



**KIDAtalk**

If you have a broadband Internet connection, KIDAtalk is a service you can use to make Internet phone calls at significant cost savings over the traditional phone. You can be up and running in minutes.

[Find out more →](#)

**Word from the Manager Finance & Risks (MFR)**

Greetings and Happy New Year to you readers. I am grateful for the opportunity to make a contribution to this newsletter at the commencement of the year 2010 and likewise commend on the on-going effort by the LMCC Committee in enhancing staff relations and keeping our people informed.



**Alifereti Vamarasi—**

of 1.9% in the national budget.

Relatively FINTEL's performances remained positive throughout the downturn period. However, since the introduction of competition and VOIP, our core revenue earner voice has been threatened and eroding over the years. This trend has led to declining returns for the past years and which costs were brought under the spot light for streamlining. Our business model has changed and our shareholders are now demanding expected returns for their investments.

This saw management begin the year by taking the initiative to review its business plan model and its ability to deliver the demands by the owners of capital. The new model sets out the target for the expected returns and grossed up formulating the necessary Key Performance

Indicators (KPIs) on outputs (Sales) and inputs (COS & Opex) required to deliver the demand return.

The outlook for the new business year presents a huge challenge on the back of declining revenues and a relatively flat cost structure.

This calls for all to step outside of their comfort zones and explore their true potential of their capability to contribute positively and without limitation with new ideas and innovative products to sustain revenues and maintaining an efficient cost structure and which I believe can be accomplished as we have yet to realise our full potential. To this end let us all look forward with enthusiasm to the new business year and stand ready to create opportunities from the challenges we will encounter. Vinaka.

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We are at the dawn of another new year and where most people would have set themselves some resolutions entering the year. For us as a corporate we are currently rounding up towards the end of our financial year at March and have commenced in setting our goals for the next business year.

On the global front, the year 2010 has been earmarked by most economies as the year of comeback. Prior to these; major economies were feeling the effects of the worst financial crisis since the Great Depression in the 1930s. This turnaround came into light after indicators in the second half of last year provided a solid foundation for positive growth forecasts this year. Major partner economies have projected the same with our economy projecting a positive growth

## FINTEL announces restructure of Corporate Operations



Mr. Ioane Koroivuki has been appointed CEO FINTEL and is fully responsible for all of the company's business operations and including

accountabilities as the Landing Party Operations Manager for the Southern Cross Cable Landing in Fiji managing one of Fiji's strategic assets that provides globalisation reach at home.

On the retail front of the business, Mr Jone Wesele will remain CEO of KIDANET and fully responsible for the business operations of the Internet plus company.

The new and prevailing market conditions in Fiji require a strong strategic direction and this has prompted the FINTEL Board to consider the consolidation of its business position and accordingly has reassigned

new responsibilities for Mr. Sakaraia Tulakepa.

He has been appointed as the Group CEO with full accountabilities for the oversight of both the business operations plus the provision of Full Group Services for Corporate Affairs, Regulatory and Governance; Finance and Risks Management; Human Resources and Logistics and the consolidation of the Group businesses.

## FINTEL's Services

### Telephone

Telephone continues to be the major core service for FINTEL. Current network arrangement in Fiji is such that all telephone calls including mobile is routed through FINTEL's Network Operations Centre at Vatuwaqa for both incoming and outgoing calls into Fiji under a service interconnection arrangement with the local network operator Telecom Fiji Limited.

### Data Communication

The increased availability and use of computers in Fiji has led to a corresponding growth in international data transmission requirements.

FINTEL offers customers high quality private leased data circuits at various speeds depending on customer requirement (these include Banks, Insurance Companies, Airlines, University of the South Pacific (USP), Embassies, Sita Communication, call centres and various international trading companies).

"LinkStarS2 brings more efficiency and higher data rates to the market"

### Internet

FINTEL uses ViaSat LinkStarS2 system for a two-way, broadband service.

VSAT system is designed around the DVB-RCS standard for service providers, ISPs, and corporate networks. LinkStarS2 brings more efficiency and higher data rates to the market than other TDM A systems.

The LinkStarS2 Broadband VSAT System combines broadband access and a high-speed return channel to satisfy bandwidth-intensive applications using IP data over any fixed satellite.

Since their introduction, LinkStarS2 VSATs have been built on a foundation of open-standard DVB technology, including a DVB-S or DVB-S2 forward link and DVB-RCS return link. The FINTEL system offers satellite link speeds up to 10Mbps on the outbound channel and up to 2 Mbps on the inbound channels to the hub.

The remote sites can be content providers, multimedia sources, video conferencing participants, corporate headquarters, schools and Hotels / Resorts.

### Other Services

Internet and Data are the new technologies which are revolutionizing the global telecommunications arena.

Seamless and robust networks are also in big demand now and FINTEL is challenged in delivering these expectations with a suite of technologies to meet customers demands in the Pacific region



Staff of the Commercial & Business Development Dept

## KIDANET News

2010 has arrived with a bang so they say. 2009 brought with it many challenges for our business as we learnt to cope with an increasingly competitive ISP market place. Many new challenges have emerged for 2010.

In the New Year we are eager to make a difference in the way we approach our business. We will continue to measure our achievements against customer satisfaction.

Our united focus needs to be a simplified one – The Customer and how we manage their business with us; how we interact with them and how we anticipate their demands for our business.

As competition heats up, any forward looking business must relook at ways



### Customer Service Workshop

and means to acquire new customers and retain them for the long term.

We have introduced longer customer care hours in 2009 so we are now able to better support our customers. Our Help Desk hours are now from 8am to 10pm weekdays and until 8pm in the weekend.

Our people are focused and driven to please our valued customers and we always ensure customer issues are addressed every time. This will result in high customer satisfaction levels and loyal customers that will remain with KIDANET in the long run.

At KIDANET, we envisage our business increasing from strength to strength year after year and we have developed strategies to ensure this is attained.

Lets all work together to make 2010 a great year for KIDANET and FINTEL.

I take this opportunity to wish all our customers and fellow workmates a successful and prosperous 2010.

## KIDANET Services

### @Home

KIDANET is simply the fastest, most affordable and reliable Internet service available to Fiji's home users. Extremely flexible and as your needs and use of your service increase, we work with you to ensure any transition happens smoothly. There is no maintenance or additional work needed on your equipment after the initial installation.

### @Work

Super-speed business Internet access plans, always-on Internet connections delivered wirelessly through cutting-edge, state-of-the-art network. Service includes the following:

- 24x7 monitoring and support
- High capacity connectivity
- Primary and secondary domain name
- Service level guarantees backed by rebates
- Email forwarding
- NO usage caps/unlimited usage

### @School

KIDANET's @School education packages are geared towards getting schools connected, keeping them connected and helping them introduce the power of communications to their student body. Based on our corporate packages but designed around the tighter budgets of educational institutions. School Internet packages are an important step in the growth of Fiji



## Labor Management Cooperation Committee

Welcome to the fourth issue of the LMCC newsletter. 2010 is already proving to be a challenging year for both FINTEL and KIDANET. Let us all work together to help drive the organization forward in sustaining and achieving better financial results.

On the outskirts, the Sports and Social Club have really taken off with the interdepartmental volleyball tourney which kicked off on Wednesday 24th, February, 2010.

All staff are encouraged to participate and be part of the event being organized by the Sports and Social Club.



Interdepartmental Volleyball

In hindsight, the LMCC is proud to announce that there was no dispute to report and this is a healthy indication that the in-house machinery is effective and sound.

The long term objective is to ensure that both management and employees are committed to the process of consultation and cooperation. Without this it would be impossible to achieve good employment relations within the organisation.

The LMCC committee therefore provides such a forum where employers or management representatives and labour or employees representatives, can through the process of consultation and cooperation ensure that employees actions and the organization activities are compatible that harness employee strengths to meet the organizations stated objectives.

## News Brief

On the 14<sup>th</sup> of January, 2010 the Commerce Commission issued a Price Determination for the telecommunication interconnection charges for the Operators in Fiji. FINTEL which has faced many obstacles in the voice market as an after effect from the international gateway service deregulation, now faces another battle of containing the spill over effects of this new determination. The international voice market has seen the emergence of many VoIP service

operators and high termination destinations. While FINTEL is the major internet bandwidth service provider into Fiji, the challenge to contain traditional voice service is becoming more difficult as technology has enabled cheaper calls to exist and thrive.

In addition the defunct status of TAF as

The international voice market has seen the emergence of many VoIP service operators

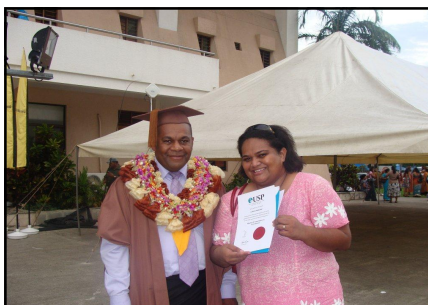
the policing body for national telecom operations has seen many types of operational breaches being done by major companies with no solutions forthcoming from the authorities. Operators hope that this trend will not continue very long and the government will find some solutions to the problems currently faced by some Telecom operators including FINTEL.

## Nalaukai earns MBA

Assistant Manager Business Development Lekima Nalaukai graduated with Masters in Commerce from the University of the South Pacific in 2009.

When approached by LMCC, Lekima mentioned that he was grateful for his academic achievement and intends to pursue training if given the opportunity.

Lekima encourages anyone pursuing studies at FIT, USP, FNU or TPAF to definitely go ahead. " It adds another



dimension to the way one operates and gives you the credibility and confidence

needed to make informed decisions about your area of work.

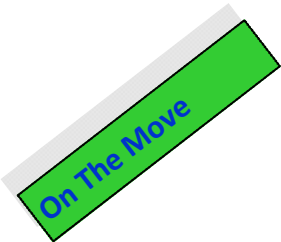
As the saying goes, "Education aims to give you a boost up the ladder of knowledge"

LMCC would also like to acknowledge the following recipients of the academic awards in 2009 - Josaia Tagivetaua, Ritesh Pal, Manasa Konataci, Navitalai Meya, Nafiza Jang and Mareca Toga.

Congratulations to you all from LMCC

## Staff Corner

### Staff Movement



#### Finance & Risk Department

- Mr. Apakuki Nabainivalu has been appointed as **Procurement Clerk**, Elizabeth Betty as **Accountant Finance (designate)** and Lorin Singh as **Accountant International (Designate)**

#### Network & Technology Department

- Petero Kamoe has been appointed as **Engineer Digital Systems**

#### KIDANET

- Sairusi Naivaluwaqa has been appointed as **Acting Assistant Engineer** with KIDANET.

### Staff Pictures



Nafiza, Kirti, Pranesh, Apakuki, Luca and Shaleshni



Finance & Risks team building exercise



Luke Naisila enjoying the sun at the volleyball meet



Veronica Mccoy speaks at the Customer Service Workshop



Susan Miller shares her views at the workshop



Day 1 of the workshop



Participants listen attentively at the customer service workshop



Participants share refreshments



- 1.. Present a positive first impression
2. Communicate Professionally
3. Respond immediately to customers questions and requests
4. Assess customers' needs and take appropriate action

## 2010 Fiji Islands Budget highlight

### Resident Individual Income Tax Rates

Chargeable Income (\$)	Tax payable (\$)
0 - 15,000	Nil
15,001 - 15,600	25% of excess over \$15,000
15,601 - 22,000	\$150 + 31% of excess over \$15,600
22,001 +	\$2,134 + 31% of excess over \$22,000

Resident individual tax rates will be amended to address the anomaly in the existing tax

### Refund of Income Tax, VAT and Customs cheques

- With effect from 1 January 2010, the FIRCA will cease the postal issuance of cheques for all Income Tax, VAT and Customs refunds.
- It will be mandatory for all refunds issued by the FIRCA to be paid directly into the bank account of all businesses and all individuals including salary and wage earners.



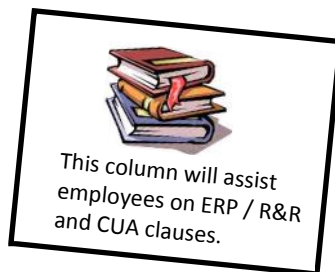
## Must Read!!

### [Rules & Regulation—Section1](#)

1.1 On appointment all employees must sign a declaration that they have read the rules & regulation of the company governing their employment and that they agree to abide by them.

### [Employment Regulation Promulgation](#)

84 (4) An employer who employs 50 or more workers may employ physically disabled person on a ratio of at least 2% of the total number of workers employed by the employer.



Collective Union Agreement (2008 – 2010)

### [Resumption of duties after annual leave](#)

Staff will not be allowed to return to duty on overtime or Sunday or Public Holiday

duty direct from taking annual leave. This rule will apply irrespective of the length of the leave taken.

Next up LMCC talks to GMHRL, Ms Susan Miller

## Famous Quotes

*John F Kennedy:*

And so my fellow Americans: Ask not what your country can do for you. Ask what you can do for your country.

*Stephen Case:*

If you really got the right people and you've got them working together as a team, whether its in business, whether its in science, whether its in politics, you can make a difference

*Stephen Convey:*

Every human has four endowments – self awareness, conscience, independent will and creative imagination. These give us the ultimate human freedom...The power to choose, to respond, and to change.