



Eastern Caribbean Telecommunications Authority

The EC Bill: Transforming the Digital Landscape

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Ms. Cheryl Hector Fontenelle • Director of Economics and Finance, ECTEL • Tuesday, 1st October 2024



About ECTEL

- Established by Treaty in 2000, the Eastern Caribbean Telecommunications Authority (**ECTEL**) is a regional regulatory advisory body to the National Telecommunications Regulatory Commissions (NTRCs) in the Contracting States of:
 - The Commonwealth of Dominica;
 - Grenada;
 - St. Kitts and Nevis;
 - Saint Lucia; and
 - St. Vincent and the Grenadines.



Primary Purpose of ECTEL

To promote:

- open entry, market liberalisation and competition;
- universal service and access;
- fair pricing and fair competition practices;
- harmonised policies for electronic communications in the Contracting States; and
- increased connectivity in the ECTEL Contracting States.



The Electronic Communications Bill

- The Electronic Communications (EC) Bill seeks to reform telecommunication legislation in the ECTEL Contracting States.
- The new EC Bill will repeal and replace the Telecommunications Acts with legislation which includes enhanced focus on consumers.
- The EC Bill aims to modernise the regulatory framework for electronic communications.

Adoption of the EC Bill

- The Commonwealth of Dominica
- Grenada ✓
- St. Kitts and Nevis ✓
- Saint Lucia
- St. Vincent and the Grenadines ✓

Key Benefits of the EC Bill

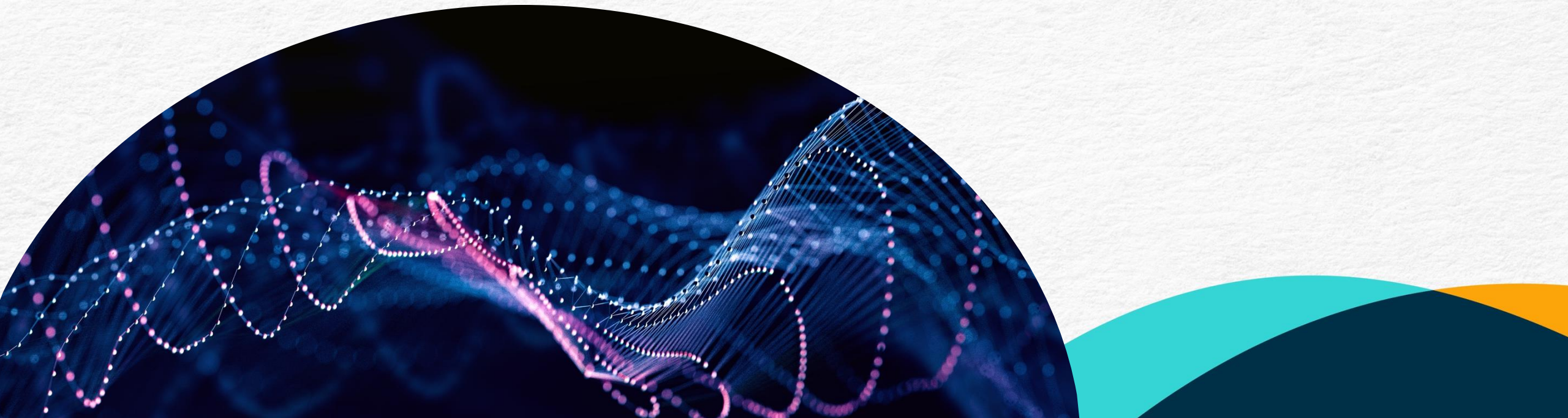


1. Reformed Legislation
2. **Regulated access to submarine cable landing station and subsea fibre**
3. **Consumer protection**
4. Universal Service and Access Fund
5. **Establishment of a tribunal, to hear unresolved disputes between licensees and customers**
6. Competitive Digital Market
7. **Affordable service for All:** Transparent pricing, billing and consultation with the public
8. **Rules for improved quality of service**
9. The establishment of the NTRCs as body corporates
10. Rules for change of ownership within the ECTEL Contracting States
11. The inclusion of more penalties for breach of the legislation



Regulated access to submarine cable landing station and subsea fibre

- Ensures fair and equitable access for all service providers; and
- Promotes a more competitive broadband market.





Consumer Protection

Key Consumer Rights

- **Right to Information:**
 - Transparent and accurate information about services, prices, and terms.
 - Clear and understandable contracts and billing.
- **Right to Choose:**
 - Freedom to select service providers and plans.
 - Fair competition ensuring diverse options in the market.
- **Right to Redress:**
 - Accessible avenues to file complaints and resolve disputes.
 - Effective and timely resolution of issues.



Consumer Protection *cont'd*

Benefits to Consumers

- **Empowered Consumers:**
 - Knowledge of rights leads to better decision-making.
- **Improved Quality of Service:**
 - Providers held accountable for delivering promised services.
- **Fair Pricing:**
 - Rules to address price increases and hidden fees; and
 - Competitive pricing benefiting all consumers.



Establishment of a Tribunal

- Independent body to adjudicate disputes within the sector.
- Provides a streamlined process for resolution of disputes.
- A more efficient and cost-effective process for consumers to resolve disputes.
- Enhances regulatory enforcement and compliance.



Affordable Services

- Affordable entry level retail electronic communications services for all.
- Rules for pricing wholesale electronic communications services.
- No price discrimination for similarly situated consumers.



Improved Quality of Service

- Set standards for service delivery.
- Monitor performance to ensure compliance with quality of service regulations.



EC Bill and the Caribbean Digital Transformation Project (CARDTP)



The enactment of the EC Bill is part of a wider Digital Transformation Project in the ECTEL Contracting States with aims that include to:

- Modernise the legal and regulatory frameworks;
- Develop action plans to improve network resilience and post disaster recovery and emergency communications; and
- Identify and address the Digital Inclusion gaps in the ECTEL Contracting States.



Other Components of CARDTP

Digital Financial Services (ECCB):

- Updating Payment Systems and Money Services Business Acts;
- Conduct of a Financial Inclusion Survey; and
- Design a regional instant payment system open to all financial institutions.



Caribbean Digital Transformation Project (CARDTP)

Cybersecurity (IMPACS), Data Protection and Privacy (OECS/ECCB):

- Establish Computer Emergency Response Teams (CERT);
- Update regional and national cybersecurity policies and legislation; and
- Update regional and national data protection and privacy laws.

Digital Skills and Technology Adoption (OECS):

- Conduct digital skills assessment surveys; and
- Design and implement advanced digital skills and job coaching programmes.



THANK YOU!



ectel@ectel.int • www.ectel.int