



SAINT LUCIA

**NATIONAL TELECOMMUNICATIONS REGULATORY COMMISSION**

Suite #1, S&S Building, 35 Chisel St., P.O. Box GM690, Castries, St. Lucia (W.I.)

June 22, 2009

**OUR REF: 130-02.02/JUNE22.09/EC.01**

Mr. Embert Charles  
Managing Director  
Eastern Caribbean Telecommunications Authority  
P.O. Box 1886  
Vide Boutielle  
Castries

Dear Mr. Charles,

**Response to ECTEL'S Consultation on the Regulations of Voice over Internet Protocol (VoIP)**

The National Telecommunications Regulatory Commission-St. Lucia, having received and reviewed ECTEL'S recommendations on the Voice over Internet Protocol (VoIP) wishes to make the following observations. The mode of presentation is in keeping with ECTEL'S proposed format (Yes or No).

1. Yes.
2. Yes. However there should be provisions for large thriving companies to be regulated so that their entry into the market does not affect small-to-medium companies.

3. No. In an effort to be technologically neutral, and taking into consideration the dynamics associated with technology, the Secretariat is of the view that licenses should not be amended to accommodate changes in technology.
4. Yes.
5. Yes.
6. Yes.
7. Yes. However the Secretariat is unaware that incumbent network operators allocated numbers.
8. Yes. Nevertheless, number portability should be addressed at the soonest.
9. Yes.
10. Yes.
11. Yes. Providing short-to-medium term means 2-3 years. Provisions need to be made for protection of consumers from providers offering packages with hidden cost attached.
12. Yes. However there should be prior notice informing customers of service limitations.

13. Yes.

14. Yes.

15. No. The Secretariat is of the view that service based providers should be required to provide directory enquiry services to its subscribers similar to what obtains for facilities based providers.

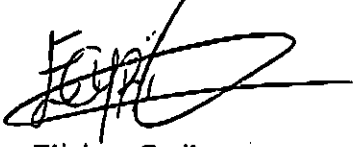
16. Yes.

17. Yes.

18. Yes.

Finally, the Commission wishes to express its profound appreciation for being given the opportunity to provide feedback on the Draft Recommendation for Voice over Internet Protocol (VoIP), and hopes that the Directorate gives due consideration to the forementioned.

Yours Sincerely



Elicious Cyril

Director/Secretary

National Telecommunications Regulatory Commission

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