

ST HELENA



TELECOMMUNICATIONS ORDINANCE, 1989

TELECOMMUNICATIONS (FEES)(AMENDMENT) REGULATIONS, 2019

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, 2019, and come into force on ...

Fees

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

“FIXED LINE SERVICE:

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TELEPHONE LINE RENTALS

Basic Line Rental (Business/Government)	Includes Standard Handset/MRC	17.26
Basic Line Rental (Residential)	Includes Standard Handset/MRC	4.61
Basic Line Rental (Dual)	Includes Standard Handset/MRC	9.20
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	10.82
External extension using an established cable network (New Customers)		
Parallel extensions & PBX's	MRC	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	32.45

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)	6.49
Incoming Call Barring	Enable or Disable (one-off)	6.49
IDD Barring	Enable or Disable (one-off)	5.41
Temporary out of Service	Enable or Disable (one-off)	6.49
Mobile IDD	MRC	1.08
	Change of PIN (one-off)	6.49
Message Service	Enable (one-off)	6.49
	Configuration change (one-off)	6.49
	MRC	1.08
	additional 10 mins for receiving messages (one-off)	6.49
	additional 10 mins for receiving messages MRC	1.08
Information Service	Enable (one-off)	10.82
	MRC	6.49
	Configuration change (one-off)	6.49
IDD Pin Access		0.54
Phone Lock		1.08

Pull Diversion		0.54
Call Waiting		0.54
Pick-Up Call		0.54
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	10.82
Hunt Group Service	MRC	6.49

INTERNATIONAL IDD RATES PER MINUTE

(All calls charged in 6 second blocks)

Ascension Island		0.37
United Kingdom		0.93
South Africa		0.83
Falkland Islands		0.97
Rest of World		1.07
Inmarsat (A & B)		6.91
Iridium (GMSS IRD)		4.19
Iridium (GMSS IRP)		4.19

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	1.73
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	Station to Station Calls	1.62
	Each additional minute	0.41
South Africa	Person to Person Calls	4.54
	Station to Station Calls	3.62
	Each additional minute	0.92
United Kingdom	Person to Person Calls	6.49
	Station to Station Calls	5.19
	Each additional minute	1.03
Falklands	Person to Person Calls	7.90
	Station to Station Calls	6.27
	Each additional minute	1.08
Rest of World	Person to Person Calls	7.90
	Station to Station Calls	6.27
	Each additional minute	1.19
Inmarsat	Person to Person Calls	31.58
	Station to Station Calls	30.28
	Each additional minute	7.68

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		0.40
United Kingdom		1.02
South Africa		0.92
Falkland Islands		1.07
Rest of World		1.18
Directory Enquiries		Free Toll

CALL OUT CHARGE AND MAN HOUR GUIDELINES

Call out charge	1 st Hour	31.28
Additional technician for first hour	1 ST Hour	9.73
For each half hour after the first hour		4.87
<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		9.10

INTERNET SERVICES

MISCELLANEOUS

Change of Email Address	One off charge	5.41
Addition Email Address	One off charge	5.41
Change of ID and user name	One off charge	5.41
Email box enlargement	Per MB	5.41
Internet Help Desk charge	Per minute	0.03
Additional Email Address (more than 2)	Per month each additional address	2.16
Additional Email Box	One off Charge (Installation)	6.49
Additional Email Box	MRC	2.16
Email Account (only)	One off Charge (Installation)	6.49
Email Account (only)	MRC	2.16
Alias E-mail address	One off Charge (Installation)	6.49
Alias E-mail address	MRC	2.16

Change of any other details	One off charge	6.49
Mail forwarding	One off charge	6.49
Automatic reply - vacation/other	One off charge	6.49
Downgrade Broadband Package	One off charge	No Charge
Fixed IP address Sub Post Office	MRC	54.08
DNS Maintenance (No Webhosting)	MRC	4.33
Sub Domain name maintenance (Existing Users)	Per Year	16.22
Callout charge	Per First Hour	31.28
	Per additional hour	9.73
DNS Registration- .com.sh; .co.sh, etc.	One off charge	16.22

FIREWALL PROTECTION SERVICE

Firewall Protection Service, Configuration fee	One-off	162.24
Firewall Protection call out rates	Office Hours rate: Monday to Friday 8am to 4 pm (excluding public holidays)	
	First Hour	43.26
	Additional hours at normal per hour rates	
	Rate outside of Office Hours	
	First Hour	54.08
	Additional hours at normal per hour rates	
Firewall Security policy configuration (Beyond the once a month allowed)	Each change	21.63
Firewall Protection Service	Per month	108.16

MAIL FILTERING SERVICE

Mail Filtering Configuration fee	One-off	37.86
Mail Filtering /No of users		
0-20	Per month	27.04
21-50	Per month	54.08
51-99	Per month	64.90
100-200	Per month	86.53
201+	Per month	Charge to be assessed
Additional 5 temporary users	Per month	6.49
Web Filtering	One-off configuration charge	10.82

FILE TRANSFER PROTOCOL SERVICE

FTP Server Service, Configuration fee	One-off	21.63
100 MB	Per week	10.82
200 MB	Per week	21.63
300 MB	Per week	32.45
300MB+	Per week	Charge to be assessed

WIFI INTERNET RATES

Wifi Internet usage charge	Per Minute	0.10
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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	140.61
Configuration Charge	One-off	32.45

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	21.63
Lite Package	MRC	13.31
Usage over inclusive allowance	per MB	5p
Bronze Package	MRC	20.23
Usage over inclusive allowance	per MB	5p
Silver Package	MRC	40.51
Usage over inclusive allowance	per MB	5p
Silver Plus Package	MRC	54.34
Usage over inclusive allowance	per MB	5p
Gold Package	MRC	82.00
Usage over inclusive allowance	per MB	5p
Gold Plus Package	MRC	160.06
Usage over inclusive allowance	per MB	5p
Disconnection	One-off	10.82
Reconnection (2nd for month)	One-off	10.82
Relocation of BB Services	One-off	21.63
Penalty Fee	One-off	21.63

VIDEO CONFERENCING

Activation & deactivation of circuit	One-off	43.26
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	94p
National SMS (text message)	11p
International SMS	26p

Payment method	Top up
Data Bundles - 100MB Package	10.00
Data Bundles - 250MB Package	20.00
Out of Bundle data charge (Per MB)	16p
SIM replacement if lost or stolen	6.00

BILLING:

Itemised Bill	6.49
Additional print	6.49
Change of account ownership	No charge”.

Made by the Governor in Council this day of 2019.

Anthea H.R. Moyce
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.