

...to a new dawn...

Issue Two

June, 2009

Word from [MNT]



This month sees the achievement of a major milestone in the liberalization of the Fiji Telecommunications Sector as we turn another leaf in the pages of Fiji's telecommunications history

Following the liberalization of the Telecommunications Sector in January 2008, FINTEL's monopoly on the supply of international gateway services came to an end on Friday, 17th July, 2009.

A significant milestone indeed as the Fiji market continues to open up to competition and opens the way for the provision of gateway services by other providers to offer such services, as promulgated by the Government of the Republic of Fiji under its Telecommunication Promulgation of October 2008.

This is a significant milestone for FINTEL as well. As a service provider the opening up of the market provides the opportunity to work with other customers requiring gateway services. In the past this was limited to Telecom Fiji Limited who was the sole Domestic provider through whom FINTEL worked and still sees as a major partner for service delivery today.

The new telecommunications regime sees FINTEL expanding its network to provide services into the domestic Fiji market. The network development plans started with strengthening its core network and expanding with the deployment of a Next Generation Switching Platform at the end of 2008.



This year FINTEL continues its network build with the construction of its radio network enabling reach across Viti Levu in its first phase. The network core

build will continue from this initial first phase to extend reach for FINTEL services to its customers. I am confident that FINTEL will find that niche to provide service where it is most needed.

The competitive environment I am sure will be green fields for most of us but I am sure we will rise up to the challenges to maintain the performance FINTEL is known for in providing quality services customers have come to expect.

I take this opportunity to thank the FINTEL team and specifically the Network & Technology for the effort put in the past several months and being able to sustain the pressures in getting the network ready for the new operating environment.

I. Koroivuki
Manager Network & Technology
FINTEL

REVIEW YOUR LEAVE BALANCE ONLINE!

By next month, with the installation of the Human Resource Self Service (HRSS) all staff will be able to instantly access leave or apply for leave on line, view employment history including training details and other features that will be inbuilt at a later stage such as pay information and allowances.

Performance review payment will be activated this week. Congratulations to those staff that have been awarded merit. Keep up the good work. Job Evaluation currently in progress. PWC has been appointed to conduct job evaluation exercise and provide updated market remuneration information for FINTEL designations.

"You can either complain that rose bushes have thorns – or rejoice that thorn bushes have roses."



~ Author Unknown

Word from [CE]



Bula All,

In Nov 2007, the EMT and Board Support Team exhausted the Fiji Government & World Bank mediation process and endorsed the Radisson Accord in which

FINTEL will get an Open License which includes:

- Domestic & International Trunking
- ISP
- VoIP
- MVNO
- Radio Frequency Spectrum
- Plus a moratorium period of 18 months exclusivity privileges to July 2009

In exchange for giving away it's then international exclusivity License which had a remaining life of 7 years at that time. Note that TFL had proposed a side Deed to FINTEL that it will continue to use the FINTEL Gateway for an additional 6 months and the Shareholders Representatives of both companies had endorsed the same.

This position was endorsed for a proposal to the FINTEL Board representing the Shareholders for their consideration and approval for implementation if acceptable. You may wish to note that FINTEL's majority Shareholder in the Fiji Government is the driver of the industry reforms.

Also in Nov 2007, the FINTEL Board of Directors via a Board Resolution approved the proposal and agreed for the retirement of its exclusivity engagement and to adopt the new direction and the roadmap. This decision was relayed to the Government of Fiji.

On the 17 January 2008, the Deed of Settlement was officially signed by FINTEL and the Government of Fiji (together with the other operators) and a new License was issued to FINTEL with the above mediated outcomes.

The EMT has undertaken what it believes is the appropriate and right approach to keep you all looped into the proceedings and of course the imminent change programs that followed all for the sake of ensuring that FINTEL is prepared sufficiently for the new dynamics of the competitive market.

We have all reached this far through thick and thin seeking your full support and co-operation to sustain the business and keep all our jobs. I wish to reiterate that it has not been an easy road and task till now and I have repeatedly sought your contributions to assist the EMT through this transition to a new transformed company. The current economic environment and conditions further compounded the task and the challenges.

The time of the preparation and contributions have now lapsed and I guess it is time to face-off with a new business model of a kind that perhaps FINTEL needs – in its new image in its vision, mission, values, corporate governance and branding – a new vigor, spirit, experience and thinking outside the square.

The EMT has completed its task for the transition and is now faced with a new challenge of reality and I sincerely request your reflection on the foregoing and project your thoughts into the future and I challenge all of us to take a bold stand beside the FINTEL Team to take the next steps together. It is only through such bonding and beliefs that we stay on the same page and collectively work the same market that others are daring to compete and consequently derive the benefits.

On behalf of the previous Boards and the current Board, I sincerely thank you all for your efforts thus far and am looking forward to your continuing contributions and we walk the talk together and deliver for the sake of the company, our families and the country as we look forward to a new beginning from tomorrow.

God Bless FINTEL

Regards,
Sakaraia Tuilakepa
Chief Executive/Company Secretary
FINTEL

Word from LMCC CO-Chair



Quote "In the hearts of all mankind, of whatever race or station in life, there are inexpressible longing for something they do not now possess. This longing is implanted in the very constitution of man by a merciful God, that man may not be satisfied with the present conditions of attainment whether bad, or

good, or better. God desires that the human shall seek the best, and find it to the eternal blessing of the soul", unquote.

Despite the very cool weather condition blanketing the Fiji group plus the global economic depression, I as co-chair of LMCC warmly greet readers of the second issue of FINTEL Vibes. My appointment as co-chair is one of the actions the LMCC has taken after the workshop on LMCC conducted by the Ministry of Labour, Industrial Relations and Productivity.



I believe that the first issue has resurrected some lost enthusiasm from some staff and it is hoped that the continuation and survival of FINTEL Vibes will also strengthen and foster cordial relationship between management and employees and good industrial relations in FINTEL.

To all those that contributed to the first issue of FINTEL Vibes, thank you for your time and effort and the editorial team will be anticipating interest from the rest of the staff to contribute to FINTEL Vibes.

No doubt FINTEL is now vibrating Fiji with the almost complete West Backhaul link. A lot of inquiries had been received from the north, asking when will FINTEL extend its services to the north, The point is, Fiji wants FINTEL's service and it is us here at FINTEL (FINTEL Employees) led by our dynamic and vibrant Executive Management team working together to provide the services to Fiji and any other potential customers.

We would like to thank the FINTEL Sports & Social Club for assisting staff & their families who participated in the last Olympic day fun run. As was mentioned in the first issue, LMCC is not here to duplicate the work of the club but to complement the work that the sports club does for its members.

Our group chose the lion as our animal in one of the workshops conducted by Mr. Smiles a couple of years ago at JJ's on the park. Moving forward from July 17, FINTEL is already looking like a Lion.

Happy reading

M.Konataci (LMCC Co-Chair)

Staff Profile

In this issue we managed to get in touch with one of our long serving employee to share with us his experience with FINTEL.



NAME: Ajay Kumar a.k.a Johny
DOB: 06/06/1958
POSITION: Janitor/Cleaner
DATE JOINED: 02/01/1980 (Painter)
FAVOURITE DISH: Roti and Chicken/Fish Curry
FAVOURITE DRINK: Kava

We caught up with him as he was engrossed in one of his daily routines, preparing tea for the staff. Johny as he is widely known to all previous and current FINTEL staff has been working for FINTEL for the past 29 years.

Johny reminisces, when he joined FINTEL there were nine painters and he became the tenth and their foreman was Shiu Narrain. At that time the company had properties where the "Kaipalagi's" live and there role involved painting and maintain all these properties. He later moved to his current position (Janitor/Cleaner) in 1998.

Johny is also a second generation employee of FINTEL. His father was the company's handyman until he passed away in November 1979.

Johny enjoys working for FINTEL and when asked for an advice for the readers, he says: **Enjoy your work and keep smiling even though if times are hard.** To current staff, he believes that FINTEL is and will remain as one of the best employers in Fiji.

Change Management Committee - HRA

FINTEL & KIDANET Change Management Committee was shaped as a product of the Customer Service Skills Workshop where it was learnt that some processes are too long and are becoming obstacles for one to achieve results. The Committee was given the mandate from the FINTEL Board of

Directors and the Executive Management to appraise processes, services performed and recommends changes. Once approved changes are will be implement to ensure standard procedures are followed.



The committee in its exercise must ensure the following;

- Changes are justified and carried out without jeopardizing quality.
- Changes are properly recorded, classified and documented. Carefully tested in a test environment.
- Changes can be undone by running back-out plans if the system functions incorrectly after implementation.

Ritesh Pal (Human Resource Administrator)

OHS

The LMCC team is embarking on a program for all staff to participate in a morning walk scheduled for 01st of August, 2009. The main idea behind this is to promote a healthy workforce within the FINTEL staff and family.



Your LMCC reps will keep you updated as we draw near to the big fun day.

HINI???? Yes it's on the rise and hitting our shores big time. So take all necessary precautionary measures and visit your nearest medical practitioner if necessary.

TRAINING

Training continues to be a core driver of productivity for FINTEL and KIDANET. Last Thursday, LMCC and Change team from both entities attended a workshop on 5s. Originating from a Japanese concept, 5s nurtures good housekeeping concepts and is considered the basis for continuous productivity and quality improvements. A general attitude of cooperation should be established so that staffs are willing to practice good housekeeping not only on your own area, but also in other areas.



In any organization, all workplaces are classified into 3 clusters:

1. A 3rd class workplace: with people throwing rubbish around but none to clean up
2. A 2nd class workplace: with people throwing rubbish around another group of people cleaning up.
3. A 1st class workplace: without anybody throwing any rubbish around and yet everybody is cleaning up.

So if you in 2nd or 3rd position – then LMCC request that you benchmark to 1st class workplace. For more on 5s, LMCC and Change team will keep you posted.

KIDANET NEWS [MCM]

The financial year for Kidanet started out with much enthusiasm from the staff and management team. The next 12 months is going to be very challenging for us all. The staffs are eager to meet the



strong challenges ahead to ensure that we achieve the prescribe goals set for Kidanet. We have a dedicated and strong team that thrives on team work, honesty and integrity. We recently launched our new mission statement and it encompasses the essence of the company. The key is to involve all stakeholders of the company if we want to succeed.

The West Link is almost operational. This represents another strategic move by Kidanet to provide a reliable internet services for customers in Nadi and Lautoka. The West has predominately had only one provider. Soon customers will have a choice and this is good because it brings out the best for customers. We intend to position Kidanet as a premium provider of internet services in Nadi and Lautoka. We will endeavor to work with our premium customers; the corporate segment to ensure we deliver the service they expect and want. We have commenced pre registration for the west service and have been pleasantly surprised by the overwhelming demand for Kidanet.

Our Nadi Internet Kiosk opened for business earlier this year, the kiosk doubles as our operational office for the west. The office is currently manned by two customer Service consultants and two technicians. A full time sales consultant will also be based there.

We have also embarked on strategic alliance with various partners to provide WIFI internet access at various high traffic locations. This includes partnering with Gloria Jeans Coffee Shop to provide high speed internet at the new MHCC Complex. Customers simply purchase a card from the staff there and log on to the internet. The foot traffic through the mall is significant. Kidanet is now available to all patrons of Gloria Jeans and the Mall. We are in the process of acquiring further alliance to create WIFI Hotspots with a particular focus on Shopping Malls.



Another successful deployment of WIFI is at the Royal Suva Yacht Club where visiting yachts from overseas can access the internet wirelessly whilst out on the water via our access point on the fore shore.

We know that to be successful in our given business, we must recognize that the most important person for our business is the Customer. Our corporate culture continuously aligns our values with that of the customer. To maintain unparalleled service to our customers we are always receptive to their needs and wants. This is the only way to move ahead in this increasingly competitive market.

P.Lee
Manager Commercial & Marketing
KIDANET

Editorial

Bula to all the readers of this newsletter especially to the Executive team and staff of [KIDANET](#).

If you are wondering why LMCC have posted another newsletter, this analogy that was posted in our first issue answers your query.

One of our colleagues in the LMCC lamented in Fijian 'na newsletter e vaka na lako vei vuniwai ni cavu bati' **Newsletters are like visits to the dentist** – usually forgettable, sometimes boring, but ultimately necessary to keep you in good shape.

So there you go – don't get bored – keep on reading, enjoy the comfort and most importantly appraise yourself with all the happenings that unfold.

Again, our plea – we need your contribution. We've kick start with **HR update**. We need other department's update OR articles from staff whether it's a joke that keep us smiling or informative and interesting pieces that can keep this newsletter up and alive. Remember you the employees are the engine room behind this newsletter - so make it happen.

With the current economic climate, the proverb '**may you live in interesting times** (often referred to as the Chinese curse) has never been more apt. So we live it

to you the readers to decide and make the changes deemed necessary moving forward from July 17, 2009.

Last but not least, thanks to all who have contributed to this second edition and particularly to Mr. Konataci, our Co-Chair for his assistance and support. May FINTEL & KIDANET thrive given the challenging times ahead.

Latest on Project Work

FINTEL & KIDANET will surely conquer the West big time come August 2009.

LMCC takes this opportunity to say **thank you** to all the staff that were part of this project for your perseverance and dedication.

We leave you with these pictures taken during the course of the project.

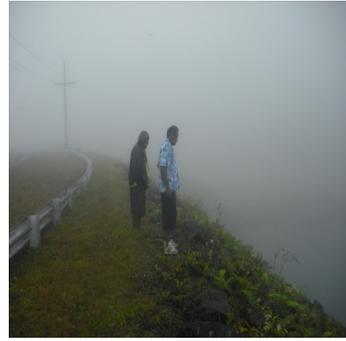
Test call from Nakobalevu to Monasavu...



Site visit - Nakobalevu



Monasavu site



Taitusi Naivalu presenting sevusevu to the Tui Nadrau



Tui Nadrau accepting the goodwill payment from Mr. Samuta



Early stages of construction – Lololo & Sabeto



Nakobalevu site



Nakobalevu site



ERP / R&R / CUA corner



We have allocated this column to appraise employees on ERP / R&R and CUA clauses.

A timely REMINDER to all employees – Please find time to read this documents.

Rules & Regulation

1.7 DISCIPLINE

1.7.1 Members of the staff should bear in mind that they are expected by their conduct to preserve the good name of the company at all times and that they will be held accountable by the Chief Executive for any excess or misconduct when off duty which may bring disrespect to the company.



Employment Relations Promulgation

AUTHORISED DEDUCTIONS OF WAGES

47 (1) An employer may-

- (a) Deduct from the wages of a worker an amount due by the worker in respect of any tax or deduction imposed by law or ordered by court.

Collective Union Agreement (2006 – 2008)



Section 10 (2) **SICKNESS**

2.1 When unable to attend for duty by reason of sickness, employees must, on all occasions, arrange for their Departmental Head to be notified, preferably before the schedule commencement of duty but in any case within 24 hours.

Coming up next.....

- LMCC talks to Mr. Samisoni (MCBD)