



KIA ORANA

WELCOME TO THE COOK ISLANDS

COUNTRY REPORT

PACNOG 17th EDUCATIONAL WORKSHOP & TRAINING 2015





THE COOK ISLANDS

- Polynesian Island Group
- Has 15 Islands
- Over 2.2 million sq km of Pacific Ocean
- Land area of 240sq km
- Northern Group – 6 Islands
- Southern Group – 9 Islands





THE COOK ISLANDS

- 50 Years of Self Governing (4 August 1965).
- Main Island – Rarotonga
32km circumference
- Population of 12,000
(2010 census)
- 10,000 on Rarotonga
- Main Income - Tourism





RAROTONGA – THE MAIN HUB

- Government offices & Parliament
- Main town area 30 minutes from Southernmost village – Titikaveka
- Domination of supplies and services
- Monopoly telecommunications provider





Telecom

COOK ISLANDS

Telecommunications in the Cook Islands

KEY FACTS



www.telecom.co.ck

- 6,200 telephone land lines, available to over 98% of population;
- 17,200 mobile connections, GSM technology. 3G operational in Rarotonga.
- Mobile coverage to over 98% of population;
- Mobile roaming (voice, text and data) with more than 200 international partners;
- 2,500+ broadband connections – ADSL2 service available to over 98% of population;
- 300+ Telecom WiFi hotspots around the 12 Islands;
- Underground fibre cable loop around Rarotonga;

KEY FACTS



- 2 satellite links on IS18 (Inteslat GEO Satellite);
- All 11 populated Outer Islands have fixed lines, broadband & mobile services.
- 120 employees, including 19 on Outer Islands (96% Cook Islanders);
- Universal Service Obligation delivered by virtue of a Shareholders' agreement between Government and Telecom NZ;
- About one quarter of revenue from non-residents;
- Responsible for Postal Service and Maritime Radio;
- History of continuous price reduction.

KEY FACTS



The Shareholders Joint Venture Agreement (1997):

- Grants Telecom Cook Islands the sole right to operate telecommunications in the Cook Islands;
- In return the Company must provide universal service to the Outer Islands, operate Postal & Maritime Radio service;
- The Company is also required to spend a specified minimum amount of capital in the Outer Islands over the term of the JVA and any renewals;
- The loss on providing Outer Islands services has exceeded \$500k p/a for many years;
- The JVA has resulted in the Cooks now being at or near the top in the Pacific for uptake of fixed, mobile and broadband services.

KEY FACTS



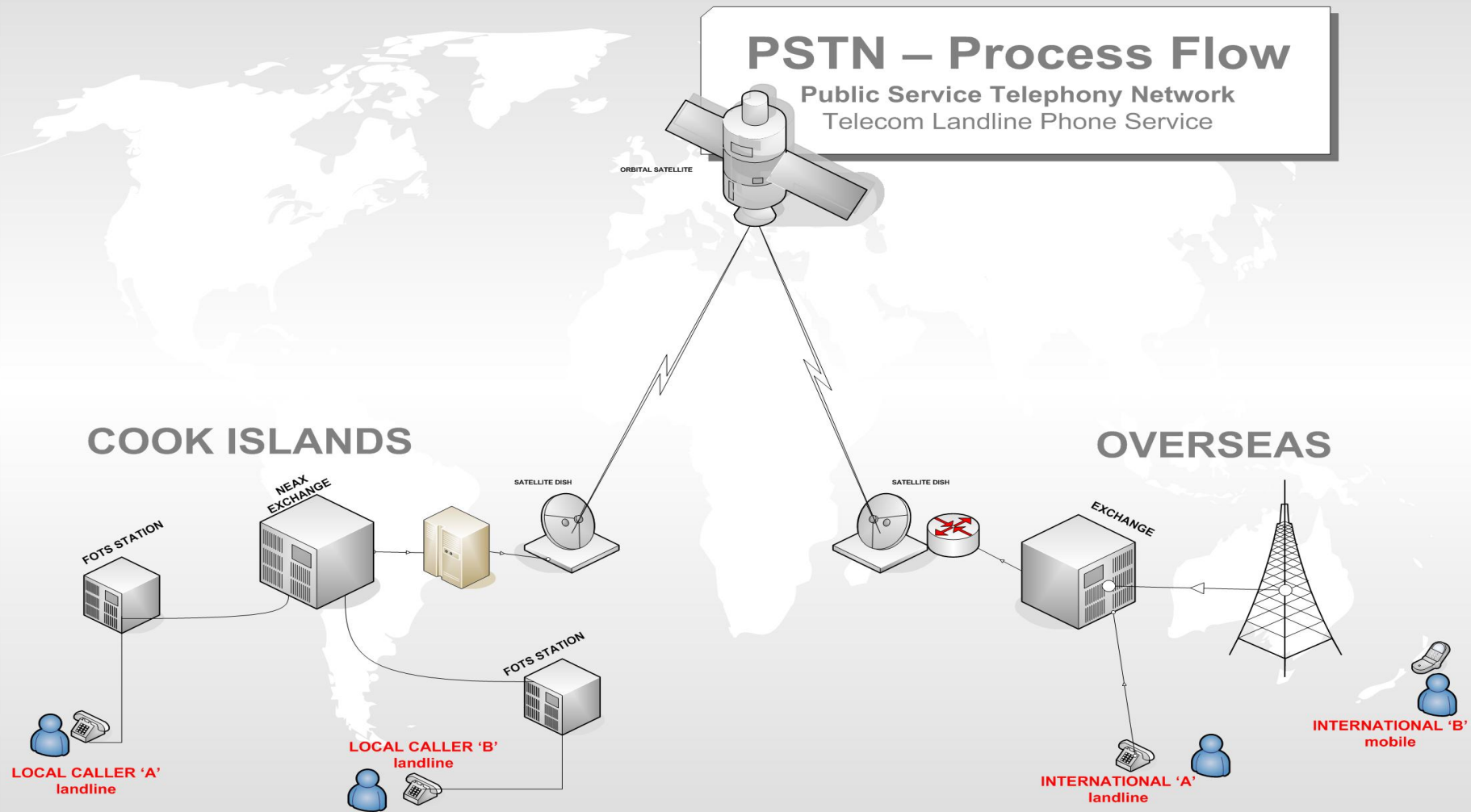
SALE OF TELECOM NZ SHARES:

- Telecom NZ offered their shares for sale in November 2013.
- Digicel was aligned to purchase these shares however local regulations meant Telecom NZ had to first advertise in Country for an allotted time.
- Several consortiums were being built in a bid to have the majority stakeholder position.
- The winning consortium was eventually Bluesky Pacific who offered a shareholder chance for the staff and people of the Cook Islands
- Bluesky Pacific began full operation in late February 2015.

OUR NETWORKS: TELEPHONY NETWORK (PROVIDED BY GEOSTATIONARY SATELLITE 36,000KMS ABOVE EARTH)

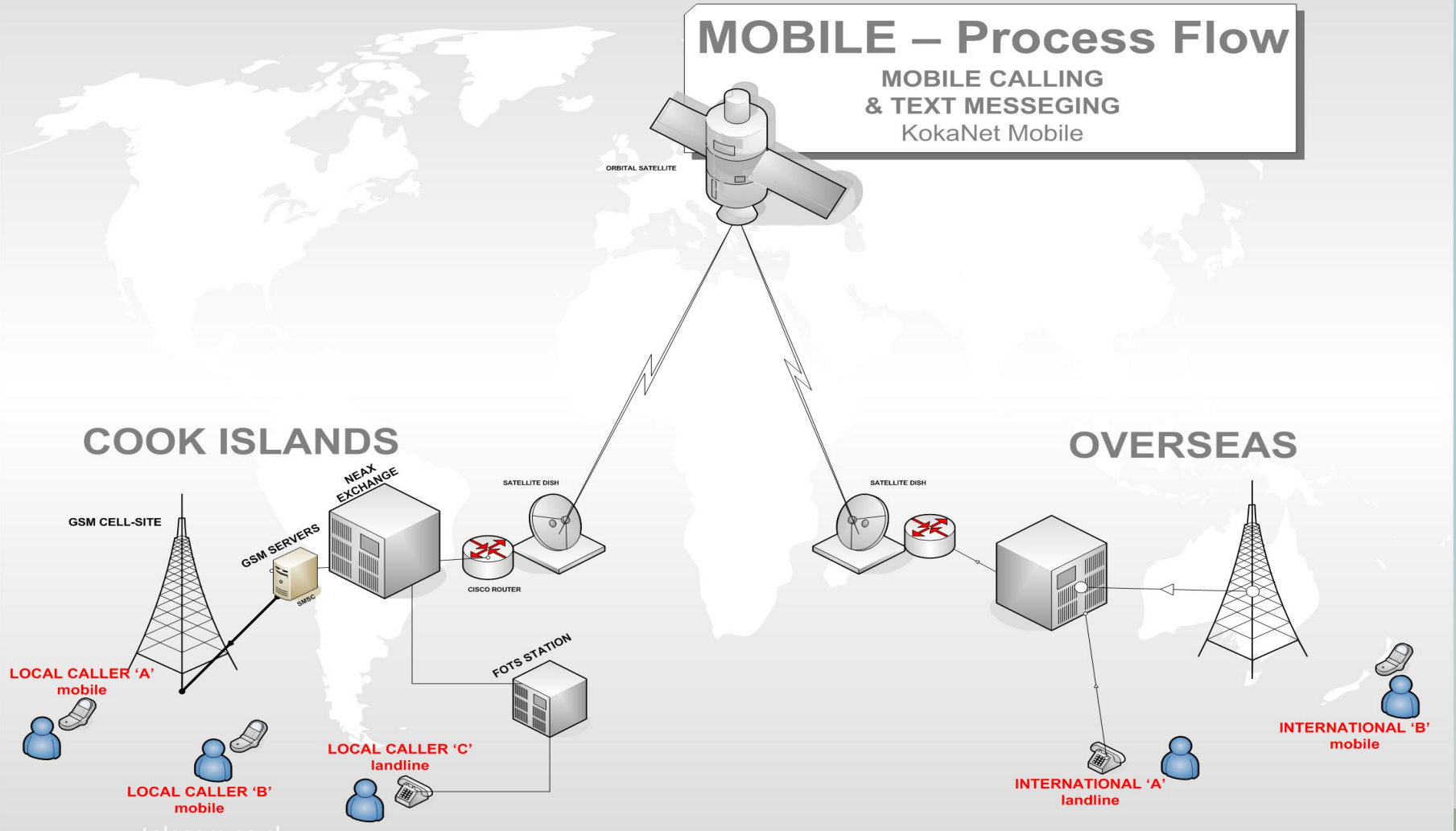
PSTN – Process Flow

Public Service Telephony Network
Telecom Landline Phone Service



GSM MOBILE NETWORK (PROVIDED BY GEOSTATIONARY SATELLITE 36,000KMS ABOVE EARTH)

MOBILE – Process Flow MOBILE CALLING & TEXT MESSEGING KokaNet Mobile



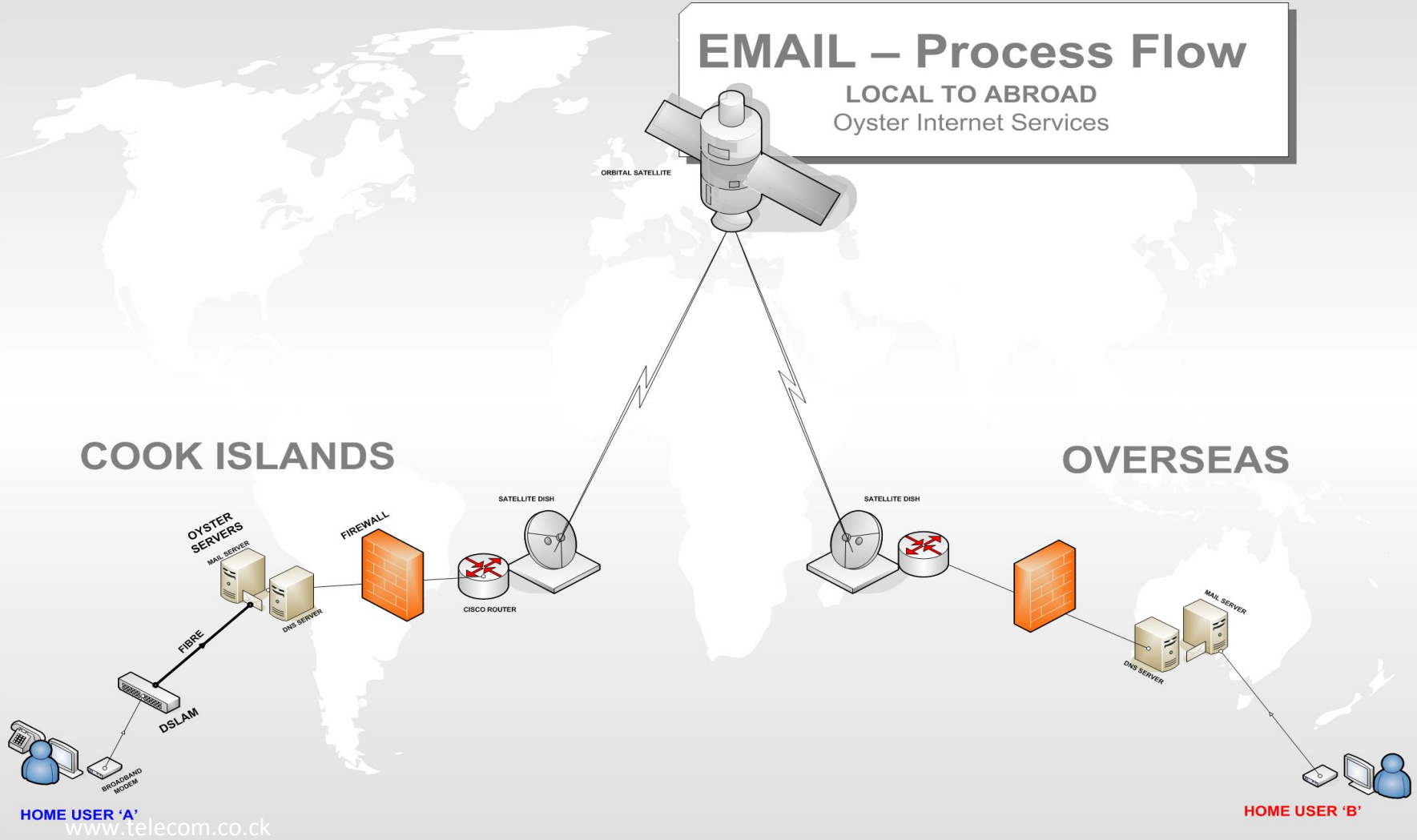
INTERNET SERVICE FLOW (PROVIDED BY GEOSTATIONARY SATELLITE 36,000KMS ABOVE EARTH)

EMAIL – Process Flow

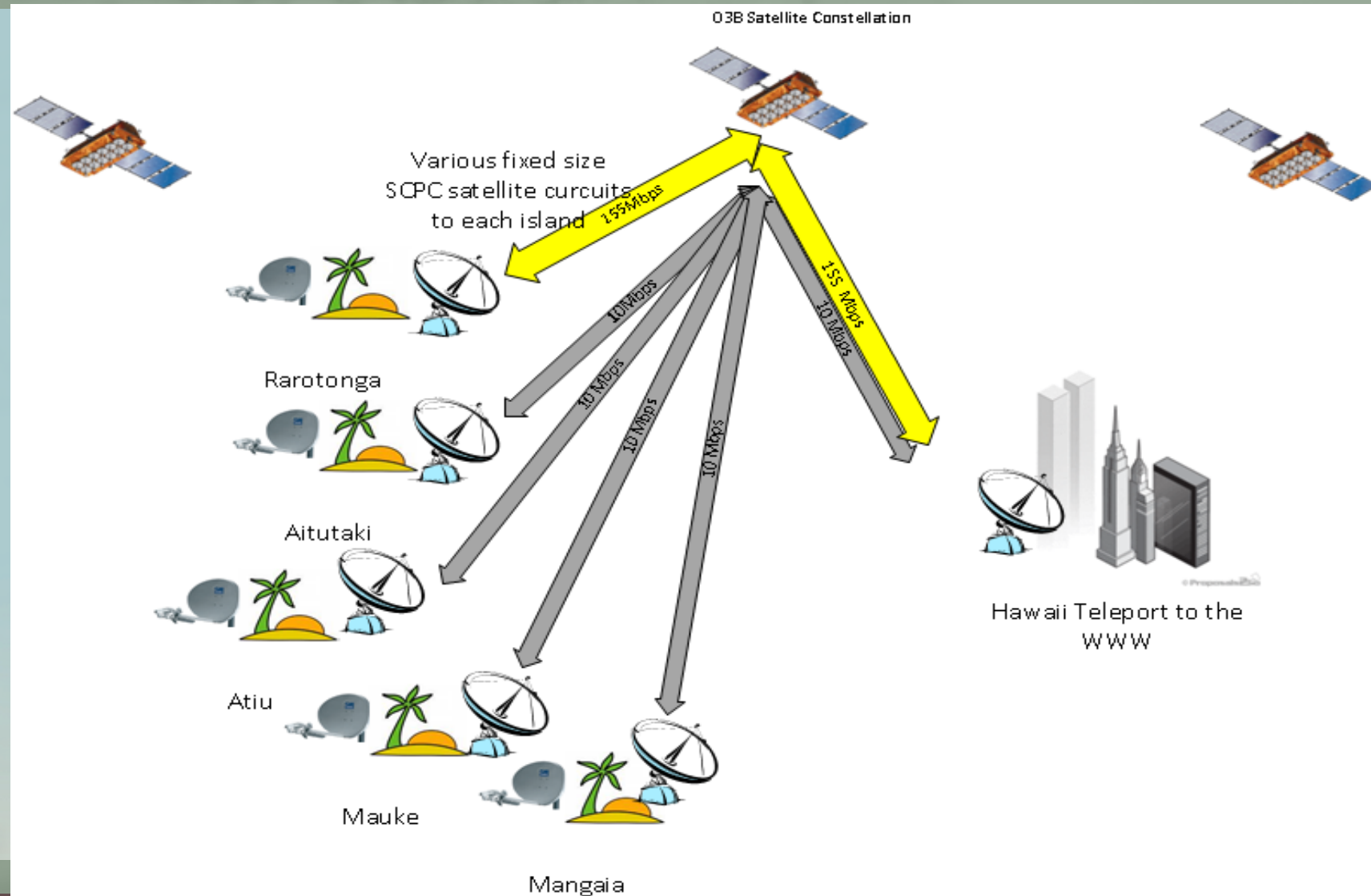
LOCAL TO ABROAD
Oyster Internet Services

COOK ISLANDS

OVERSEAS



O3B CONFIGURATION (PROVIDED BY A CONSTELLATION OF SATELLITES ORBITING 8,000KMS ABOVE EARTH)



TELECOM COOK ISLANDS AIMS TO BE ...

.. The # 1 telco under the Pacific Sun, by providing:

- ❖ Fast, affordable broadband;
- ❖ Wide range & top quality mobile services;
- ❖ Leading international calling prices;
- ❖ Best customer experience;
- ❖ Services available throughout the whole country;
- ❖ Services that meet needs of tourists & visitors; and
- ❖ Being the employer of choice in the Cook Islands.

CONCLUSION

Telecom is always on the lookout for new technologies and developments that are affordable and economical so that it can deliver the best services to its customers.





Meitaki maata

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Kia manuia

