



Regulating from **One Generation to the Next**

Linking our Past through
our Present to our Future



REGULATING FROM ONE
GENERATION TO THE NEXT

2-4

Committed to
Connecting TnT

14-17

Employee Wellbeing =
Maximum Performance



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Telecommunications Authority of Trinidad and Tobago **Committed to Connecting TnT**



*B*roadband Internet access is the benchmark for connectivity today. This is seen as the key requirement for participation in the information society and for reaping its socio-economic benefits.

As the regulator, TATT is responsible for promoting broadband development and remains committed to connecting the entire population to the Internet.

One key initiative undertaken by TATT has been making spectrum available for wireless broadband Internet access through its broadband wireless access (BWA) services.

This initiative is aligned with the broadband agenda of the Government of the Republic of Trinidad and Tobago, in its National Information and Communications Technology (ICT) Plan, the latest version of which is branded the NICT Plan: 2018–2022—the ICT blueprint. Broadband development fosters **digital inclusion which is a core component of the NICT Plan.**

Spectrum allocated for BWA services is primarily for broadband Internet access, but it can also be used to provide wireless subscription television (cable TV) and fixed telephone services. The use of wireless technologies to operate such networks offers rapid deployment towards the targeted geographic coverage throughout the country and the closing of the broadband gap.





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TATT licensed BWA spectrum in 2007 and 2009, and this enabled wireless cable TV and broadband Internet access services. The bands licensed were the 700 MHz, 2.3 GHz and 3.5 GHz bands.

Additional spectrum has since become available in the 2.5 GHz band. TATT has, therefore, decided to license this additional spectrum to encourage further broadband development, increased competition and the follow-on effects of improved and more affordable service.

TATT will license 90 MHz of spectrum in the 2.5 GHz band in 2019, which is expected to improve delivery of broadband Internet access services to unserved and underserved parts of the country, through the use of technologies such as Long-Term Evolution (LTE).

The authorisation process will involve the prequalification of prospective bidders, followed by an auction of the available spectrum. This process has been employed in the past to license BWA spectrum and it has proven to be an effective approach to the licensing of such spectrum where demand is greater than supply.

Once the additional spectrum is licensed, we expect to see either additional BWA service providers in the market, thus increasing choice and affordability, or existing BWA service providers with additional capacity to offer better services to the population.

*Telecommunications Authority
of Trinidad and Tobago*
Committed to Connecting TnT!

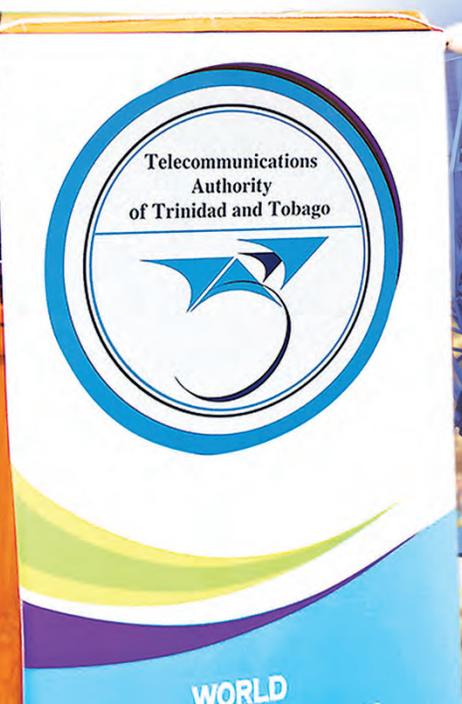
Bridging the Standardisation Gap

World Telecommunication and Information Society Day (WTISD) 2019

The International Telecommunication Union (ITU) celebrated 50 years of WTISD in 2019. The theme for this year's event was "Bridging the Standardisation Gap", highlighting the importance of international technology standards in accelerating innovation worldwide.

On Wednesday, May 29, TATT commemorated WTISD by hosting a half-day workshop, bringing together sector members and academia to drive further the implementation and enforcement of telecommunications and broadcasting standards locally.

In her opening remarks, Mrs. Joan Mendez, Permanent Secretary in the Ministry of Public Administration (MPA), said the Ministry is responsible for championing national information and communications technology (ICT) development in this country. To achieve ICT development, she stressed that there is the need for Trinidad and Tobago to adhere to international standards whilst it seeks to accomplish its digital development goals. Therefore, the Ministry's focus this year was placed on the importance of standards within the sector, to ensure the compatibility of new technologies and to facilitate innovation and growth.



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Mr. Gary Turpin, Director of the National ICT Division, Ministry of Public Administration, presented the Government of Trinidad and Tobago's National Information and Communication Technology (NICT) Plan for the period 2018-2022.

The Plan focuses on the following five strategic, ICT-related thrusts that underpin the attainment of the Sustainable Development Goals (SDGs):

1. **Improved Connectivity:** continued deployment of ICT infrastructure to support securely connected people, businesses and government
2. **Increased Human Capacity:** enhancing digital literacy and developing the skills to enable productivity and innovation
3. **Digital Government:** embracing the use of digital technology to allow for easier interaction among the Government, citizens and private sector

4. **Fostering of Economic Development:** creating an environment for an innovative, entrepreneurial and vibrant ICT sector

5. **Advancing the Environment for Societal Benefit:** managing the use of ICTs to minimise possible damage to the natural environment of the islands of Trinidad and Tobago

Representing TATT were Mrs. Cynthia Reddock-Downes, Chief Executive Officer (Ag.) and Mr. Kirk Sookram, Executive Officer Technology and Engineering. Mrs. Reddock-Downes, as a member of the ITU's ITU-T SG3 (the sector responsible for standardisation), gave an overview of the operations of the group. Comprising representatives from government bodies and the private sector, the group strives to coordinate the development of telecommunications networks while creating interoperable and non-discriminatory international standards, in an attempt to bridge the standardisation gap. Her presentation also spoke to the imperative of global standards and the ways in which manufacturers, network operators and consumers would all benefit.

Conformity, compliance and interoperability were the three interrelated topics expounded on by Mr. Sookram, as he focussed on the need for equipment standardisation by local inventors and entrepreneurs.

On the aspect of conformity, he explained that all ICT equipment had to meet technical specifications or standards before being introduced to the market. Compliance helped end-users assess how the equipment would perform in the network while integrating with other network devices. He added that interoperability testing also needed to be done to ensure the successful integration of devices.

The final presentation was delivered jointly by Ms. Nadita Ramachala, Acting Manager in the Standardisation Division of the Trinidad and Tobago Bureau of Standards (TTBS), the recognised body for standards in this country, and Dr. Richelle Adams, Lecturer in the Department of Electrical and Computer Engineering at The University of the West Indies (UWI).

Both speakers defined standards as technical specifications or other precise criteria used as guidelines to ensure materials, products, processes and services are fit for their intended purposes. Most importantly, they highlighted the national standards development process while recognising the adoption of standards from the International Standards Organisation (ISO)—the independent, non-governmental international organisation with a membership of 164 national standards bodies. Dr. Adams also provided insight into a National ICT Standard currently being developed by stakeholder bodies including TATT.

In closing, Mrs. Cynthia Reddock-Downes reminded participants that one of TATT's key roles was the enforcement of telecommunications and broadcasting standards, to ensure compliance with international standards.



Yuh Don't Know What Yuh Don't Know

“Yuh Don't Know What Yuh Don't Know” is TATT's Consumer Education Advertising Campaign aimed at generating awareness, enquiry and discussion among consumers of telecommunications and broadcasting services.

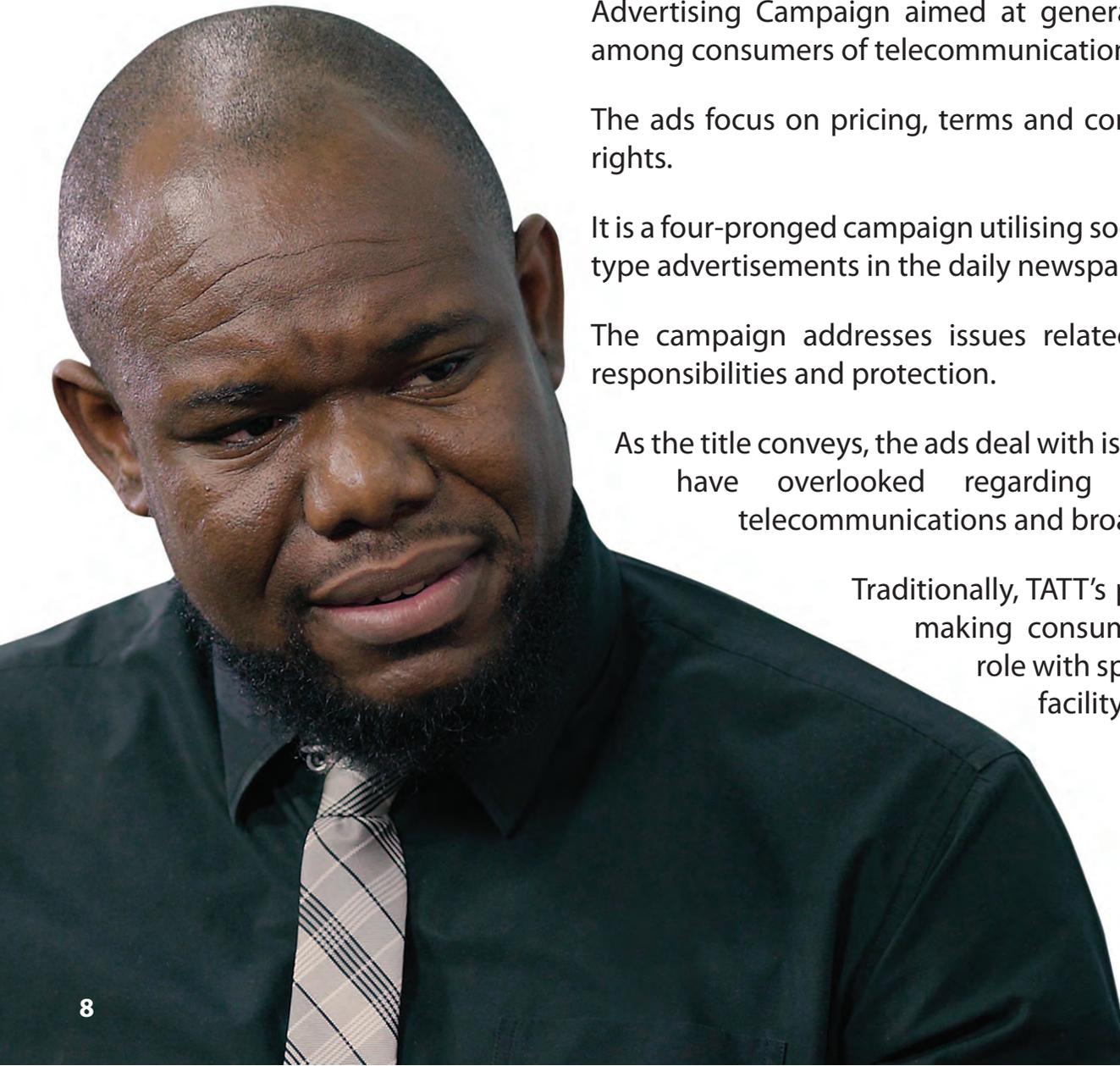
The ads focus on pricing, terms and conditions of service and general consumer rights.

It is a four-pronged campaign utilising social media, television, radio and comic strip type advertisements in the daily newspapers.

The campaign addresses issues related to market competitiveness, consumer responsibilities and protection.

As the title conveys, the ads deal with issues that consumers may not know or may have overlooked regarding the provision and use of their telecommunications and broadcasting services.

Traditionally, TATT's public education efforts have focussed on making consumers aware of the organisation's general role with special emphasis on its complaints-handling facility.



YOU DON'T KNOW, WHAT YOU DON'T KNOW!
'How to Manage Your Data When Not Using Wi-Fi'

Trinidad, this is how to save money when using mobile phones.

If you not connected to wifi, but using data!

Close all apps not in use.

Do not use high definition to stream videos.

Send pictures in low resolution only.

I really learnt a lot today!

You Don't Know What You Don't Know!

Stay tuned for more information! Find us on:

YOU DON'T KNOW, WHAT YOU DON'T KNOW!
TATT'S CONSUMER COMPLAINT PROCESS

I am going to the cable company - AGAIN!

I thought your billing matter was already settled.

Complain to TATT. They are authorized by law to deal with unresolved complaints about mobile and fixed line phones, internet and subscription TV. So, call TATT at 899-8288.

Not yet, although I complained one month ago.

You hear that Dovi, call 899-8288!

I will call TATT at 899-8288!

Stay tuned for more information! Find us on:

YOU DON'T KNOW, WHAT YOU DON'T KNOW!

"YOU DON'T KNOW WHAT YOU DON'T KNOW, UNLESS YOU FIND OUT THAT YOU DIDN'T KNOW WHAT YOU DON'T KNOW!"

???

The Telecommunications Authority of Trinidad and Tobago (TATT) over the next eighteen weeks will advise consumers on what you need to know about topical issues surrounding your fixed and mobile telephone as well as internet, cable and satellite services through an education campaign titled:

YOU DON'T KNOW, WHAT YOU DON'T KNOW!

Every Tuesday and Thursday over the next 18 weeks and starting from June 4th 2015, you can look forward to Advertisements on local television and social media as well as interesting articles and cartoons in your favourite newspapers on topics such as:

- Prices
- Rights of the consumer
- Managing your data

TATT helping you to:

KNOW WHAT YOU DON'T KNOW!

Find us on:

YOU DON'T KNOW, WHAT YOU DON'T KNOW!
'The Beauty of Choice'

Girl, the budget over by \$208.00!

So what we going to do?

Tony Boy! We trying to budget here.

Internet and cable prices keep going up!

You supposed to get 30 days' notice before prices raised!

Really? We didn't know!

Just and, there are other companies providing services! Check out TATT's website! www.tatt.org.tt

Stay tuned for more information! Find us on:

Rapidly changing promotions, with a mix of bundled services and other marketing campaigns offered by operators, are resulting in consumers not fully understanding the service offerings. For some consumers, this has affected their ability to make rational and better informed choices.

The campaign gives consumers good advice on the following issues:

- Episode 1 - **In a World of Unlimited, Know Your Limits!**
- Episode 2 - **Doesn't that Promotion look really Attractive?**
- Episode 3 - **Get to Know Your Providers and Package Options**
- Episode 4 - **Tips on How to Save Money When Using Your Mobile Data**
- Episode 5 - **Understanding the Fair Usage Policy**
- Episode 6 - **TATT's Complaints Process**
- Episode 7 - **Mobile Number Portability**
- Episode 8 - **Terms and Conditions**

The public can access these videos and print ads via TATT's social media pages at

- The Telecommunications Authority of Trinidad and Tobago**
- theofficialtatt**
- @tatt2004**
- tattorg**





Sustainable Procurement Initiative

Last year, on its journey to sustainable procurement, TATT launched a “Reduce, Reuse, Recycle, Rethink” initiative, as part of the iCARE Recycling Project managed by the Environmental Management Authority (EMA). The organisation implemented sustainable procurement on two fronts: the acquisition of goods and services, and the disposal of waste.

This initiative drives sustainability from as early as the specification development phase, where priority is given and sustainable specifications developed. This is based on internationally defined standards for various categories of products such as:

- 1. Appliances**
- 2. Automotive fleet**
- 3. Computers and monitors**
- 4. Furniture, paper and paper-based products**
- 5. Printing equipment and services, as well as toner/ink cartridges, office supplies and stationery**



On a second front, TATT’s goal is to recycle or ethically dispose of at least 70% of its waste. Staff now actively use special bins to separate plastic bottles, glass bottles, aluminium cans and drink cartons for pickup by authorised local recycling companies. Ultimately, the amount of waste the organisation sends to landfills will be significantly reduced, as the recyclable waste will be redirected to recycling plants, locally and internationally.

Sustainable procurement is not merely an exercise, it is a culture change or paradigm shift and an important form of corporate leadership and civic responsibility in this era. Looking to the future, additional strategies will be added to the plan, as TATT works towards accomplishing its sustainability goals for the good of the environment and the climate.

REDUCE REUSE
RECYCLE RETHINK



Understanding the Telecommunications and Broadcasting Sectors



TATT's Public Education Initiative

While acknowledging that the technical jargon of telecommunications and broadcasting could be somewhat difficult to digest, members of TATT's corporate communications team visit primary, secondary and tertiary level schools throughout the year, providing information on the day-to-day operations of the organisation and on advancements in the sectors which impact consumers and socio-economic development.

TATT does not, however, limit its outreach to schools only. It also participates in exhibitions and fairs hosted by other agencies, seizing all opportunities to enlighten and educate the public and promote services offered.

In addition to explaining TATT's role, responsibilities and functions, relevant cutting-edge topics are presented and discussed at these sessions. These include safe social media use, careers in information and communications technology (ICT), ICT and road safety, seniors in ICT, and consumer advocacy.

At all events, persons are able to participate freely by asking questions on concerns they may have, trending issues they may be recognising or simply for interest in the topic(s). For the financial year 2018-2019, members of TATT's corporate communications team engaged in over 21 public education activities in Trinidad and Tobago.

Throughout the year, schools, community groups and corporate event planners can request TATT to conduct cyber safety seminars by sending an email to info@tatt.org.tt or calling us at 675-8288 in Trinidad and 639-8288 in Tobago.



▲
Communications Officer, Ms. Devaki Supersad,
engaging the students of Cowen
Hamilton Secondary School



▲
Ms. Ornella Moreau encourages this student to consider a career in ICT.

▲
A handful of students, with piqued interest, discuss topics shared.

▲
Seeking employment at the Authority's booth at UWI WOW 2019, these young women were eager to learn about any available positions in the organisation.

Health Safety and Environment (HSE) Week 2019

In a recent newspaper article on mental health in Trinidad and Tobago, it was stated that “organisations are slowly realising that the productivity of their employees is connected not only to their physical health but also to their mental health”. Although our jobs are meant to provide a sense of fulfilment in our lives, they can also, at times, be a significant source of stress.

It is this notion that prompted TATT’s Health and Safety Committee to put the spotlight on **employee well-being** during its HSE Week activities. HSE Week is a biennial event; this year, it was observed from June 24 to 28. The activities were specifically selected to target the mental health and well-being of our staff. The programme included a stress-free zone open between 11:00am and 1:00pm daily, and a mental health workshop.

STRESS-FREE ZONE

In a relaxed setting, complete with dimmed lights, soothing sounds and calming aromas, members of staff were treated to neck and back massages, guided meditation sessions and “office yoga” (on chairs, not mats) that included easy but effective stretching and breathing exercises.



MENTAL HEALTH WORKSHOP

The team from the Mental Health Unit of the Ministry of Health, led by Ms. Karlene Brathwaite, staged an informative, interactive and, at times, entertaining workshop aimed at raising awareness about mental illness and eradicating the stigma attached to it. Ms. Brathwaite also gave information on the service centres across the country where citizens can access help.

PERSONAL SAFETY WORKSHOP

WPC Boyd and her team from the Criminal Investigation Department of the Trinidad and Tobago Police Service (TTPS) engaged staff in an interesting session which included sharing important information and tips on crime prevention and awareness.



**Employee Well-being =
Maximum Performance**

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MEDICAL EVALUATIONS

Medical evaluations, including blood tests for cholesterol and blood sugar levels, liver and kidney function and cancer markers, were conducted for staff by representatives of Lab One Limited. These medicals form part of the annual Medical Evaluations Initiative for Staff which commenced in 2017.

PLANT POTTING WORKSHOP

Some studies have shown that adding greenery in the form of indoor plants can have major positive benefits for employees and their organisations, such as stress reduction, increased productivity, reduction in sickness and absence rates, and improved air quality, to name a few. A plant potting workshop was therefore included in this year's HSE Week, since it is in alignment with the theme of employee well-being. It was a fun activity where staff members were provided with decorative pots, soil, accessories and a plant of their choice to pot for their desks. This session was facilitated by three of our employees who had proposed the idea as part of TATT's Sustainability Initiative, and guided the participants on how to pot and care for the plants.

EYE HEALTH & VISION SCREENING



The staff of Optometrist Today were on-site to conduct a presentation on eye health, including information on: understanding various eye conditions such as astigmatism, cataracts and glaucoma, and how they affect vision; the importance of regular eye exams; and preventative tips to avoid eye strain. This session left staff intrigued and well informed, and culminated in free vision screening for interested staff.

Step Challenge

Staff also participated in a team step challenge. Those participating were asked to utilise an app on their phones to monitor their steps during working hours for a period of one week. The ultimate goal was to complete more steps than the opposing teams. This challenge was aimed at encouraging staff to increase their physical activity at work, including using the stairs more often, as opposed to the elevator.

At the week's end, staff left feeling rejuvenated. It is our hope that there will be a shift in employees' views on mental health, and that the experiences throughout the week will be a catalyst for positive change and healthy lifestyle choices... because at TATT, we believe that "a healthy workforce is a happy workforce and a happy workforce is a productive one".



**Employee Well-being =
Maximum Performance**

Internal Auditing Adds Value

THE IMPORTANCE OF THE INTERNAL AUDIT AWARENESS CAMPAIGN 2019

Building awareness is essential to elevating the image of the internal audit (IA) profession. May is recognised as International Awareness month, so this was the ideal time for a campaign. The Institute of Internal Auditors (IIA) supports efforts to raise awareness of the IA profession and its value. Thus, the theme for this event was “Internal Auditing Adds Value”.

This awareness campaign was the first in the history of TATT. The aim was not only to dispel misperceptions of the profession but to enhance employees’ knowledge of: the essential role of internal auditing as an independent assurance in strong organisational governance, internal control and effective risk management. When Management and the Board of Directors fully appreciate the value of internal auditing, they ensure the IA activity is adequately resourced and more effectively utilised.

THE PURPOSE OF INTERNAL AUDIT AND THE IMPORTANCE OF CORPORATE GOVERNANCE

The purpose of IA is to provide independent, objective assurance and consulting services designed to add value and improve TATT's operations. Our mission is to enhance and protect organisational value by providing risk-based and objective assurance, advice and insight. IA helps TATT accomplish its objectives by bringing a systematic, disciplined approach to evaluating and improving the effectiveness of governance, risk management, and control processes. IA serves as TATT’s safety net for compliance with rules, regulations, and overall best business practices.

The Chairman of the Audit Committee, Mr. Stephen Tang Nian, in his presentation to staff at the Internal Audit Awareness Event on May 24, stated that *“the Audit Committee, aided by the Internal Audit Department and our external auditors, work to ensure that the internal controls, policies and procedures are being applied in a fair and consistent manner. It is in so doing that the Audit Committee adds value as an advocate for good corporate governance. But it is not our job alone. You, as employees, have to share our vision and work with us, the Internal Audit team and the management team, to ensure that our shared vision of what our organisation should be is developed and realised.”*

HOW INTERNAL AUDIT AWARENESS WAS RECOGNISED IN MAY 2019

Key activities held were:

- i. A presentation to, and discussions with, Senior Management on the value of IA, and the role and responsibility of the IA Department.
- ii. The launch of the IA Intranet page which is used as a platform to educate staff.
- iii. A pre- and post-event quiz and a “Do you know?” segment by IA staff.
- iv. Presentations by Mr. Stephen Tang Nian, Chairman of the Audit Committee, and featured guest-speaker, Mr Kenny K. Jalsa, a foundation member of the IIA Trinidad and Tobago Chapter.

Internal Audit Department encourages all organisations to participate in the annual International Awareness Month.

FUN CORNER



UNSCRAMBLE THE LETTERS

How well do you know the Telecommunications and Broadcasting Sectors?

Try to unscramble the words.

- | | |
|-----------------------|---|
| 1. TECGOHOYLN | — — — H — — — — — G — — |
| 2. SSUONCRME | C — — — S — — — — — |
| 3. TMOILTSCIMONEECANU | — — — — — E — — — — — N — — — — — I — — — — — |
| 4. INTEETRN | — N — — — — — N — — — — — |
| 5. LBEACVT | C — — — — — T — — — — — |
| 6. IBELOM | — — — — — I — — — — — |
| 7. PSMT CERU | — — — — — E — — — — — T — — — — — |
| 8. ILECNSE | L — — — — — S — — — — — |
| 9. AIDOR | — — — — — D — — — — — |
| 10. ARTLGORUE | — — — — — E — — — — — U — — — — — R — — — — — |
| 11. CDGORAABTSIN | — — — — — O — — — — — S — — — — — T — — — — — |
| 12. RBADBND AO | — — — — — R — — — — — B — — — — — |





Be an Informed

& SAVVY CONSUMER!



My Internet keeps dropping out! 🌀 😞

How many devices do you have connected to your router?

🤔 cell phones, tablet, TV, security camera... about 10...why? 😊

Uh oh...too many devices on a single connection may affect your Internet connection.

😱 😭

Complaints Hotline - 800 8288

find us:



TELECOMMUNICATIONS AUTHORITY OF TRINIDAD AND TOBAGO

5 Eighth Avenue Extension, off Twelfth Street, Barataria
Republic of Trinidad and Tobago
T: 1 (868) 675-8288; 1 (868) 221-8288 F: 1(868) 674-1055
Complaints Hotline: 800-8288
E: info@tatt.org.tt W: www.tatt.org.tt

TOBAGO OFFICE

Shop D48, Gulf City Lowlands Mall
Lowlands, Tobago
T/F: 1 (868) 639-8288



The Telecommunications Authority of Trinidad and Tobago



theofficialtatt



@tatt2004



tattorg