

ST HELENA



TELECOMMUNICATIONS ORDINANCE, 1989

TELECOMMUNICATIONS (FEES)(AMENDMENT) REGULATIONS, 2018

In exercise of the powers conferred by section 53(2)(c) of the Telecommunications Ordinance, 1989, the Governor in Council makes the following Regulations:

Citation and commencement

1. These Regulations may be cited as the Telecommunications (Fees)(Amendment) Regulations, 2018, and come into force on 1st August 2018.

Maximum fees and charges

2. Regulation 2(2) of the Telecommunications (Fees) Regulations, 1990, is amended—

- (a) by adding the word “or” at the end of paragraph (b); and
- (b) by adding the following paragraph:
 - “(c) provision is made in the Schedule for the fee to be assessed by the Utility.”.

Interpretation

3. Regulation 3 of Telecommunications (Fees) Regulations, 1990, is amended—
- (a) by revoking the definitions of “CB”, “PP” and “SS”;
 - (b) by inserting the following definition after the definition of “established route”:
 - ““**Hunt group service**” means a service where incoming calls to a particular number are routed to a pre-defined group of extensions numbers;”;
 - (c) by adding the following definition after the definition of “minute”:
 - ““**MRC**” means monthly recurring charge;”.

Fees

4. The Schedule to the Telecommunications (Fees) Regulations, 1990, is amended by revoking the table of fees and substituting the following:

“FIXED LINE SERVICE:

£

TELEPHONE LINE RENTALS

Basic Line Rental (Business/Government)	Includes Standard Handset/MRC	16.85
---	-------------------------------	-------

Basic Line Rental (Residential)	Includes Standard Handset/MRC	4.49
Basic Line Rental (Dual)	Includes Standard Handset/MRC	8.99
Internal extension to rented private exchange		1.00
Exchange/Distribution -Side Pairs	2prs Reservation fee (one-off)	20.00
	MRC	10.00
Distribution Side Pairs	2prs Reservation fee (one-off)	20.00
	MRC	10.00
Disconnection fee	One-off charge	10.40

External extension using an established cable network (New Customers)

	MRC	
Parallel extensions & PBX's		10.00
External extension - established cable network	Up to 1 Kilometer distance MRC	5.60
External extension - established cable network	Each additional ¼ Kilometres MRC	0.73
External extension - established cable network	Up to 2 Kilometre distance MRC	8.00
External extension - established cable network	Beyond 2 Kilometres	Charge to be assessed
Installation	One-off charge	31.20

INSTALLATION RATES

Provide/Install exchange line and handset (within 107m radius)		30.00
Install exchange line and handset (more than 107m radius, additional poles, etc.)		Charge to be assessed
Provision of Extension Socket at the same time as other chargeable work		10.00
Provision of Extension Socket separate from other chargeable work		20.00
Relocation of internal sockets		Charge to be assessed
Relocation of dropwire		Charge to be assessed

ADDITIONAL TELEPHONE FEATURES

Outward Call Barring	Enable or Disable (one-off)	6.24
Incoming Call Barring	Enable or Disable (one-off)	6.24
IDD Barring	Enable or Disable (one-off)	5.20
Temporary out of Service	Enable or Disable (one-off)	6.24
Mobile IDD	MRC	1.04

	Change of PIN (one-off)	6.24
Message Service	Enable (one-off)	6.24
	Configuration change (one-off)	6.24
	MRC	1.04
	additional 10 mins for receiving messages (one-off)	6.24
	additional 10 mins for receiving messages MRC	1.04
Information Service	Enable (one-off)	10.40
	MRC	6.24
	Configuration change (one-off)	6.24
IDD Pin Access		0.52
Phone Lock		1.04
Pull Diversion		0.52
Call Waiting		0.52
Pick-Up Call		0.52
Abbreviated Dialling		Free
Alarm Calls		Free
Conference Calls		Free
Diverting Calls		Free
Enquiry Calls		Free
Holding Calls		Free
Ring Back		Free
Transfer		Free
Hunt Group Service	Set-up fee	10.40
Hunt Group Service	MRC	6.24

INTERNATIONAL IDD RATES PER MINUTE

(All calls charged in 6 second blocks)

Ascension Island	0.35
United Kingdom	0.89
South Africa	0.80
Falkland Islands	0.94
Rest of World	1.03
Inmarsat (A & B)	6.65

Iridium (GMSS IRD)	4.02
Iridium (GMSS IRP)	4.02

LOCAL CALL RATES

(Per Minute)

Inland Call	0.04
Directory Enquiries	0.04

OPERATOR SERVICES:

(Emergency requests only)

INTERNATIONAL OPERATOR ASSISTED RATES PER MINUTE

(3 minutes minimum)

Ascension Island	Person to Person Calls	1.66
	Station to Station Calls	1.56
	Each additional minute	0.40
South Africa	Person to Person Calls	4.37
	Station to Station Calls	3.48
	Each additional minute	0.88
United Kingdom	Person to Person Calls	6.24
	Station to Station Calls	4.99
	Each additional minute	0.99
Falklands	Person to Person Calls	7.59
	Station to Station Calls	6.03
	Each additional minute	1.04
Rest of World	Person to Person Calls	7.59
	Station to Station Calls	6.03
	Each additional minute	1.14
Inmarsat	Person to Person Calls	30.37
	Station to Station Calls	29.12
	Each additional minute	7.38

FACSIMILE CHARGES AT BUREAU

		Charged at the applicable International IDD rate (in 6 second blocks) or the local call rate, as the case may be
Outgoing Fax	Handling fees per fax	1.50
Incoming Charges	Handling and delivery charge up to five pages	1.50
	Each additional five pages or part thereof	1.00
Fax to Email services	First 5 Pages	1.50
	each additional page	0.10

PROVISION OF PUBLIC PAYPHONES

Inland Call		0.04
Ascension Island		0.39
United Kingdom		0.98
South Africa		0.88
Falkland Islands		1.03
Rest of World		1.13
Directory Enquiries		Free Toll

CALL OUT CHARGE AND MAN HOUR GUIDELINES

Call out charge	1 st Hour	30.08
Additional technician for first hour	1 ST Hour	9.36
For each half hour after the first hour		4.68
<i>(After one hour, time spent on site will be rounded up to nearest half hour. If 2 or more persons attend, the number of man hours is twice the time spend on site)</i>		
Mileage		9.46

INTERNET SERVICES

MISCELLANEOUS

Change of Email Address	One off charge	5.00
Addition Email Address	One off charge	5.00
Change of ID and user name	One off charge	5.00
Email box enlargement	Per MB	5.00
Internet Help Desk charge	Per minute	0.03
Additional Email Address (more than 2)	Per month each additional address	2.00
Additional Email Box	One off Charge (Installation)	6.00
Additional Email Box	MRC	2.00
Email Account (only)	One off Charge (Installation)	6.00
Email Account (only)	MRC	2.00
Alias E-mail address	One off Charge (Installation)	6.00
Alias E-mail address	MRC	2.00
Change of any other details	One off charge	6.00
Mail forwarding	One off charge	6.00
Automatic reply - vacation/other	One off charge	6.00
Downgrade Broadband Package	One off charge	No Charge
Fixed IP address Sub Post Office	MRC	50.00
DNS Maintenance (No Webhosting)	MRC	4.00
Sub Domain name maintenance (Existing Users)	Per Year	15.00
Callout charge	Per First Hour	30.08
	Per additional hour	9.36
DNS Registration- .com.sh; .co.sh, etc.	One off charge	15.00

FIREWALL PROTECTION SERVICE

Firewall Protection Service, Configuration fee	One-off	150.00
Firewall Protection call out rates	Office Hours rate: Monday to Friday 8am to 4 pm (excluding public holidays)	
	First Hour	40.00
	Additional hours at normal per hour rates	
	Rate outside of Office Hours	
	First Hour	50.00
	Additional hours at normal per hour rates	
Firewall Security policy configuration (Beyond the once a month allowed)	Each change	20.00
Firewall Protection Service	Per month	100.00

MAIL FILTERING SERVICE

Mail Filtering Configuration fee	One-off	35.00
Mail Filtering /No of users		
0-20	Per month	25.00
21-50	Per month	50.00
51-99	Per month	60.00
100-200	Per month	80.00
201+	Per month	Charge to be assessed
Additional 5 temporary users	Per month	6.00
Web Filtering	One-off configuration charge	10.00

FILE TRANSFER PROTOCOL SERVICE

FTP Server Service, Configuration fee	One-off	20.00
100 MB	Per week	10.00
200 MB	Per week	20.00
300 MB	Per week	30.00
300MB+	Per week	Charge to be assessed

WIFI INTERNET RATES

Wifi Internet usage charge	Per Minute	0.10
----------------------------	------------	------

BUSINESS LEASED CIRCUITS

A 256k circuit	Per Month	480.00
A 448k circuit	Per Month	720.00
A 512k circuit	Per Month	1,440.00
A 640k circuit	Per Month	1,920.00
A 768k circuit	Per Month	2,160.00
A 896k circuit	Per Month	2,880.00
A 1152k circuit	Per Month	3,840.00
A 1664k circuit	Per Month	5,760.00
Bespoke Circuits in Excess	Per month	Charge to be assessed
Installation Charge (private wire)	One-off	130.00

Configuration Charge	One-off	30.00
TERRESTRIAL LEASED CIRCUITS		
128kbit	MRC	150.00
192kbit	MRC	165.00
256kbit	MRC	180.00
384kbit	MRC	200.00
512kbit	MRC	220.00
768kbit	MRC	240.00
1Mbit	MRC	260.00
2Mbit	MRC	300.00
Installation Charge	One-off	100.00
Bespoke Circuits in Excess	Per month	Charge to be assessed
SURE BROADBAND		
Set-up fee	One-off	20.00
Lite Package	MRC	12.80
Usage over inclusive allowance	per MB	7p
Bronze Package	MRC	19.45
Usage over inclusive allowance	per MB	7p
Silver Package	MRC	38.95
Usage over inclusive allowance	per MB	7p
Silver Plus Package	MRC	52.25
Usage over inclusive allowance	per MB	7p
Gold Package	MRC	78.85
Usage over inclusive allowance	per MB	7p
Gold Plus Package	MRC	153.90
Usage over inclusive allowance	per MB	7p
Disconnection	One-off	10.00
Reconnection (2nd for month)	One-off	10.00
Relocation of BB Services	One-off	20.00
Penalty Fee	One-off	20.00
VIDEO CONFERENCING		

Activation & deactivation of circuit	One-off	40.00
512kbps	per day	63.00
768kbps	per day	95.00
1024kbps	per day	126.00

MOBILE:

Pay Monthly:

Connection fee if not transferring from PAYG service		10.00
Local call per minute - Mobile to Mobile		10p
International calls per minute		80p
National SMS (text message)		10p
International SMS		20p
Payment method		Monthly Bill
Over data charge (Per MB)		10p

Pay Monthly Sure 25:

Monthly Fee		10.00
Bundled National Minutes - 25		
Bundled national texts - 25		
Bundled data allowances - 200MB		

Pay Monthly Sure 100

Monthly Fee		20.00
Bundled National Minutes - 100		
Bundled national texts - 100		
Bundled data allowances - 500MB		

Pay Monthly Sure 200

Monthly Fee		30.00
Bundled National Minutes - 200		
Bundled national texts - 200		
Bundled data allowances - 750MB		

Pay Monthly Sure 400

Monthly Fee	40.00
Bundled National Minutes - 400	
Bundled national texts - 400	
Bundled data allowances -1200MB	

Pay As You Go

Connection Fee (one off payment - includes 10% SHG tax)	16.50
Credit included with connection kit	10.00
Initial validity	60 days
Local call per minute - Mobile to Mobile	11p
International calls per minute	90p
National SMS (text message)	11p
International SMS	25p
Payment method	Top up
Data Bundles - 100MB Package	10.00
Data Bundles - 250MB Package	20.00
Out of Bundle data charge (Per MB)	15p
SIM replacement if lost or stolen	6.00

BILLING:

Itemised Bill	6.24
Additional print	6.24
Change of account ownership	No charge”.

Made by the Governor in Council this day of 2018.

Lydia H.D. Buchanan
Clerk of Councils

EXPLANATORY NOTE

(This note is not part of the Rules)

The purpose of these Regulations is to review the maximum amounts which may be charged under the Telecommunications Ordinance, 1989, for services, equipment or apparatus supplied to subscribers.