

Saint Lucia Profile (2018)

Various statistics (Latest data available: 2018)

Fixed-telephone subscriptions per 100 inhabitants	20.0501
Mobile-cellular subscriptions per 100 inhabitants	101.68
Fixed (wired)-broadband subscriptions per 100 inhabitants	17.7388
Mobile-broadband subscriptions per 100 inhabitants	42.5105
Households with a computer (%)	45.7444
Households with Internet access at home (%)	45.7183
Individuals using the Internet (%)	50.8152

Regulatory Authority (Latest data available: 2016)

Please provide the name of the Head of the Regulatory Authority	Shana Willie-Matoorah
Please provide the exact title of the Head of the Regulatory Authority.	Director/Secretary
Name of the telecom/ICT regulator	National Telecommunications Regulatory Authority (NTRC) St Lucia

Policy Maker (Latest data available: 2016)

Please provide the name and contact details of the main Policy-Maker in charge of telecommunications/ICTs	Ministry of Economic Development, Housing, Urban Renewal, Transport and Civil Aviation
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Level of Competition (Latest data available: 2016)

Cable modem	C*
Cable Television	C*
Data2014	C*
Domestic fixed long distance	C*
Fixed Satellite Services (FSS)	C*
Fixed Wireless Broadband	C*
GMPCS (FSS/MSS)2005	C
IMT (3G, 4G, etc.)	C*
International Gateways	C*
International Fixed Long Distance	C*
Internet Services	C*
Leased Lines	C*
Wireless Local Loop	C*
Local Fixed Line Services	C*
Mobile	C*
Mobile Satellite Services (MSS)	C*
Paging2000	C
VSAT	C*
DSL	C*

M: Monopoly
P: Partial competition (year when competition was introduced)
C: Full competition (year when competition was introduced)
N: N/A

Institutional Details (Latest data available: 2016)

Regulator autonomous in decision making	Yes
Who is responsible for approving the budget of the Regulator? [2005]	Eastern Caribbean Telecommunications Authority (ECTEL)
Legal document creating the regulator	Telecommunications Act (2000)
Sources of regulator's budget and % financed from each source	<ul style="list-style-type: none"> • Numbering fees, percentage: , • Spectrum fees, percentage: ,
Regulator also regulates other utilities	• No
Reporting requirements of the regulator	• Annual report to Sector Ministry
Year separate regulator created	2000

Structure Regulator (Latest data available: 2016)

Please provide the name of the Head of the Regulatory Authority	Shana Willie-Matoorah
Please provide the exact title of the Head of the Regulatory Authority.	Director/Secretary
Regulator is a collegial body	Yes
If Yes, please provide the total number of members/commissioners (including the Head). [2013]	5
Is the Head of the Commission also responsible for day-to-day administrative matters?	No
What is the normal period of appointment for the members and the Head of the Regulatory Authority? [2011]	3 years
Please provide the total number of staff in the Regulatory Authority.	9

Regulatory Functions (Latest data available: 2016)

Entity in charge of licensing	S R
Entity in charge of interconnection rates	R Op
Entity in charge of price regulation	S R Op
Entity in charge of technical standards setting	R
Entity in charge of radio frequency allocation and assignment	S R
Spectrum Monitoring and Enforcement	S R
Entity in charge of numbering	R Op
Entity in charge of type approval	R
Entity in charge of service quality monitoring ²⁰¹⁴	R
Entity in charge of universal service/access	R Op
Quality of service standards setting ²⁰¹⁴	R
Entity in charge of enforcement of quality of service obligations	R
Broadcasting (sound transmission)	S R
Entity in charge of broadcasting content	Op N
Entity in charge of Information Technology	S
Entity in charge of Internet content ²⁰¹⁴	O

S: Sector Ministry
 O: Other Ministry or Government body
 R: Regulatory Authority
 Op: Operator
 N: Not regulated
 M: If more than one entity or another body is involved in this function, please explain

Universal Service - services covered and operator obligations (Latest data available: 2016)

Definition of universal service/access exists	Yes
Universal access/service policy adopted	Yes
Voice services included in Universal service/access definition	<ul style="list-style-type: none"> • Voice telephony services • Fixed line private residential service as part of universal service definition • Fixed line public payphone service as part of universal service definition • Individual mobile cellular service as part of universal service definition • Public mobile payphone service as part of universal service definition
Internet services included in Universal service/access definition	<ul style="list-style-type: none"> • Dial-up Internet access as part of universal service definition • Broadband as part of universal service definition
Other services included in Universal service/access definition	<ul style="list-style-type: none"> • Telecentres as part of universal service definition • Schools ;, • Health centres ;, • Services for impaired/ elderly
Operators under universal access/service obligation	• All operators
Operators/service providers required to offer below-cost prices	No

Financing of Universal Service activities and/or Universal Service Funds (Latest data available: 2016)

Means of financing operator(s) universal access/service obligations	• Universal service funds
Other financing mechanisms for the provision of Universal service	No
If Yes, please explain	
Operational Universal Service Fund	Yes
If Yes, when? [2005]	still to be decided
Operators/ service providers required to contribute to USF	• All operators
Means of calculating USF contribution amounts	• Percentage of total gross revenues (turnover) Percentage: ,
USF financed by other sources	No
USF budget financing by source (in percentage)	
Regulator administrating USF	Yes
If No, name the entity responsible	

Interconnection issues (Latest data available: 2018)

Interconnection charging principle adopted	• Symmetric
If asymmetric charging, how it was decided?	

Approach used to regulate interconnection prices (Latest data available: 2014)

Approach used to regulate fixed termination rates	LRIC
Approach used to regulate mobile termination rates	LRIC

LRIC: LRIC cost model
FDC: FDC cost model
B: Benchmarking
O: Other
N: None

NGN (Latest data available: 2018)

Stage of introduction of NGN system by operators • Completed

Cost model used (or planned) to calculate costs/tariffs of NGN Services • LRIC model

NGN - Regulation of IP networks (Latest data available: 2018)

Regulations that govern the use of IP networks for Data Services USO I

Regulations that govern the use of IP networks for Voice Services USO I

USO: Regulatory arrangements subject to universal service obligations
I: Regulatory interconnection arrangements with networks using switching circuits
B: Banning of services based on IP
No: No regulatory arrangements defined at present
O: Other