

In Touch

May 2013



Kia Orana Customers,

Fast affordable internet came one step closer with the successful construction of our brand new O3b satellite dishes at our Aroa Station during March and early April.

These are the first of their kind to be installed anywhere in the world – so the Cook Islands is a leader once again!

These satellite dishes are now fit for operational service and ready to connect with the O3b satellites, once they are launched. We now expect to have full service in September/October, a bit later than originally planned.

This month we are introducing new prices for broadband, national calling and prepaid mobile calling. Together they result in customers receiving a lot more value for money.

To summarise the changes:

1. National calls reduce 24%, from 50c to 38c per minute;
2. National capped calls are being introduced from 1 May and customers can talk for up to one hour from any landline in the Cook Islands to any other landline in the country and pay no more than \$5 for the call;
3. Prepaid mobile calling charges drop by 22%, from 49c to 38c per minute, peak or off peak.
4. Broadband:
 - All plans get more data (between 25% and 54% more);
 - All plans get lower excess charges (between 17% and 40% less);
 - All plans except Mega get more speed;
 - Super and Mega plans monthly fees are reduced by \$50 and \$291 respectively.

The bigger the Broadband Plan you buy, the lower the cost per Gigabyte, so I recommend you check now that you are on the most suitable plan for your needs.

I trust you enjoy these new prices now, and when O3b comes into service, I look forward to giving you even better value for your dollar.

Kia Manuia



Jules Maher
CEO

Back in store



only
\$79

BLU Jenny TV

Cool, easy and cheap! Available in assorted colours.

was \$869
NOW
\$434
50% OFF!



Nokia Lumia 900 is funky and fun.

The wicked Windows phone is one of the fastest ways to your favourite people, places and things.

38c National Calling Rate

Effective 1 May 2013. Pay only 38c per minute calling from a landline to any national landline or mobile in the Cook Islands.

Postpaid Broadband Plans & Pricing Effective 1st May

Plans	Price	Data	Excess	Speed (up to)
Intro	\$25	1GB	5 cents/MB	384KB/s
Standard	\$49	2.5GB	4 cents/MB	768KB/s
Value	\$89	6GB	3 cents/MB	1.5MB/s
Plus	\$139	10GB	2.5 cents/MB	2MB/s
Super	\$299	22GB	2 cents/MB	3MB/s
Mega	\$699	55GB	1.5 cents/MB	3MB/s

New WiFi Prices

Effective from 1st May 2013, Vouchers are available from our Teleshops and Resellers

100MB = \$10

350MB = \$25

1000MB = \$50

Also effective for Prepaid Internet users

The largest selection of Mobile and Landline phones in the Cook Islands. Available at our main office in Parekura, Teleshop Avarua at the CITC complex and Teleshop Muri at the Pacific Village.

Mauke meets with Telecom

A public meeting was held in Mauke on Wednesday the 20th of March. This was in response to the results of the independent Customer Survey conducted by June Hosking in Mauke the previous year. The team consisted of Jules Maher (Chief Executive Officer), Robert McFadzien (Chief Technology Officer), Damien Beddoes (Sales & Marketing Manager) and Lahaina Kiely (Retail Sales & Customer Support Manager). The customer survey highlighted some areas of concern, and these issues were addressed in the public meeting which had an audience of over 70 people. Presentations on the night included the introduction

of O3B, the upcoming rate reductions across the board in April/May for prepaid mobile calling, Postpaid mobile packages, April Anytime Promo, new prepaid internet package, and big increases in data allowance for postpaid internet plans. Another highlight was the introduction of permanent National Capped Calling of

\$5.00 for calls up to one hour. The presentations were followed by questions and answers from the public. Overall, the public meeting was a great success with a lot of issues being addressed. Meitaki maata to all the people of Mauke for your valuable feedback.



Mangaia: Rima Herrman, Alice Tangitamaiti and Jules Maher

Telecom Cook Islands 1st in the World

The Cook Islands leads the way completing the construction of the first O3b customer site in the world. With the combined team of six Telecom and three Kordia staff working over the past six weeks to complete the project, Telecom Cook Islands

first two receiving stations have been set up and tested. The construction included tuning the shape of the antennas to get the best performance. The construction is a huge achievement for our Telecom Cook Islands engineers

and landmarks the first time in the world a new generation of receiving station for O3b has been completed. From constructing the foundation pads for the antennas to providing clean power to the site, Telecom Cook Islands is on track for O3b.



The completed dishes in Aroa both ready for testing.



Back row: John Teiti, Steve - Kordia, Allen Moetaua, Rod - Kordia, Minister Mark Brown and Jules Maher. Front row: Jessie Totini, Erich Herrman, Chris Pureau.