MEETING OF THE TECHNOLOGY DEVELOPMENT GROUP
Friday 9 December 2022

Present:	Andy Keeling	CE	Chief Executive (Chair)
	Becky Clark	DDCS	Director of Development & Commercial Services
	Mike Ramshaw	DDDCS	Deputy Director of Development & Commercial Services
	Matt Mitchell	CIO	Chief Information Officer
	Ian Stewart	IS	Construction Sector
	Paul Brickle	PB	SAERI
	Justin McPhee	JMP	Sure
	Stacy Bragger	SB	FIDC (Representing LE)
	Karen Lee	KL	Falkland Islands Tourist Board
	Stephen Dougan	SD	BFSAI
	Simon Young	aCR	Acting Communications Regulator
	Gareth Goodwin	GG	Chamber Technology/Retail Lead
	Zachary Franklin	ZF	FIDC
Apologies:	Lewis Clifton	LC	Rural Business Association
	Synergy Representative	SR	Information Technology
	Vacant	-	Community Representative
Minutes:	Tessa Berntsen	SOM	Secretariat Office Manager

1.0 Confirmation of the Minutes of the Meeting Held on 15th July 2022

1.1 The minutes of the meeting held on the 15th July 2022 were confirmed as a true and accurate record.

2.0 Matters Arising from the Minutes of the Meeting Held on the 15th July 2022

2.1 Matters Arising: Sure Improvements Programme – Item 3.0
CE detailed the former action for DDCS to DDDCS regarding the inclusion of communications service requirements within planning and building applications. DDCS confirmed that this cannot be put into the application but it is in the guidance.

3.0 Sure Improvements Programme
Please see presentation attached.

JMP gave a presentation and explained that is to give everyone an update in terms of the projects that Sure have and what work goes on in the background, along with the capacity update for FIG which has a particular slide on in the presentation, along with the broadband increase. Earlier in the year the older hotspots were swapped out for newer ones and any security issues sorted out. The core network refresh is now pretty much completed. There has been some work done on Sure's own buildings and a couple of generators have been installed for the two main buildings. In terms of the fixed wireless access the old WiMAX system in camp has been replaced with fixed wireless access, 4G. There has been 5 done on the West already with a further 2 to go on MOD sites, although these is a bit more difficult to do. This gives members of the public the benefit of 4G further afield. Sure have been out and drove test this on the road network and there is 4G coverage in areas that weren't expected. There has been quite a lot of work done on the East to also swap out the old WiMAX system and transfer this to the LTE system which is more 4G based than previously. PB asked if this would include

the head of Berkley Sound as this wasn't showing on the map. JMP confirmed that if you could see Johnsons Harbour then you should have 4G. JMP confirmed that once this work is finished then slide 6 is what the overall 4G base station footprint will look like and by rationalising the network and being able to do more than 1 thing with it makes it more cost effective. 34 Nano BTS have gone out to help those who were struggling with the 2FA messages (mainly SCB) to have access to be able to receive those messages.

JMP gave an update on the satellite upgrade options.

JMP went through November's utilisation, previously Facebook and Facebook video used to be 2 different lines but it no longer is. Facebook, YouTube and Netflix have always been the highest use. IS asked if someone was to use a completely new site would Facebook, YouTube and Netflix be prioritised over the new site? JMP said no as traffic is not prioritised. Quite a lot of traffic is VPN traffic which isn't uncommon.

GG asked how the upgrades migration process was going. JMP answered by saying as of 5am on 9th December it was done and we are now actually the largest regional customer on this circuit in this part of the world. IS explained that internet is worse this month than it has been previously and this is happening for a lot of people. JMP confirmed that now the updates are complete this should be sorted. SD asked if there was anything that could be taken away from Sure to give to people as a self-help tool? JMP said it is difficult to give a clear yes or no as some apps are more data hungry then others. CE said that whilst our data capacity has increased so have our aspirations and new data hungry apps, games and systems are coming to market all the time. JMP explained that Sure have actually approached Facebook and Netflix to ask for CACHE as it was thought that this would be a quick way to give people a better experience and looking at the ways to maximise the benefit to the rest of the country but we are well below the maximum for this to work. SY explained that if we were going to CACHE Netflix then you would also only receive the programmes that are licensed for your area. CIO explained that he has a plan to hopefully roll out the VPN access to all in FIG and would like for this to be able to come off FIG's internet allowance rather than the employees.

4.0 Sector Presentation – Construction

Please see presentation attached.

The only difference between a construction company and most others is that their business is run from outside of an office and largely 4G has made this possible. The biggest issue is the upload speeds and how long this can take. IS did say that now JM has explained that the update has been officially complete that speeds may increase but previously this was slow on both broadband and 4G. Although the mobile network is not part of TDG, IS is still receiving a terrible service on this, calls constantly drop out, texts don't go through etc and there is still not coverage over the whole of Stanley. Another of the issues of this is at the likes of the New Haven Ferry Terminal, this is the only terminal on the East however there is no coverage there at all. JM explained that this is because there is not much infrastructure around and it is also in a hollow which makes getting coverage there more difficult. DDCS asked JM if road network driving is done in Stanley as it is don out of town or is Sure reliant on the pubic contacting sure, as if this is the case it could be that people just think there is no signal there and not think to report this when there could be an issue causing this drop out. JM explained that usually they can look at the network and see what has caused for calls to drop out etc. IS did say that Julian at Sure is very helpful but he is limited in terms of what he can do.

Another issue that IS brought to the meeting is the prices. The prices are insanely high to the point that they are the second highest internet costs in the world. DDCS asked IS if he factors in the phone prices into his quotes for jobs. IS confirmed that no he does not specifically but he does know roughly how much is paid and always make sure that the business is in profit at the end of each year.

Customer surveys were also brought up as a topic, the public are filling these out a couple of times a year but is anyone actually reading these and also are the results/findings of the surveys ever published? JM said that no they are not published but they are read and used internally to improve the infrastructure. IS said that the bottom line of all of this is that the internet is slow and expensive and this has never changed. Complaints are not taken seriously, the staff are brilliant and they try to help out but if you try to progress a complaint it doesn't

happen, it only ever gets as far as the person on the end of the phone. The regulator doesn't appear to actually do anything other than produce surveys that no one takes any notice of.

DDDCS said that a range of options has been looked at to see where to invest and what to invest in, with costs rising the decision was made to choose something conservative. The new agreement that FIG have fixed the Sure costs until January 2024 at which point costs will then be capped so this is being managed. JM also explained that a lot of the public want unlimited internet, this is not a thing, unmetered is however, this would require a huge amount of investment and there is a limited amount of businesses able to make such an investment.

Finally, IS said that previously he has been told multiple times that there is not enough room for a second provider, although he would like to see this as a non-profit department in the future, Sure could be the ones running it but rather than taking millions out of the islands this could then be put back into local economy and private service. SB asked JM is one of the options was to have unmeted internet where would this be? JM explained that to make this possible it would cost more than Sure currently make in profit in year, you would be looking at 4 or 5 million more than the current cost is. DDCS asked if it was unmetered would speeds still be limited? JM confirmed they would be. IS stated that the point of this is that a lot if money is sent out of the Falklands to help the company run. DDDCS explained that if this happened there would still be the same issues of not owning the satellites. IS said that it is complicated but there is new stuff coming up that is not as complicated. JM said that he has previously brought stats to TDG, and when Sure look at it many business customers to buy a lower end residential package and not buying packages to suit their own needs so it is inevitable they are going to receive a worse internet connection than those paying more.

5.0   Sector Presentation - Retail

5.1   *Please see presentation attached.*

GG explained that this presentation has been put together after speaking to most of the major retailers. More companies are using e-commerce and this has been growing year on year. GG did explain that he is not sure what package these companies are on and explained that this could be the reason there are issues. Visa terminals don't always work but JMP explained that these could be connected to 4G as a backup GG said that he would definitely like this for the Malvina as that always fails at the busy times.

DDCS explained that internet issues are something that could be brought up with the Chamber at the meeting in the new year to see if companies maybe need to increase their data packages to receive a better service, it could be that they need higher speeds for upload than download. JMP explained that there has been a shift in the last 12-18 months and globally upload traffic has increased which is why this has improved slightly.

CE thanked JMP, IS and GG for their presentations and explained that in the next meeting we would finish off presentations quickly and then use the rest of the meeting to play back and combine what all sectors have said, this will be useful for JMP and leads into the work that FIG will have to do when this exclusive license comes to and end although there are a few years to go

6.0   Any Other Business

6.1   SY mentioned that the reason the Regulator hadn't been responding to IS's queries is because the form on the internet is being sent to a different email address which wasn't being checked, this will be rectified.

SY was asked if a Regulator would be appointed and he explained that FIG are working with someone on a consultancy basis.

6.0   Confirmation of Date of Next Meeting

6.1   It was agreed that the next meeting of the Technology Development Group will be held on the 17th March 2023, 13:30-15:30 in the Liberation Room, Secretariat. Sector presentations will be given by the Community

Representative & FIG. Items for inclusion on the agenda should be submitted to the secretary by the 3rd March 2023.

There being no other business the meeting closed at 15:05hrs.