



FALKLAND ISLANDS GOVERNMENT PRESS STATEMENT

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Chief Executive comments on telecoms matters

The Chief Executive of the Falkland Islands Government, Andy Keeling would like to reassure the public that FIG are committed to working with service providers seeking ways in which to improve broadband connectivity for the community. Within the current exclusive telecommunications licence there is scope for further enhancements to the service, these are being explored.

It is recognised that reliable broadband is increasingly essential in order to meet the needs of our resident population as well as those who visit. The current licence agreement includes a commitment to connect and provide ongoing technical support to all members of the community, no matter where they live, with broadband services. Regulatory reports on the performance of the service provider are expected to be considered by Executive Council in the near future. Where, service provision has fallen short of KPIs, action will be taken.

Chief Executive, Andy Keeling said: “I know some members of the community are feeling frustrated with issues regarding the current quality (and cost) of telecommunications, especially the internet. However, work has been ongoing for an extensive period of time, to try and enable better internet services both with Sure and with others. The Government are in advanced discussions with a company regarding a transformational telecoms project in the Falklands, this company are also in discussions with Sure. However, there is a non-disclosure agreement in place with that company so I cannot comment any further on that work. It is also important to note that we have been corresponding with Starlink and have offered to provide regulatory approval for them to operate in the Falkland Islands following receipt of a formal request, thus far no request has been received.”

Given the most recent issues we have experienced with the internet service, FIG have contacted Sure seeking an explanation and to remind them of their obligation to keep customers informed about any disruptions to the service.

The earliest trigger point for notice to terminate the current exclusive licence agreement is the 1 January 2026, this is a two-year notice period that could see the current licence cease on 1 January 2028. However, it is important to note FIG will only consider exercising this clause when content that there would be no disruption to continued service provision for the Islands. The preparation of re-tendering the telecommunications licence and contract is being developed, with officers developing tender specifications to engage specialist independent advice to help this process and inform FIG on what the future telecommunications requirements could be for the Falkland Islands. This tender will be issued in the coming months.

ENDS