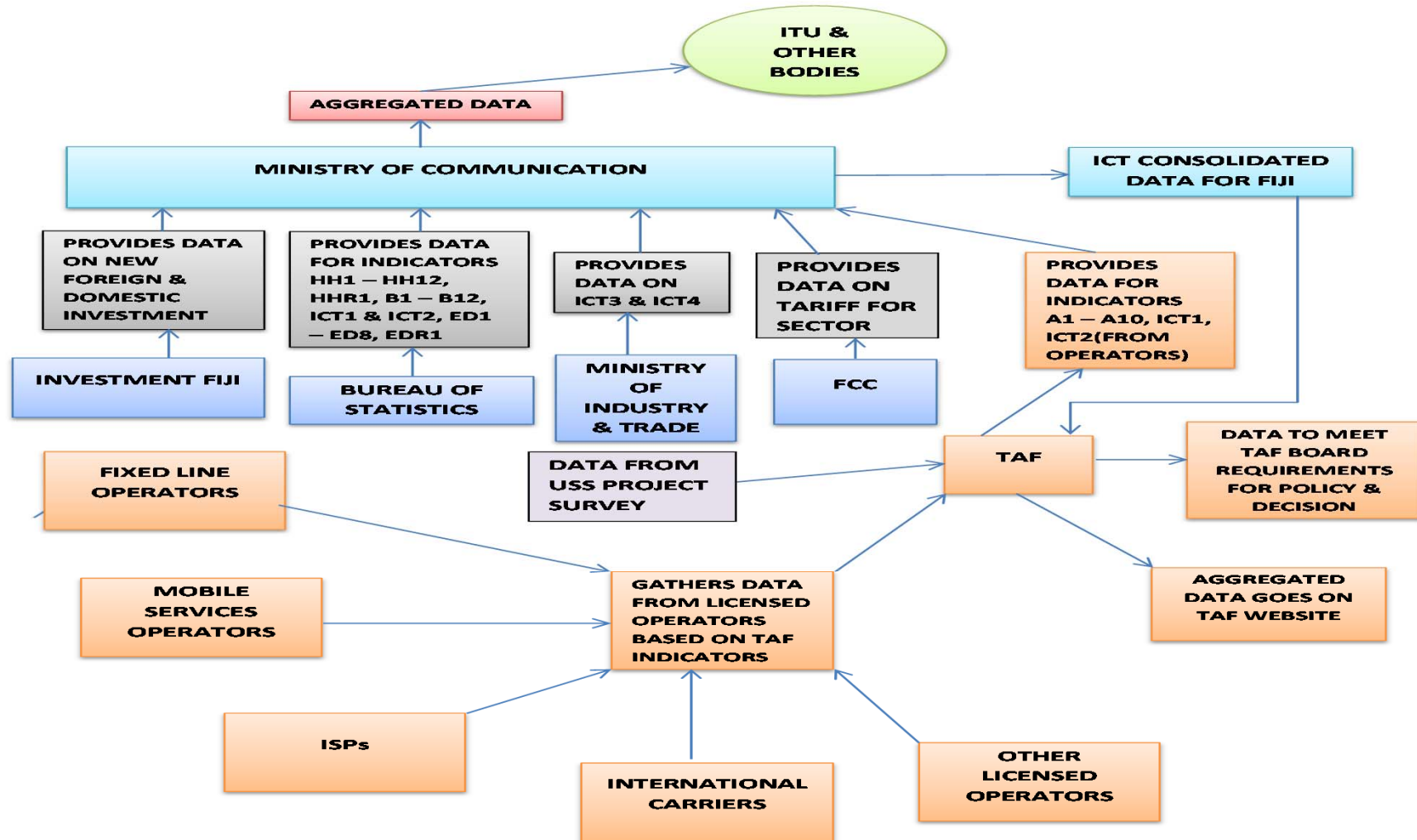
DISCLOSURE OF INFORMATION

- *Limits on disclosure of information*
- **30. - (1) Subject to subsection (3), no confidential information may be disclosed by the Authority without the written consent of the party who provided such information to the Authority.**
- (2) For the purpose of this section, information is confidential information if the provider of the information has requested in writing to the Authority that information be kept confidential and where the Authority is satisfied that the request is reasonable.
- (3) The Authority shall determine the reasonableness of a request under subsection (2) taking into consideration:
 - (a) the likelihood and seriousness of harm to the party making the request resulting from disclosure;
 - (b) the fairness to another party or parties of not having access to the information; and
 - (c) the effect on transparency of the Authority's decision-making.
- (4) Subsection (1) does not apply to disclosure of information -
 - (a) to the Commerce Commission;
 - (b) in respect of any investigation of any criminal offence;
 - (c) for the purpose of any civil or criminal proceedings; or
 - (d) in respect of information which is in the public domain.

TAF M&E SYSTEM



High Level Framework for the M&E System designed for TAF



THE APPROACH

- **CONSULTATION! CONSULTATION! CONSULTATION!**
 - INITIALLY ONE – ON – ONE WITH EACH STAKEHOLDERS
 - INTRODUCE THE M&E PROJECT, WHAT ARE THEIR OBLIGATIONS, WHAT ARE THEIR CONCERNS, WHAT WILL THE SYSTEM OFFER IN RETURN
 - AFTER THE SYSTEM WAS DESIGNED AND THE FORMS WERE DRAWN UP
 - WHAT IS AVAILABLE NOW, COST BURDEN IF ANY, OBJECTION
 - AFTER SUBMISSION OF BASELINE DATA
 - ONE – ON – ONE, DATA AUTHENTICITY, COMPARE GIVEN DATA WITH PUBLISHED DATA, SOUGHT CLARIFICATION ON DATA NOT PROVIDED
- **CAPACITY BUILDING**
 - TAF TECHNICAL TEAM & MINISTRY PERSONNEL
 - RESPONDENTS
 - FAMILIARISING THE INPUT PORTAL
 - ENCOURAGING THEM TO HAVE PROCESSES DRAWN UP INTERNALLY
 - TAF TECHNICAL TEAM & MANAGEMENT
 - HOW THE DATA ARE TO BE INTERPRETED
 - TRANSLATING INFORMATION DERIVED INTO POLICIES THAT CAN STIMULATE GROWTH, IMPROVE QoE FOR THE CONSUMERS, ATTRACT INVESTORS

MAJOR SECTIONS

- SECTION A: REPORTS FROM LICENSEES
- SECTION B: HOUSEHOLD/EDUCATION/BUSINESS SECTOR REPORTS
 - MINISTRY
- SECTION C: INVESTMENT – LOCAL AND FOREIGN
 - INVESTMENT FIJI, MIT, FRCA
- SECTION D: CONSUMER COMPLAINTS
 - FCC, CCoF
- SECTION E: ANNUAL INSPECTION
 - VALIDATE COVERAGE, COMPLIANCE
- SECTION F: UNIVERSAL SERVICE SCHEME
 - SOON TO ROLL OUT
- SECTION G: COUNTRY – WIDE DATA

THE PORTAL

- TWO SETS OF INDICATORS
 - ITU
 - TAF
 - TRACKING TABLE
- DATABASE MANAGED ELECTRONICALLY THROUGH WEBSITE
 - SECURED ACCESS
 - WEBSITE HOSTED EXTERNALLY BUT DATABASE STORED INTERNALLY
 - HISTORICAL DATA
 - STORAGE OF CURRENT DATA: 2 – 5 YEARS
 - ARCHIVING
- REPORTING
 - SUBMITTED TO MANAGEMENT EVERY QUARTER
- ACTIONS TO BE TAKEN

SUBMITTED DATA

- CHECK IF ALL COMPULSORY FIELDS ARE FILLED
- COMPARE WITH RECORDED TREND
- VERIFY WITH ANNUAL INSPECTION FINDINGS
- IF DISCREPANCIES, DIALOGUE WITH RELEVANT RESPONDENT
- COMPILE REPORT AND SUBMIT TO MANAGEMENT
- AT THE END OF THE YEAR, ACCUMULATE DATA FOR SECTOR AND SUBMIT TO MINISTRY

THE SYSTEM

TAF WEBSITE

Centara Hotels & Resorts x Inbox - jcagialau@gmail... x ITU Regional Office for ... x ITU/NBTC Regional For... x Unknown Tuwai stands ... x Telecommunications A... x

www.taf.fj Google

Statistics | Contact Us | FAQ's

SEARCH

TAF ONLINE SERVICES

HOME ABOUT US LICENSING CONSUMERS MONITORING UNIVERSAL SERVICES NUMBERING PUBLICATIONS CONTACT US

Country Report
Input Proforma
MandE Coordinator
Indicators
Presentation

APPLICATION
Click here to view Import Permit Procedure & Application form

COMMUNICATIONS
Find License for telecommunication services and powers to Issue License.

LICENSING
Find types of license and application fees online.

PERMITS
Click here to view Import Permit Procedure & Application form

CONSUMER ISSUES
Find Information about consumer protection and technical matters

EVENTS
Find News on TAF Events & Workshops

TELECOMMUNICATIONS PROMULGATION 2008 FUNCTIONS & POWERS OF AUTHORITIES

- Objective of the Promulgation
- Interpretation

MANAGEMENT OF TELECOMMUNICATION

- Functions of Minister
- TAF Establishment

- Functions of Authority
- Alternative Disputes Resolution (ADR) Schemes
- Powers of the Authority
- Power to make Determinations
- Procedures for Determinations
- Enforcement of Determinations
- Consideration of the Burden of Regulation
- Procedural Fairness

TELECOMMUNICATION LICENSING

TELECOMMUNICATION APPEAL TRIBUNAL

ACCESS TO LAND AND FACILITIES

- Access to Freehold Land
- Requirements for a Court Order
- Access to State Land and Properties
- Rights of Entry to Land
- Access to Native Lands

OTHER MATTERS

- Arrangement with Other Entities
- Publication of Information
- Limits on Disclosure of Information
- Power to Require Information
- Confidentiality

MISCELLANEOUS

NATIONAL INTEREST MATTERS

9:01 p.m.
15/10/2014

THE VARIOUS LINKS

The screenshot shows a web browser window with several tabs open, including 'Inbox - jcagialau@gmail...', 'ITU Regional Office for ...', 'ITU/NBTC Regional For...', 'Unknown Tuwai stands ...', and 'Telecommunications A...'. The address bar shows 'nitoring/Input-Proformas.aspx' and the search engine is 'Google'. The website header includes 'TELECOMMUNICATIONS AUTHORITY OF FIJI' and navigation links for 'Statistics', 'Contact Us', and 'FAQ's'. A search bar and 'TAF ONLINE SERVICES' button are also present. The main navigation menu includes 'HOME', 'ABOUT US', 'LICENSING', 'CONSUMERS', 'MONITORING', 'UNIVERSAL SERVICES', 'NUMBERING', 'PUBLICATIONS', and 'CONTACT US'. The 'MONITORING > INPUT PROFORMA' page is displayed, featuring a sidebar with links to 'Country Report', 'Input Proforma', 'MandE Coordinator', 'Indicators', and 'Presentation'. The main content area has a search bar for 'Input Proforma'. The footer contains a grid of links for 'TELECOMMUNICATIONS PROMULGATION 2008', 'FUNCTIONS & POWERS OF AUTHORITIES', 'TELECOMMUNICATION LICENSING', 'TELECOMMUNICATION APPEAL TRIBUNAL', 'ACCESS TO LAND AND FACILITIES', 'OTHER MATTERS', 'MISCELLANEOUS', and 'NATIONAL INTEREST MATTERS'. The bottom of the page includes 'PRIVACY', 'DISCLAIMER', 'SITEMAP', and contact information for the Telecommunications Authority of Fiji.

Statistics | Contact Us | FAQ's

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INPUT PROFORMA

Input Proforma

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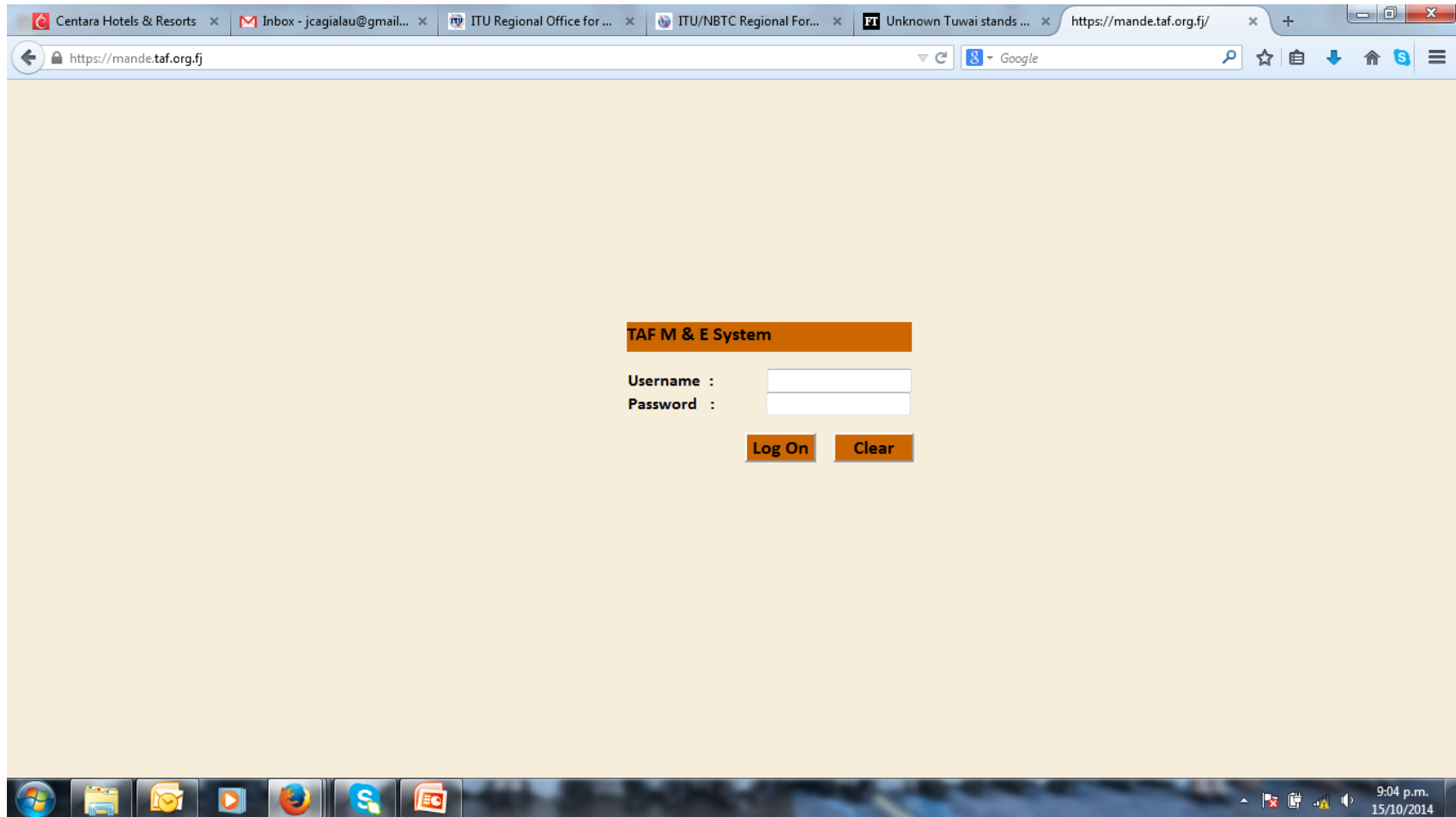
MISCELLANEOUS

NATIONAL INTEREST MATTERS

PRIVACY DISCLAIMER SITEMAP

TELECOMMUNICATIONS AUTHORITY OF FIJI, 76 GORDON STREET, SUVA. PHONE: (679) 331 0106 FAX: (679) 331 0110

THE LOGIN PAGE



FINTEL INPUT PROFORMA OPTIONS

Centara Hotels & Resorts x Inbox - jcagialau@gmail... x ITU Regional Office for ... x ITU/NBTC Regional For... x FT Unknown Tuwai stands ... x https://mande...uarterly.aspx x

https://mande.taf.org.fj/fintelviewquarterly.aspx

[Back](#) [Log Out](#)

FINTEL Proforma - View Quarterly Data

Quarterly:

Category:

Quarterly

Wireless Broadband Subscriptions

Service Density	A4.1	Current Number of active wireless broadband connections	<input type="text" value="Leave it Blank"/>
Service Density	A4.2	Number of new wireless broadband connections	<input type="text"/>
Service Density	A4.3	Number of wireless broadband connections deactivated	<input type="text"/>

International Internet Bandwidth, in Mbit/s

Quality of Service	A6.1	Current Bandwidth (In Use)	<input type="text"/>
Quality of Service	A6.2	Change in bandwidth	<input type="text" value="Leave it Blank"/>

Network Coverage by Area

Network Coverage	TAF06.1	Sq. Km area covered for urban areas	<input type="text" value="Leave it Blank"/>
Network Coverage	TAF06.2	Additional sq. km area covered for urban areas	<input type="text"/>
Network Coverage	TAF06.3	Sq. Km area covered for rural areas	<input type="text" value="Leave it Blank"/>
Network Coverage	TAF06.4	Additional sq. km area covered for rural areas	<input type="text"/>
Network Coverage	TAF06.5	Total areas covered	<input type="text" value="Leave it Blank"/>
Network Coverage	TAF06.6	Additional total areas covered	<input type="text" value="Leave it Blank"/>

9:13 p.m.
15/10/2014

COUNTRY REPORT

Downloads | Facts and Figures x https://mande.t...ionReport.aspx x +

https://mande.taf.org.fj/CWDurationReport.aspx FIJI FACTS AND FIGURES

Duration : Quarterly : April - June 2014 [Click To View Report](#)

Quarterly : April - June 2014

A1: Fixed telephone subscription per 100 population	17.41
A2: Mobile - cellular telephone subscription per 100 population	101.1
A3: Fixed (Wired) - broadband subscriptions per 100 population	1.34
A4: Wireless - broadband subscriptions per 100 population	1.51
A5: Active mobile - broadband subscription per 100 population	89.48
A6: International internet bandwidth, in Mbit/s per 100 population	0.65
TAF13 : ICT Workforce	683
HH4: Proportion of Household with a Computer	

8:52 a.m.
16/10/2014

THANK YOU