

Minutes from the Electronic Communications Consultative Committee Meeting held on Thursday, 13 February @ 10.30 am in the Council Chamber

Present: Mr Dax Richards: SHG Financial Secretary (Chair)
Mr Richard Holland: SHG Crown Counsel (Commercial)
Ms Susannah Nightingale: SHG Telecoms Policy Adviser
Miss Christine Thomas: Chief Executive, Sure St Helena
Ms Chris Durnell: Director of Legal and Regulatory Affairs, Sure Group
Miss Nicole Plato: Executive Assistant, Corporate Services (NP)

DR welcomed all to the meeting.

1. St Helena Public understanding of the ECCC remit

It was agreed that the ECCC needed to be more visible within the community of St Helena with regard to its activities, particularly in light of the current Licence review process that is now taking place. Although public comment on the Licence review process is not possible, it was nonetheless agreed that for the remainder of the current Licence, a summary of all ECCC meetings (including the Annual Report) would be made public.

2. Improving Customer Perceptions of Sure SA Ltd as exclusive Telecommunications provider under the Current Licence and the Role of the ECCC in supporting this

The ECCC noted that there were issues with customer perception of Sure and its role in the community of St Helena. Sure was asked to reply to these concerns (their recent letter within the St Helena press being noted).

It was noted that Sure has recently published a letter outlining its position as exclusive telecommunication provider; its rights and responsibilities under the current Telecommunications Licence and an overview of the oversight of company activity that SHG has via the ECCC. This has also involved recent radio interviews to this effect.

The ECCC (while noting that it was not a regulator) agreed to be a conduit for all future developments and issues in this regard so as to assist with an independent and public view on all matters pertaining to the Telecommunications Licence; including ECCC clarifying for the community what role it plays in the oversight of the implementation and adherence to the current Telecommunications Licence.

Sure's current complaints processes were discussed; as well as current service level agreements. It was agreed that a further review would take place over the next quarter.

3. Customer Satisfaction Survey

Sure confirmed to the ECCC that a Customer Satisfaction survey would be launched on the 1st March; it was agreed for the ECCC to review and confirm their agreement with the content of the launch of the survey ahead of its implementation.

4. Telephone Directory

The ECCC was pleased to hear that a new telephone directory would be available to the Public soon. The public is reminded that they can also access the telephone directory on the Sure website which is updated on a monthly basis. Ascension numbers have also been included in the directory so that the sister islands are connected.