



NTRC's First Town Hall Meeting



Mr. Jude Bernard expressing concerns over the state of telecommunications services in Grenada at the NTRC Open Town Hall held on April 6, 2016 at the Public Workers Union Building on Consumer Protection in Electronic Communications

★ The National Telecommunications Regulatory Commission (NTRC) continues to engage the public to solicit their views, concerns and questions regarding the affairs of telecommunication services within Grenada.

A Town Hall Meeting was held on April 6, 2016 at the Public Workers Union Building which focused primarily on the Draft Consumer Protection Regulations in Electronic Communication. The aim of this open forum was to provide information and solicit the views and suggestions of the consumers promoting them as active, well-informed and involved in the consultations process for regulations proposed by the Eastern Caribbean Telecommunications Authority (ECTEL) to be enacted in the participating states.

There were approximately seventy (70) persons in attendance including Representatives from Government, Trade Unions, Educational Institutions and Consumer Organizations, Private Companies and the Media. During the event, numerous presentations were made by the Staff of the NTRC coverings areas such as obligations of the Electronic Communications Licensees, Quality of Service, Dispute resolution and the Proposed Consumer Protection Regulations in Electronic Communications.

A lively question and answer session ensued after the presentations, from the questions raised it was clear that the major issue that weighted on consumers in attendance were aimed at the state of telecommunication monopolies, penalties for operators in violation of the law and the levels of enforcement and sanctioning capability of the NTRC.

The comments and questions raised will be sent to ECTEL as part of the open consultation process. Additionally, the NTRC plans to bring the message to other parts of Grenada going forward.

INSIDE THE NTRC

.....National Telecommunications Regulatory Commission
.....Grenada.....

NTRC Website Competition

★ The NTRC in collaboration with the Ministry of Education is hosting a website competition as part of the 15th Anniversary Celebrations of the NTRC. The competition is open to secondary school students only. The purpose of the competition is to aid in the development of local content and to promote the wide spread use of .gd domain name in Grenada (.gd - Grenada's identity on the internet). This project is also geared towards enhancing educational experience and the development of students in Grenada in the field of IT/ICT. The competition commenced on September 22, 2015 and will close on May 20, 2016.

The NTRC aims to make this project sustainable by introducing other phases of the website project through continued collaboration with the Ministry of Education.



Mr. Lendon Telesford engaging students from The Boca Secondary School about the NTRC Website Competition | The Website Competition is part of the NTRC 15th Anniversary Celebrations

What is an Internet Exchange Point? [IXP]

ADVANTAGES OF AN IXP

➤ The Internet Exchange Point (IXP) is a facility that will allow Internet Service Providers (ISPs) in Grenada to keep domestic internet traffic in country instead of routing it through the USA or Europe.

➤ The Grenada Internet Exchange Point was relocated to the NTRC Headquarters on November 21, 2012. This event also included the installation of a L-Root DNS Server.



- Through the elimination of routing through congested and long-distance links to the rest of the world, the local IXP proves to be cost-saving.
- It enables more bandwidth for local users and increased capacity
- A localized IXP means that traffic requires fewer hops to get to its destination thus there is a reduction in latency. Local links are faster e.g. up to 10 times faster.
- Local providers can benefit from services which relies on high-speed/low cost connections for their content to be made available for their customers.
- Overall, both consumers and providers can benefit from the IXP when traffic can reach its destination faster and more competitive with a smoother transition on all ends.

