

**Minutes from the Electronic Communications Consultative Committee Meeting held on
Monday, 20 November 2023 @ 11 am
in the Financial Secretary's Office at the Castle**

Present: Mr Dax Richards, SHG Financial Secretary (Chairperson) (DR)
Mrs Susannah Nightingale, Senior Policy Manager (Access Partnerships)/
SHG's Technical Regulatory Consultant (SN)
Mr Jeremy Roberts, Chief Digital Officer (JR)
Miss Christine Thomas, Chief Executive (Sure) (CT)
Ms Chris Durnell, Sure Legal & Regulatory Director (CD)
Mr Adam Yon, Sure Networks Manager (AY)

Secretary: Miss Nicole Plato, Executive Assistant to the Chief Secretary (NP)

DR welcomed all to the meeting.

1. Process & Format for Future ECCC Meetings

DR advised that going forward, the ECCC will meet on a more regular basis and NP as the Secretary to the ECCC will ensure that the agenda and accompanying documents are issued well in advance of the meeting.

The Governor-in-Council has formally appointed JR to the ECCC who has been appointed as the SHG Technical Expert and DR has been reappointed as Chair of the ECCC. SN was appointed previously to the ECCC in her capacity as SHG's Technical Regulatory Consultant.

CT and CD will continue as members of the ECCC representing the licensee, Sure. These licensee appointments do not need to be approved by the Governor-in-Council. CT advised that AY will also accompany her at ECCC meetings to give technical support.

(Action: NP)

1.1 ECCC Terms of Reference (TORs)

The Committee agreed that the below amendments should be made to the ECCC TORs:

- The TORs to be in place from now until the end of the licence period.
- The TOR states there should be two formal ECCC meetings per year. This will be amended to clarify that it is a minimum requirement, with additional meetings taking place when necessary.
- The months stated in the TOR for meetings will be amended. Due to one of the deadlines for the milestones in the current licence being April 2024, the Committee agreed that the two minimum dates for the ECCC meetings should be held in April and October as opposed to March and September as mentioned in the TOR.
- *ECCC Minutes* - the Committee agreed that the first draft of the minutes should be completed within two weeks of the ECCC meeting and for the final minutes to be published on the SHG Website by the end of the third week after the ECCC meeting has been held.

(Action: NP to update the ECCC TORs in line with the above comments).

Publishing of an Annual report – this has not been done for some time but will need to be done going forward.

(Action: DR)

1.2 Agenda Items

The Committee agreed that the below items should form part of the standing agenda for future ECCC meetings:

- ✚ Sure update – to include general progress against milestones, changes in customer behaviour, update on customer complaints - (item to be led by CT).
- ✚ Update on any policies from SHG that would be relevant to the ECCC – DR would need to determine which ones would be relevant to the Committee. (Item to be led by DR).
- ✚ SHG update - (Item to be led by JR).
- ✚ Draft minutes to agree/ratify – although agreement can be done via email so that the minutes can be published earlier, as good practice the minutes will also be ratified at the ECCC meetings.
- ✚ Future developments in communications - this will involve Ministers and other officials etc. This will be addressed in a different forum.

AY advised that they have also received external pressures from customers on when Sure will be introducing the greater enhanced coverage etc. and all they can tell them is that Sure only has a short term licence; the 18 month licence period is an issue. DR said that is not to say that the ECCC won't discuss this but the question is whether it is a matter for this forum or an alternative group.

It was noted that Ministers still have to agree a clear direction on this, therefore the ECCC agreed that this item would be for a separate forum to agree and discuss the forward piece.

2. Sure Update

This section of the agenda provided an opportunity for Sure to provide the ECCC with an update on services. This update included information that is commercially sensitive but included updates on:

- Customer figures and distribution across packages following the change in services on 1st October 2023.
- Data usage and data volumes.
- Mobile packages – update on distribution of customers between PAYG and post-paid.
- Updates on TV service customer numbers.
- Customer complaints: complaints have been low, the main contacts from customers have been queries regarding slow speeds that were subsequently identified as being due to internal networks within homes and offices. A number of modems have been replaced.

The ECCC will continue to monitor Sure services in response to the changes implemented.

2.2 Customer Survey

Sure will undertake a customer service in February 2024. This will enable time to have elapsed for customers to have experienced the improved services for 3 months. The draft survey will be shared with SHG, through the ECCC so that SHG's input can be taken into account before the survey is launched.

(Action: CT)

2.3 Compliance Update

CT confirmed that Sure had launched all the products as stated in the licence on time, launching on 1 October 2023 as agreed with SHG.

AY advised that the launch of the new services following connection to the submarine cable was successful. On go live a vast volume of data spread across the network e. This also highlighted how stable the network is; traffic volumes increased by 12 times across the network, with some households shifting almost a terabyte of data on their residential broadband packages.

Based on feedback received from customers, Sure has also increased the upload speeds on the 4G network to 3Mbp/s and the download speed to 5Mbp/s and this has been received positively by customers.

AY advised that Sure had received positive feedback from some of the big corporate customers that they are enjoying the new enhanced connectivity; some are able to move their data to cloud services as well. The general feedback is that the enhanced connectivity has made their lives much more efficient and less painful.

3. Update on Enhanced Capacity - SHG

JR gave the following update:

- ✚ 500Mbp/s was allocated to SHG and in turn was divided between 7 separate service entities. Two areas highlighted were Health and Education:
 - *Health (Telemedicine)* - previously, there was concern around the length of time to transfer the scans off island for diagnostics which took about a day and a half to transfer but now it takes about one hour within the prerequisite timeframes which is brilliant. As a result, more online consultations are taking place between consultants who are based either in SA or UK which is an added bonus.
 - *Education* – the ELC previously struggled to facilitate online exams. They are now able to facilitate these exams without any issues which is good. The enhanced benefits of the cable will also allow for additional distance learning opportunities which the College is looking at.
- ✚ SHG is looking to move to cloud-based services but because SHG deal with a lot of customer data, SHG will need to have in place the prerequisite frameworks to facilitate this.
- ✚ SHG is now able to facilitate more online meetings and can do so more efficiently. From a patching perspective and securing our in-house platforms, previously the limitations did not allow us to download updates until either Saturday or Sunday but we can now do this on a nightly basis which is an added bonus.

It was agreed that an ECCC representative will sit on the Broadband Internet Working Group to ensure discussions and outputs of that group can be fed back into the ECCC.

4. Update on Enhanced Capacity - Business Customers

AY advised that all of the promised changes were made from 1 October 2023. Sure also did a follow up with customers to see if they were actually utilising the services and there was one issue but this has now been sorted. Corporate customers are not fully utilising what they have but this will come over time when their work processes change etc.

5. AOB

5.1 Separate Forum

JR said that there is also a separate forum that needs to be in place soon to discuss the way forward after the 18 month licence period, to plan ahead and advise on the next steps, bearing in mind that 18 months does not take long to go. DR advised that SN and the Chief Secretary are looking into this.

5.2 Next ECCC Meeting

The next formal meeting of the ECCC will be held in April 2024. **(Action: NP to send the ECCC a standing calendar invite for these meetings).**

The meeting closed at 12:03.