

MINUTES OF THE MEETING OF THE TECHNOLOGY DEVELOPMENT GROUP
held on Thursday 20 November 2025 at 13:30 in the Liberation Room

Present:

	Andrea Clausen	CE	Chief Executive
	Becky Clark	DDCS	Dir. Development & Commercial Services
<i>Teams</i>	Steve Dent	DDDCS	Dep. Dir. Development & Commercial Services (Chair)
	Roma Stewart	RS	Sure
	Nick Pitaluga	NP	Rural Business Association
	Zachary Franklin	ZF	FIDC
	Luke Wood-Smith	KH	MOD
	Gary		MOD
	Brian Jamieson	BNJ	Community Rep
<i>Teams</i>	James Bates	JB	FIFCA
	Scott Leadbetter	SL	SAERI
	Gareth Goodwin	GG	Chamber of Commerce
	Karen lee	FITB	FI Tourist Board

Apologies:	Pippa Christie	PC	FIPLA
	Paul Brickle	PB	SAERI
	Matt Mitchell	DIT	Dir. Information Technology
	Chloe Freeman	CR	Communications Regulator
	Lee Martin	LM	Chamber of Commerce
	Ian Stewart	IS	Construction Sector

Minutes:	Tessa Berntsen	SOM	Secretariat Office Manager
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1.0 Apologies for Absence

- 1.1
- Pippa Christie – o/seas
 - Paul Brickle – o/seas
 - Matt Mitchell

- Chloe Freeman
- Ian Stewart

2.0 Confirmation of the Minutes of the Meeting Held on 25th June 2025 (*attached*)

2.1 *The minutes were confirmed as a true and accurate record.*

3.0 Matters Arising from the Minutes of the Meeting Held on 25th June 2025 (*attached*)

3.1

4.0 Sure Update (RS)

4.1 RS advised that there was currently an engineer in the Islands from Jersey who was skilled in fiber connections. She explained that over the past few months there had been a fiber ring created around parts of Stanley, creating new options for extensions to be added to the ring. RS said that there was a hope to put another ring down in the FIPASS/Canache area however, the team were facing issues currently but were working to rectify this. In total RS stated that there had been 7km of fiber laid over the last 5 months within the Stanley area.

4.2 DCS asked whether this was a fiber to cabinet service, rather than fibre to property. Once confirmed, she asked what sort of service improvements had there been seen? RS advised that there were businesses down to 20 download and 10 upload with the option for there to be more that they could have. She also explained that there were different options of service, noting that Malvina was on the LEO side of the fiber for better speeds.

4.3 RS explained that there were 20 breakout nodes on the new link, meaning that there was the ability for further connections to be added to the line. She also asked that any new businesses coming on line with roads being dug up to allow accesses to be put in, for Sure to be informed so they could put ducting in to enable lines to be run as there has been issues seen with older ducting failing and collapsing.

4.4 RS advised that by laying the fiber there has been the ability to reduce line lengths, and by doing that speeds can be increased slightly, she explained that with the 2 new cabinets that had been installed speeds were now better for over 200 customers. DCS asked if there was a way for customers to be able to see what sort of speeds, they could be getting location dependent. RS noted that she would check this information. **Action 1: RS.**

4.5 RS advised that there had been a discussion previously with regards to mobile drive tests. She explained that the team had been carrying out drive tests and filtering the information back in. DCS asked whether the number of containers in the SAAS yard could cause issues with mobile reception in Stanley. RS agreed that this was an issue and that there had been a discussion held on whether the mast should be raised or

if another mast should be put in to assist. GG explained that he had noticed that with iPhone if you only have 1-2 bars of signal on your phone, calls still don't work. RS agreed and noted that it was also dependent on where you were, noting if you were in a garage and surrounded by metal it doesn't work either.

- 4.6 RS said that she had maps that had been downloaded from the system, and would be able to share these with the TDG and public. CE agreed that this could help.
- 4.7 RS explained that the 12 new probes had been received, installed and were running data, reports and providing reports to the regulator. She advised that there was a number of different kinds of probes. It was explained that the reports would go live in January 26.
- 4.8 Gary from MOD noted that there was a proposal put forward last year regarding ad hoc broadband packages for residents at MPC. RS advised that she was aware of the proposal and would follow up with Ewen and the technical team on this. **ACTION 2: RS.**

5.0 Update on Future Telecoms' Preliminary Market Engagement

- 5.1 DDCS explained that Cambridge Management Consulting had been assisting with looking at the future of FI telecoms. She explained that there had been international engagement run, with a good response received and a high number of interested parties in all areas. She explained that the exercise itself was neither restrictive nor directive. She explained that the whole purpose was to give the Assembly and officers the 'politics of the possible' in future telecoms. She noted that there was no point in FIG planning how future telecoms provision should work, to then find out no one could offer the services FIG was looking for.
- 5.2 DDCS advised that the report would be received on 21st November, noting that the report itself couldn't be made public as it will contain commercially confidential information, but as much as possible would be publicised within the ExCo paper. She explained that the report would give a menu of different options.
- 5.3 DDCS advised that her team were looking at legal and regulatory reform, while working closely with Sure on their future and any notice period that may be required. She noticed that they were also looking at emergency communications and communications with the military as well. She advised that it was a very large piece of work to get everything in place and delivered but advised that everything looked positive in terms of interested parties but that nothing was a firm commitment or definitive as yet.
- 5.5 LW-S asked whether the requirement's catching phase was still happening. DDCS advised that yes, noting that she was happy to have engagement with the military side of things for the civilian requirements. LW-S also asked whether undersea cables would ever be looked at? DDCS noted that this wouldn't be ruled out but that it wasn't being looked at currently as the costs and geopolitics made it prohibitive.

6.0 Update on Engagement with Media Trust on future of radio & TV broadcasting (held before item 5)

- 6.1 DDCS advised that the public would be aware of a survey carried out earlier in the year, with a workshop held in October with professionals within the service. He advised that the consensus was that the community continued to rely on television and radio services. He noted that the TV broadcasting technology was relatively simple, noting that BFBS would make some changes to satellite provision in March 2028 meaning that there would be some changes within the Camp network. He noted that there was a need to stress to everyone that this would need to be consulted on within the new assembly. It was then thought that the plan would be to move to a miplayer system in the Camp.
- 6.2 DDCS advised that the radio system would require ongoing investment. He advised that the work was being done on the state of the Camp network, noting that this would be progressed in the new financial year. He advised that the medium wave (MW/AM) system would need to be retired due to the kit being so old. He advised that the medium wave system would be used until the kit failed but that there would be an investment into the FM network, so the service had a better connection.

7.0 VSAT Update

- 7.1 DDCS advised that the regulator had received several hundred applications. She explained that the application period for the initial regulation was the end of November, after which enforcement actions would begin. She explained that the enforcement was intended to be along the lines of if customers were working with the regulator nothing would be done, but should customers not have applied, or be using VSAT services in ways not allowed by the licence, actions would be started.
- 7.2 DDCS advised that the broadband support packages would open for applications from 1st December, noting that those packages would only support households, and not businesses. It was advised that the application period would not be limited, but that FIG would be directing who was eligible for the package, noting that the only information Sure would be eligible for was names and addresses, for billing purposes.
- 7.3 DDCS advised that there were no changes proposed to what was in place in terms of allowed use of VSAT. It was noted that there had been a few questions with regards to a VSAT for businesses (i.e. not 'personal use') but that there was currently no plan to look into this as it falls under Sure's exclusivity. It was explained that any questions with regards to non-personal use of VSAT should be going through Sure. RS advised that Sure had been in contact with businesses and self-caterings to ensure they were receiving a good connection.
- 7.4 DDCS advised that the Regulator was happy to receive any communications with regards to how the VSAT license process could be improved in any way.
- 7.5 JB advised that he believed the application process worked very well and was a seamless process. GG agreed noting that he had seen many people do it and it felt like a good process. CE noted that the thanks was to go to both the regulator and IT.

- 7.6 KL asked if the £180 annual fee was the same for people who are only here for a short amount of time? It was confirmed that this was the case but that the license was transferrable.
- 7.7 There was some discussion with regards to other VSAT services that are available. DCS noted that the website was designed with starlink with their licensing conditions. Other VSAT services are available but operators would need to apply for a license to operate within the islands.
- 7.8 SL-B asked who the public should speak to for help with regards to the broadband support package. DDCCS advised that this would be the Regulator and, if there were particular needs, Social Services.

8.0 Road Coverage of Mobile Signals - BNJ

- 8.1 BNJ asked RS how the maps that she had shown were done, whether it was with a physical mobile or by heat maps as the data he had managed to collect didn't match that of Sure.
- 8.2 BNJ explained that he had made use of a IOT phone & a raspberry pi that could be programmed to test what signal was like inside a car and from outside a car. He explained that the software allowed for a phone to be quizzed with regards to how many masts were around and how they were working, noting that the system done everything other than make a phone call, including giving a GPS coordinate. BNJ advised that the presentation he had produced explained how the signal looked on certain roads on the west and some roads on the east and how strong the signal was.
- 8.3 CE noted that there had been the start of a discussion held on what Sure was planning on with the gaps that the information had produced. RS advised that in one meeting the main discussion had been with regards to the road system. She advised that the team were currently working through settlements and more populated areas, noting that some roads would be picked up by that work too.
- 8.5 BNJ advised that he was hoping to find someone to take him to Volunteers to get an idea on what sort of coverage could be received there. RS advised that her team had been doing renewable work at Volunteers so again could do the tests on one of their trips.
- 8.6 KL advised that she was unsure what work Sure had been undertaking but that she had noticed a positive difference.
- 8.7 CE asked whether the kit that was here could Sure technicians and BNJ could be given a list of tours where there were regular walking trails and produce a map showing how strong signal was. NP advised that this had been done on the old system, noting that there was much better coverage on 2G which at the time was upgraded but this had since been lost by senior engineering.

9.0 Any Other Business

- 9.1 DDCS wanted to make sure members were aware of the funding for broadcast equipment at the radio station had been received and that project had started.
- 9.2 LW-S noted that the VSAT licenses had all gone down well with residents at MPC all registering their own kits noting that it was going well.
- 9.3 KL advised that the free Wi-Fi that Sure had supported for FITB had gone down very well, noting that the Sure team go down to assist whenever required.

10.0 Confirmation of Date of Next Meeting: 14th January 2026 – 14:30

- 10.1 CE asked SOM to look at a date for February as January was too soon.

THERE BEING NO OTHER BUSINESS THE MEETING FINISHED AT 14:55