

In Touch Rarotonga

➤ Meitaki Atupaka, Aitutaki

Telecom senior managers flew to Aitutaki on 20 October to meet business customers, to thank them for their patience over the last few months as Telecom struggled to restore all services, and to discuss visions and new technology for the island. The following day hundreds of customers enjoyed a free sausage sizzle outside the Telecom Office, and the chance to win some great prizes. All services have now been restored and some great new equipment installed. Aitutaki customers can now enjoy reliable service, made possible by hard work and a large investment in new technologies (approximately \$600,000 in total). Aitutaki now has more modern equipment than Rarotonga!



➤ New Technology “Road Map”

“Rarotonga has a wired telephone system through fibre optic cabling that anyone in the world would die for. It is a wonderful delivery network you have here. Because of the layout of the fibre optic cabling all around Rarotonga and short lengths of copper cable on the ends of these cables, Telecom are able to deliver really high speeds to almost everyone on the island, unlike in other areas of the world. So now we are looking at what can be done to further utilise this world class access network” according to Telecom NZ’s head of strategy international, Alan Meredith. Alan recently sat with Telecom technicians to map out options for future technologies appropriate for the Cook Islands.

“Things in the online world are happening fast. We have looked at all parts of the network including the satellite network, which links everyone to the rest of the world. Although expensive, there are ways to rationalise satellite systems to optimise services delivered across them. The Fibre Optic cable System around Rarotonga, planning for the support of infrastructure, replacing telephone exchange switches (one of which has been recently been implemented in Aitutaki), enhancement of the cellular network, and current operations and maintenance were all on the agenda” he said.

The future of the Mobile network was one of the key issue. “We can only ask the question, and sit down and think about what the future for telecommunications is going to be like. We know Mobile is key. We want to be able to determine options for implementing things like 3G, and are discussing ways for locals and visitors to be able to use their handsets for more things. We have looked at what we should be replacing, how we can support the growth of Mobile within our current switching infrastructure, as cellular progression is critical. The network we are heading towards is one which will support Google, social sites, and that kind of thing” he explained.

Telecom Cook Islands is different to most telecommunications companies in the world – as the rest of the world moves onto smart phones and the convenience of Mobile services, we will still have use for a lot of landlines.

“The telecommunications world has been rapidly changing over the last ten years, and will keep changing. Within the limits of the satellite connection to the rest of the world, we will make sure that Telecom provides world class services for all its customers, both local and tourists. Telecom is here for the Cook Islands” conclude CEO Jules Maher.

➤ Do you change your password regularly?

For the security of your internet connection and usage, Telecom recommends that you change your internet password regularly and that you do not share your password.

This reduces the risk of unauthorised access to your internet account.

Go to <http://www.oyster.co.ck/services/?service>Password> on how to change your password. Call 128 for further assistance.

NEWS:

- New Technology
- Meitaki Aitutaki
- Changing your password

LINKS:

- www.oyster.net.ck
- www.telecom.co.ck
- www.whitepages.co.ck
- www.yellowpages.co.ck

In Touch Rarotonga

➤ New Key Client Manager – Damien Beddoes

Damien Beddoes has just taken on the new Position of Key Client & Business Solutions Manager. He will be focusing on building relationships with our high value clients, working with them to understand their telecommunications needs and how best to meet those needs.



➤ Mangaia gets permanent cell site

We are delighted to announce the exciting news that Mangaia will retain the cellular site located at the village of Oneroa since the solar eclipse in June. Mangaia was in an ideal position to observe the eclipse. It was assumed there would be a large number of overseas visitors on Mangaia for the Eclipse and a perfect time to trial cellular equipment from our Cellular supplier specifically manufactured for the rural market.

The equipment was shipped to Mangaia and temporary cell sites erected at the village of Oneroa (the main village out of three on the island) and at the Airport for the duration of the Eclipse. Once the eclipse was over the airport cell site was removed but it was decided to leave the one in the main Village of Oneroa for a longer period to monitor usage. Telecom received the strong message from Mangaia that the community wanted to retain the service permanently.

Usage since July has been pleasing, so a recommendation was made to the Telecom Cook Islands Board to leave the cell site in place and the Directors agreed. We do not propose to add to the one site on Mangaia, because the Oneroa site seems to be meeting the needs of the community now.

The equipment installed in Mangaia was originally earmarked for Manihiki but it was agreed that a trial in Mangaia would be beneficial in assessing if the equipment was powerful enough to service the large lagoon area of Manihiki. Manihiki will still get its mobile service but probably not until January, mainly because of the problems shipping the equipment to the island.

➤ Break the Silence - End the Violence - Make the Call 999

Most people in the Cook Islands have access to either a mobile or land line phone. This is often a life line for domestic violence victims in times of crisis, because of the hidden nature of this crime. As the supplier of phone services in the Cook Islands, Telecom is supporting Cook Islands Police to spread the word that help is available to victims of domestic violence. An effective way to reduce the incidents of domestic violence is to ensure that its hidden nature is exposed within the community.

“If we can get messages out to the community that helps victims feel less isolated and empowers them to take action to stop the violence, then we may just make a difference” said Jules Maher, Telecom CEO. “This Programme can also put offenders on notice that this crime is not as hidden as they may think” he added.

In collaboration with Cook Island Police we will in various ways be promoting the message that domestic violence is not OK, especially around “White Ribbon” day later this month.

NEWS:

- New Key Client Manager
- Mangaia gets permanent cell site
- Stop the Violence

DID YOU KNOW?

WE OFFER THESE SMART SERVICES!

CALL CARE is a voice message service able to mind your calls when you're not available to take calls on your landline!

➤ \$25 set up fee and \$6.00 per month.

➤ Available to Rarotonga customers only

CALL DIVERSION you will never miss a call when you're away from home or the office.

➤ \$25.00 set up fee and \$1.65 per month.

➤ Available to Rarotonga, Atiu, Aitutaki, Mangaia & Manihiki customers only.



**Break the Silence
End the Violence
Make the Call 999**