



St Helena Government

Draft Proposition Document



1. Draft Proposition

The St Helena Government (SHG) is seeking to licence an International Communications Provider (the Licensee) to provide a comprehensive portfolio of communication services to residential, businesses and Government Bodies on the island. The licence will be for a period of 10 years, commencing on 1st January 2023.

This document presents the proposed scope of the licence and invites potential applicants to comment on the scope and commercial attractiveness of the proposition.

SHG is seeking a partnership with its licensee and is in the process of introducing a regulatory function to support it. SHG welcomes comments on the regulatory framework that should be put in place to ensure the island can receives world-class telecommunications services, to act as a catalyst for inward investment and to stimulate a full digital transformation of services for citizens and businesses.

SHG understands the need for the licensee to be profitable and to make a fair return on its investment and operation, as such the regulator will take a collaborative approach to achieving a sustainable environment in which the licensee can operate with confidence.

By the time the licensee begins operation, there will be a fundamental shift in the connectivity delivered to the island, moving from slow satellite, to the Equiano fibre providing 100Gbs connection speeds to Europe, (north bound) and South Africa, (south bound). This will offer an unprecedented opportunity for the licensee to re-invent the telecoms provision on the island and SHG are keen to play their part in exploiting the opportunity.

To this end, SHG is seeking responses to this proposition that are innovative and seek to establish world-class telecoms services on the island. It is highly likely that the existing infrastructure will need significant upgrading to take advantage of the fibre connection, however the island is compact and has a well-developed infrastructure for power and water, including extensive deployment of poles for aerial cables and relatively easy access to the existing ducts. The terrain is relatively benign although there are some significant valley areas such as Jamestown. There is an airport, served from Johannesburg, providing scheduled¹ international flights.

SHG would like to see licensees consider;

- Densifying the existing fibre network, see Annex 1
- Introducing Gbs capable wireless where it is uneconomical to extend fibre to the premise
- utilising 4G/5G for both mobile and FWA services
- Adoption of cloud-based provision for the fixed and mobile network operation, (can be off-shored)
- Moving all services, including local fixed voice and TV, to IP based services
- Supporting SHG in attracting inward investment for data intensive services
- Supporting SHG in its digital transformation to take as many public services on-line as possible
- Providing cheaper international connectivity, particularly links to the UK

¹ Currently suspended due to the Covid 19 pandemic. Chartered flights still operate on a monthly basis.



It is believed that innovation in telecoms service delivery will offer much lower tariffs to retail and business customers, whilst providing services that are an order of magnitude better that the ones currently supplied. SHG would welcome proposals that make the island a showcase for technology or services and would seek to promote such an arrangement at every opportunity.

Links to useful web resources are given in Annex 2.

2. Background

A self-governing overseas territory of the United Kingdom, St. Helena is an Island of 47 square miles in the South Atlantic with a population of approximately 4,500. With Cape Town in South Africa some 1,700 miles distant, the Islanders enjoy a unique lifestyle in truly beautiful unspoilt, friendly and peaceful surroundings.

Currently St Helena has some of the slowest and most expensive broadband in the world. Despite a programme to increased speed and reduced costs over the last few years, St Helena does not enjoy similar connectivity to other parts of the world. This is due in part to the technology used, including the geostationary satellite service providing all connectivity and the investment required to improve the service when considering the size of the population.

In December 2019 SHG signed a contract with Google for a Branch Unit for the Google Equiano submarine cable. The cable is expected to be ready for testing in August 2021 and ready for service by early 2022. The Equiano submarine cable offers a great opportunity for St Helena and the future Licensee to significantly improve the economy of the Island and the day-to-day life of residents on St Helena.

These are exciting times for the Island with the arrival of commercial air access in 2017, cable access will bring further economic and social growth. Central to this will be developing a sustainable economy that meets the needs of the community and is attractive to investors.

3. St Helena 10 Year Plan and Strategic Goal

The work of St Helena Government is guided by the vision as set out in the Island's national 10-Year Plan 2017 –2027 and it is expected that any company showing an interest in providing electronic communication services on St Helena will support this vision which is to:

- "continue to make St Helena a wonderful place to live, work, raise children, visit and to do business": The 10 Year Plan was developed following consultation with the public and stakeholder groups. It contains five national Altogether Goals: Altogether Safer, Altogether Healthier, Altogether Better for Children and Young People, Altogether Greener, Altogether Wealthier.
- Altogether wealthier focusing on creating a vibrant economy and putting sustainable economic development at the heart of all our plans
- Altogether better for children and young people enabling children and young people to develop and achieve their aspirations, and to maximise their potential
- Altogether healthier improving health and wellbeing
- Altogether safer creating a safer and more cohesive community Altogether greener ensuring an attractive local environment and contributing to tackling global environmental challenges



A further two Goals –'Effective Infrastructure' and 'Effective, Efficient and Accountable Public Sector' was agreed by Executive Council in September 2018. The 10 Year Plan is underpinned by a set of Strategic Objectives that were also agreed by Council in 2018, as well as the Sustainable Economic Development Plan 2018 –2028(SEDP) that was developed following a period of public consultation.

A goal of the SEDP is to 'Develop the Digital Economy'. The overarching goals and objectives are translated into actions that are captured in individual Government Directorate Strategic Plans. One of the key objectives of St Helena's Digital Strategy is to "Ensure Digital Strategy and Fibre Optic Cable delivers intended benefits to the whole community." A copy of the Digital Strategy, and the Cable and Telecommunication Essential Needs and Delighters Paper can be found on the SHG website under "Publications".

The Digital Strategy aims to take the Island forward and move it in line with the best practice services. It aims to improve the Island's health, education, economy and communications. "To progress the Island there is a need to increase the speed and decrease the cost to consumers and businesses through accessing a marine fibre cable." It aims to build on our unique location, which is attractive to investors and tourists alike, as well as crucially helping to retain and attract St Helenians on and to the Island. Connecting the world with St Helena and making economic and social progress for our community now and for future generations.

4. The Current License Holder

The existing License holder and network operator is Sure South Atlantic Ltd. (Sure), providing service to the island of St Helena, their license ends on 31st December 2022. St Helena fully intend to undertake a formal competitive process to award a telecom operator license to commence operation on or before the 1st January 2023.

The dedicated telecoms infrastructure on the island is largely owned by Sure, exceptions include the poles upon which the bulk of the telecoms cabling is suspended from, which are owned by the Island's licensee Connect Saint Helena Ltd. Any proposed continuance of existing Sure owned infrastructure will require a process of negotiation between Sure, SHG, and the future licence holder. Therein the future licence holder may wish to make accommodation for a fair value for such assets as it hopes to retain. Alternatively, the new licence holder may wish to consider the island deployment as "Green-Field" and not make use of any existing telecoms infrastructure. A composite approach is also a course foreseeable

5. Existing Communications Infrastructure and Services

5.1. Existing situation

Services currently provided by Sure include:

- Telephone Services (POTs)
- Broadband (ADSL2+)
- International Voice Connect (SiP)
- Mobile (2G Voice Layer / Edge Data + LTE/4G Data) 900MHz / 1800MHz
- Television Rebroadcast; DVB-T2 Distribution Basic Network



Details for the above are as follows and are supplemented by network diagrams and mobile coverage map as set out in Annex 1:

POTS services

- Copper network
- Siemens DX TDM Switch –3000 subscriber license (Now EOL, being replaced by Meta Switch)
- Island wide Copper Distribution Network Core E-Side (Exchange) U/G; Distribution (D-Side) mainly overhead.
- Full coverage to all populated areas, including remote settlements
- E1 ISDN interconnect to International Voice Core SIP interconnect –BT / iBASIS
- Meta Soft Switch Project underway, NGN Packet Switching, H248 POTs delivery.

Broadband Delivery

- 7 x MSANs, ADSL / ADSL2+ -now EOL.
- Max attainable rates at present 8Mbps DL accessible by 30% population
- Replacement project underway to replace with Key-Mile; total number increased to 19 at strategic locations throughout the island to reduce copper line lengths to subscribers, providing ability to deliver faster speeds.
- IP Core interconnect via island wide Fibre backbone / High Speed Microwave (SAF)
- Fibre Core

Mobile Service

- 2G Voice Layer 900Mhz + Edge Data
- 4G LTE Data 1800MHz (high speed data)
- RAN -12 BTS sites -using mixture Omni / Sector Antennas, 10 Towers
- 95% population coverage in residential and business locations

Digital Television Service

- TVRO
- Decrypted via PVRs then converted from RF to IP Multicast
- MUX MPEG4
- Converted from IP Multi-Cast to ASI –transmitted throughout the island via 10 TX sites using•DVB-T2 transmission
- Service Encryption using in-house CAS New CAS / STBs deployed in 2019

Note: All aforementioned telecommunications network equipment is the property of Sure SA Ltd.

5.2. Google Equiano Cable project

Following the development of SHG's Digital Strategy and securing of European Development Funding for the marine fibre optic internet cable, in December 2019 SHG signed a contract with Google for a Branch Unit (BU) off the Google Equiano cable.



A marine survey has been successfully completed by Google via ASN for the branch build from the BU to the Beach Man-Hole on St Helena. A Landing site for the cable has been identified in Rupert's Valley and a provisional civil engineering study has been carried out for the Beach Man-Hole and front-haul connectivity. SHG has decided to utilise a modular Cable Landing Site (MCLS) to be built off-site and delivered to St Helena.

6. Overview of License Proposition

The Communications Provider will be offered an initial 10-year Service Provider licence to supply the public and businesses of St Helena from 1 January 2023 with telecommunications services. The SHG regulator will agree wholesale prices to the Licensee in terms of access an IRU utilising capacity on the Equiano cable as part of the license negotiations. It is anticipated that the cost of access to the international fibre capacity will be significantly lower than the current satellite services being utilised.

Subscribers]	
Telephone	TV	Internet	Mobile		
1,722	1,066	1,068	714		
Residents	Under 15	15-29	30-59	60+	Econ Act
4,349	610	652	1892	1195	2,757

6.1. 2016 Census Information

- There are 1,845 homes on the island
- There are approximately 270 business on the Island
- Public sector expenditure on communications services is currently in excess of £1m

6.2. Service Requirements

Retail services

The chosen Licensee will provide a comprehensive range of services to **all** residential and business premises on the island upon request. At a minimum this will include:

- Telephony services; This should encompass the provision of telephony services.
- A comprehensive set of call management features and directory services is also required.
- Broadband access services; A comprehensive portfolio of broadband access service bundles suitable for residential and small business usage. Features must include:
 - Minimum download speeds of 50Mbs and upload speeds of 10Mbps. Premium Services of >100Mbps download, 30Mbs upload
 - o Anti-virus and anti-spam
 - Wi-Fi router as CPE with Ethernet connections generally for CPEs variations for business users
 - o Email address
- Business data services; Business and Government premises on the island must be able to access;
 - o Gigabit capable full fibre (or wireless) connectivity



- Leased lines incorporating Ethernet connectivity, industry standard SLAs and comprehensive service and support
- Teleport² & Data Centre on-Island and International Connectivity
- Mobile Services offering ubiquitous indoor and outdoor 4G coverage and a clear migration to 5G
- Television Services (desirable)
- Internet Services: DNS Hosting Services, Managed Firewall Services, Managed Mail Filtering, Domain Hosting Services, Web Hosting, Internet Access and Internet Transit

There is some consideration being given to the introduction of a Universal Service Provision under the license. This may not be necessary, depending on the licensee's undertakings at award, SHG welcomes comments on this.

6.3. Wholesale Services

Several options are under consideration in relation to wholesale services. The current license grants the licensee exclusive rights for the provision of all services on the island, including wholesale. This situation is not thought to be attractive once the cable is landed, not least because there may be new telco operators based on the island related to satellite ground segments who will want direct connections to the CLS. Further, there is some consideration being given to SHG owning the passive infrastructure and providing it to the licensee on an exclusive or other basis.

Pricing for Wholesale services if they are to be exclusive will at least be subject to regulatory involvement to secure the islands imperatives to:

- attract inward investment for satellite ground segments and data centres etc.
- ensure the provision of world-class services on the island;
- ensure the affordability of basic service.

6.4. Cable Landing

The Licensee will be required to operate and maintain the Cable Landing Station (CLS) and connect the CLS to the St Helena island fibre infrastructure. As part of this the licensee will:

- negotiate an IRU with SHG for the international connectivity, lease of the Cable Landing Station and an annual Operation and Maintenance (O&M fee);
- be responsible for providing the onward international backhaul connectivity from both the Cable Landing Station in Lisbon and South Africa, including voice and data services, at no additional cost to SHG;
- offer on island connectivity and international backhaul at agreed prices for Satellite Ground Station/Teleports and Data Centres to connect to the Cable Landing Station;
- commit to provide affordable unlimited internet access for subscribers at least at 30mbps speeds at significantly reduced pricing to that currently charged to reflect a reasonable margin and the lower international capacity operational costs;
- act as the sole wholesale Service Provider for domestic and local business services on-Island;

² OneWeb are already in negotiations with SHG to provide a license to operate a ground station on the island to support their satellites over the Atlantic.



- back up requirements, in case of cable damage, should serve at least essential needs. Proposals on how back up resilience can be achieved are invited;
- Initial CAPEX for CLS and Branch and associated costs are covered by SHG via European Development Funding. This includes Branch construction, the Cable Landing Station and associated costs i.e., BMH, SLTE etc. SHG will own the Branch and the Cable Landing Station.

SHG will grant Right of Use to the Communications Provider for the Cable Landing Station for the period of the license. It is thought that the IRU will be for 40Gbs capacity, although this is for further negotiation. In addition, the Communications Provider would operate and maintain the Cable Landing Station at their own cost. Future revenue for Satellite Teleport colocation, international connectivity and on-island backhaul will be additional revenue opportunities depending on the license terms finally agreed.

6.5. Satellite Ground Station

SHG has been undertaking work to establish St Helena as an attractive location for Satellite Ground Stations. Whilst this work is still in its early days several satellite ground station operators have visited St Helena and expressed interest. Confirmation of the Equiano landing is expected to stimulate further interest and the aim is to fully promote/market the Teleport model in 2021 and onwards with support from the licensee.

It is anticipated that the satellite operators could provide additional revenue to both the licensee and SHG as the Branch owner.

- the current model would be to utilise the remaining 60Gbs capacity available on the trunk IRU to both Lisbon and Cape Town;
- the licensee and SHG could act in partnership through a revenue share arrangement, with the licensee managing the service;
- the Communications Provider must be committed to encouraging the locating of teleports and other inward investments on St Helena through excellent customer service, competitive pricing, and a quality product.

6.6. Roll-Out Obligations

It is intended that the roll-out of new infrastructure and the upgrading of the network components to achieve the proposed service levels is agreed within the license. However, there may need to be provisions for a timely roll-out. The general requirement is to have the target service levels implemented and operation within six [6] months of the award of the license. Accelerating this timetable would be very attractive and SHG will work with the licensee to establish what early actions can be carried through prior to handover. In all circumstances there will need to be a seamless transition to the new operator of all services by the 1st January 2023.



7. Commercial Model and Asset Ownership

7.1. Asset Ownership

All passive infrastructure is currently owned, operated and maintained by the incumbent Sure. At the end of the current licence period and throughout the next licence there are three potential scenarios for the ownership of assets

- **SHG ownership:** The ownership of all passive infrastructure including ducting, fibre and poles passes from Sure to SHG at the end of the current license. This is then provided to the new licensee on an exclusive or other basis at agreed rates for the duration of the license. Requirements for upgrade and expansion of the passive infrastructure during the licence period should be made by the licensee to SHG and will be agreed in accordance with defined governance procedures;
- **commercial ownership:** All passive infrastructure is exclusively owned and operated by the Licensee who will acquire³ such infrastructure at an agreed cost from SHG at the start of the licensee period. Upon completion of the license the ownership of all infrastructure will pass back to SHG;
- **hybrid:** All passive infrastructure deployed at the end of the current licence period will remain in the ownership of the SHG. This will be provided at an agreed price to the new licensee. The new licensee is able to upgrade and expand this infrastructure during the licence period at its own cost. All infrastructure will return into the ownership of SHG at the end of the license period subject to a fair valuation.

NOTE: Potential licensees are invited to comment on the preferred commercial model for asset ownership along with strong exit provisions to secure SHG at the end of the license period, or if a termination event was to occur.

7.2. Exclusivity

It is unclear as to what level of exclusivity the licensee would need to have, in many ways being licensed to provide telecoms services on the island is self-limiting in terms of competition. It is very unlikely that SHG would seek to offer a second license on the island as it would result in overbuilding the licensee's network and increasing costs generally. Achieving a position where there is one high quality network across the island that can operate on an 'Open-Access' basis would seem ideal from SHG's viewpoint, however SHG welcomes views on this subject.

Several options exist:

- access to all passive telecommunications infrastructure on the Island for the provision of telecommunications services, including ducting, poles and agreed street furniture will be exclusive to the licensee
- wholesale services including, but not limited to, duct access, dark fibre and wholesale wireless spectrum will be exclusive to the licensee
- Provisions that no 'Over-build' of the network can take place
- Provisions that the licensee must make available wholesale services to third parties

³ Acquiring Sure assets will be through a direct negotiation supported by SHG, but no guarantee of a successful outcome can be given



• Competition at the retail level for services is allowed

SHG recognise fully the limited market and the need to not fragment the potential revenue across multiple providers. Equally, without the pressure of competition there needs to be some protection against monopolistic behaviour. In the absence of competition, the normal response is to have a strong regulatory position and highly defined license conditions. However, SHG want to achieve a partnership with the licensee where all parties benefit without the need for stringent regulatory conditions. A potential way forward is to have trigger conditions within the license that invokes a regulatory response alongside an agreed framework of benchmarking. Comments on this are welcome.

7.3. Funding

There may be opportunities to access funding from the UK Government or other sources to support the development of telecoms services on the island. Cube is in the process of exploring this on behalf of SHG. It is expected that the licensee will work closely with SHG to secure additional funding if this proves viable and beneficial to SHG and the licensee holder.

8. Tariff Benchmarking

It is a requirement that tariffs on St Helena are and remain comparable within an agreed framework with those in the United Kingdom. As a result, it is proposed that all tariffs are benchmarked on a biannual basis against an agreed basket of services in the UK, (and potentially other locations), taking into account the market size and cost base of the license holder.

9. Design and Build

9.1. Implementation Planning

SHG is seeking a licensee to design, install, operate, support and maintain telecommunications services in St Helena during the license period.

The successful licensee must supply an Implementation Plan for agreement by SHG prior to the award of the license. This should include:

- Mobilisation planning
- Planning, Survey and Design
- Infrastructure Build
- Service descriptions and launch dates

The licensee shall identify Milestone Dates as the dates specific milestones are to be achieved in the Implementation Plan.

The licensee shall work with SHG and the incumbent to ensure that all services are maintained during the migration services. The new licensee will be encouraged to undertake such work as feasible prior to the end of the current license to accelerate improvements, while ensuring no interference with the existing services.



Where new infrastructure and/or equipment is required to deliver the requirements, the licensee shall ensure the design and choice of infrastructure/equipment is future proofed to ensure the solution meets the needs of SHG as set out in this document throughout the duration of the license period.

Proposals should be provided for technology refresh through the licence period.

9.2. Works

The licensee shall obtain all necessary approvals for any work on the public road network or on private property.

The licensee shall provide appropriate notification of all works on the public road network to SHG in accordance with applicable regulations

The licensee shall make arrangements in relation to other statutory undertakers, utility companies and others concerned for the co-ordination of all works. The licensee shall take full responsibility for identifying other services in the area and to make arrangements as required.

The licensee shall schedule works, road closures and traffic control at times as required by the relevant Roads Authority and book road space for all work on the public road in accordance with any applicable permit scheme.

The licensee shall allow for carrying out all building and civil works necessary to complete the duct and cable installations necessary and shall fully restore all surfaces within the curtilage of sites.

Any duct network shall be separate from ducts used for other services (unless pre- agreed with SHG) and laid at minimum depths in accordance with the latest standards and regulations.

All works on the public road must be undertaken and supervised by operatives with the relevant accreditations as required by regulations.

Suitably qualified and equipped personnel from SHG and/or a nominated advisor, may attend site to monitor the installation work at their discretion, and without warning.

The Licensee shall perform the installation with due care and regard to safety, minimising loss and/or damage to any goods, property, fixtures and fittings in question.

9.3. Testing, Commissioning and Acceptance

Throughout the installation period, the works will be checked and inspected by the Licensee as required to establish that the installation has been completed in accordance with but not limited to:

- Specification/Drawings;
- Method Statements;
- Standards & Local Regulations.

All installations by the Licensee shall be carried out, documented and tested so that the Licensee can demonstrate compliance with these requirements to the full satisfaction of SHG and/or any nominated advisor.



All equipment & materials shall follow a system of inspection and testing prior to final acceptance. The Licensee will follow its preferred testing strategy; however, the final acceptance process and outputs shall be carried out in accordance with this Statement of Requirements.

The Licensee shall submit a Test Plan as part of its initial design and planning phase for approval by SHG and/or any nominated advisors.

Prior to the testing and acceptance of the fibre or wireless installation, the licensee shall ensure that all installation activities and relevant documentation are completed and signed off ready for testing to commence.

Every circuit delivered shall be tested against conformance with its performance specification. Any failing circuit must be documented, diagnosed, corrected and re-tested. The final and passing result of the tests for all circuits shall be provided in the test results documentation. On completion of testing, the licensee shall provide full test results for each individual circuit installed.

9.4. Documentation

The Licensee shall provide the following documentation to SHG on an ongoing basis:

- Drawings, GIS files and supporting documentation that shows all passive infrastructure deployed
- Overview of active equipment deployed

All installed items of equipment shall be clearly labelled stating their particular function and supply circuit information by the Licensee. This shall include all cabling above and below ground.

During the course of the license, the Licensee must provide quarterly information on the availability of infrastructure and services deployed. This should include statistics relating to service availability and adoption (to be agreed)

9.5. Regulations and Standards

The optical fibre cables installed shall comply with ITU-T standards specification as best suited to the delivery of these circuits.

All testing shall be performed in accordance with ITU Definition and Test Methods

All work undertaken by the Licensee shall be carried out in full compliance with the latest relevant legislation, regulations, standards and codes of practice of SHG

All applicable standards for the scope of work specified in this document must be adhered to.

The Licensee shall comply with all regulations and guidance specified by the products' manufacturers (ducts, subducts, cables, joints, etc...) during installation to ensure integrity of the connectivity infrastructure.

All work shall be carried out (where applicable) within the requirements of the Health and Safety legislation



10.Operations

The Licensee must supply an overall network design and maintain its performance throughout the duration of the license. This should include the adherence to Service Level Agreements in relation to fault investigation and rectification of both the fibre infrastructure and any onward connection to the Internet.

The support is expected to include the following target metrics:

- Means for customers on the Island to report any incidents 24/7/365;
- Response to reported incidents within 1 hour of the incident being reported detailing the course of action towards rectification and associated timescales;
- Fault rectification within 8 hours where an incident has resulted in a Service Affecting Fault at a customer premise site with no resilience.;
- Fault rectification within agreed timescales in accordance with the service package procured.

The licensee shall provide quarterly reports to SHG on its fault management performance, including as a minimum the number and nature of the faults incurred during the period, and the time to respond and restore service after each fault was reported.

11. Environmental and Social Considerations

The Licensee shall be expected to deliver the services in a manner that limits as much as possible its impact on the environment in line with typical UK and EU environmental standards and in particular:

- Ensure that no equipment, products used or activities endangers the health and safety of the consumers, employees or others;
- Ensure that no equipment or product causes significant damage to the environment during manufacture, use, or disposal;
- Ensure that no equipment or product consumes a disproportionate amount of energy during manufacture, use, or disposal, which causes unnecessary waste because of over-packaging or because of an unusually short shelf-life;
- Ensure that no equipment or product contains materials derived from threatened species or threatened environments; and
- Ensures that it limits the power consumption and generation of pollutants (CO2 and other gases, dust, etc.) throughout the implementation and operation of any required infrastructure.

The Licensee shall strive to deliver Community Benefits through the delivery of the Services in scope, with a focus on maximising involvement of local contractors and employment opportunities for local residents.

Potential Licensees are invited to make proposals on any added value that their solution will deliver. This will include proposals for encouraging economic growth, inward investment and social values in respect of the area. Examples might include:



- easier/cheaper provision of digital capability to support economic growth and attract inward investment within the CRD area;
- scalability to facilitate SHG moving to a Cloud First Strategy and widespread use of IaaS, SaaS, PaaS services, etc. across the public and private sectors
- specific security or managed services to be offered; and provision of fibre services to local businesses and homes.
- migration to full data services utilise IPTV and VoIP etc. and the dropping of POTs
- migration to 5G and retirement of 2G and 4G services
- hosting of LTE core & services off-shore
- Replacement of all copper infrastructure with wireless solutions

12. Requested Response

Cube on behalf of St Helena Government is seeking responses from International Communications Providers on this exciting opportunity that are capable of providing the services described in this document.

Interested parties should indicate their capacity, capability and experience and outline their preferred model for delivery. Providers responding to this request should also consider how their offering would incorporate the following:

- The transition from the existing provider to the new provider including ensuring a skilled technical workforce remains on St Helena
- The benefits available to existing service users from the new licence relative to services and prices currently exhibited and how non-users will be encouraged to become service users. This ideally should include an outline indication of data service charges/packages/speeds which could be available to mobile customers, residents, businesses, high user businesses, (such as larger earth stations, data centres), and government.
- A physical presence of customer service staff and technical teams on St Helena
- Development of the network infrastructure to increase the fibre network
- Aspirations for the management of residential and business customer satisfaction, customer complaints and fault repair times.
- Approach towards innovation and the development of new products and services to grow the digital economy.
- Benefits to St Helena Government, such as expected viable up-front, annual cable IRU fees, licence fees, revenue sharing.
- Whether an exclusivity period was necessary, and if deemed so, for what services and for what customers would this apply.
- The preferred model of asset ownership

The expectation is that the Licensee will collaborate and work in partnership with SHG to take forward the Digital Strategy. Potential Licensees should consider how they will contribute to the realisation of this vision with marketing, operational management and additional product offerings. The Licensee should be able to describe which services within the Essential Requirements for Telecommunication Services in St Helena can be realised. The Licensee will be expected to assist SHG in delivering the Sustainable Economic Development Plan aspirations on Satellite Ground Stations (and data centres).



Cube on behalf of SHG will look to extend invites for discussion with interested parties where initial offerings can be discussed in more detail prior to commencement of a more formal procurement process.



Annex 1 - Telecoms coverage Maps



Current network as a mixture of fibre and copper. Some ducts in Jamestown with the primary distribution on poles.



GSM Coverage

Our GSM coverage is indicated by the following colour keys:

Red / Yellow: Strong signal & indoor coverage Green: Medium signal & some indoor coverage Cyan / blue: Weak signal & outdoor coverage No colour: No coverage



To Be Reloaded

Power distribution & Poles – a full set of island coverage is available.

Typical Pole arrangements.

The majority of access network connections are aerial and utilise a mixture of shared power and dedicated telecoms poles. The aerial cable is almost entirely copper.







Annex 2 – Useful Web Sites

- 1. <u>https://www.sainthelena.gov.sh</u>
- 2. https://www.sure.co.sh
- 3. <u>http://www.connect.co.sh</u>
- 4. <u>https://en.wikipedia.org/wiki/Communications_in_Saint_Helena, Ascension_and_Tristan_da_Cunha</u>
- 5. <u>https://subtelforum.com/telecom-egypt-st-helena-sign-cable-agreement/</u>
- 6. <u>https://openfalklands.com/falkland-islands-telecommunications-news/</u>
- 7. <u>https://spectrum.ieee.org/tech-talk/telecom/internet/googles-equiano-cable-will-extend-to-the-remote-island-of-saint-helena-flooding-it-with-data</u>
- 8. <u>https://www.sainthelena.gov.sh/wp-content/uploads/2019/12/Cable-and-Telecommunication-Essential-Needs-and-Delighters-181019.pdf</u>
- 9. <u>http://www.independent.sh/wp-content/uploads/2020/02/St-Helena-Independent-20200214.pdf</u>