



Government of Samoa

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Please address all
correspondence to
the Regulator

19 February 2007

Mr. Mike Johnstone
Chief Executive Officer
SamoaTel Ltd
Apia

COPY

Dear Mr. Johnstone

Subject: Order of the Regulator 2007/2 - GSM Network Statistics

Would you please arrange for reports on GSM network performance indicators to be forwarded to my attention on a quarterly basis commencing with statistics for the quarter ending 31 March 2007. These reports are to contain the statistics listed below.

1. The number of base stations in use at the end of the reporting period;
2. Overall network availability (in percent);
3. A list of base stations experiencing more than 1 hour downtime per month.
4. Network call completion rates (in percent) for the following categories:
 - a. successful calls
 - b. unsuccessful calls due to:
 - i. no answer
 - ii. called party busy
 - iii. network congestion
 - iv. other reasons for call failure
5. Dropped call rates (in percent) for the following categories:
 - a. calls dropped within the 1st two minutes;
 - b. calls dropped in over 2 minutes.
6. Number of active or operational subscribers in the following categories:
 - a. Post paid;
 - b. Prepaid.

Where post paid subscribers are presumed to be active if they have not been permanently disconnected for non-payment of account. Defining 'active' or 'operational' prepaid customers may be complicated somewhat by the fact that free texting and receipt of calls is available to those with no credit balance. The method of measurement of current customers needs to be mutually agreed prior to preparation of the statistics. (The 'active' definition could include those subscribers who have topped up their credit in the past 30 or 60 days or such other period as meets your

company reporting requirements in this regard.) Suggestions for quantifying the number of operational prepaid subscribers are therefore requested.

This information listed above has been requested pursuant to paragraph (a) of subsection 77(1) of the Telecommunications Act 2005. The data will be used to assess SamoaTel's compliance with the Quality of Service measurements set forth in your GSM license as well as monitoring the development of the cellular radio market in Samoa.

A sample report intended to simplify data entry has been attached for your information. A copy has also been forwarded by email to avoid the need for re-creating the spreadsheet. (Note: An alternate format could be used if it would simplify transfer of information from your existing management reporting system. Please forward a sample for my review and agreement should you wish to use a different report format.)

Please note that the requested statistics should to presented to this office within two weeks following the end of each quarter.

Yours truly

A handwritten signature in black ink, appearing to read 'John Morgan', is written over a horizontal line.

John Morgan
Regulator

cc. CEO MCIT