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Connected Falklands Group
9th June 2026

Open letter to the CEO of the Falkland Islands Government

29th May 2026

Hello Andrea,

I am writing on behalf of the Connected Falklands Group (CFG) to enquire about the current status of the Falkland Islands Government's decision-making process regarding the future of telecommunications following Phase 2 - Preliminary Market Engagement - of the Cambridge Management Consulting (CMC) programme, which we understand concluded with a report submitted to FIG in early 2026.

However, it has recently been indicated publicly that any decision by FIG is now likely to be deferred until "later this year". CFG is concerned about the implications of this deferral. The absence of a clear timeline or any public explanation of the associated risks creates uncertainty for residents, businesses, and potential future operators. It may also undermine confidence in the process and reduce the value of the work already undertaken to explore future telecommunications options.

CFG was closely involved in Phase 1 of the CMC engagement and invested considerable time and effort in supporting the process, particularly in West Falkland, where members assisted CMC consultants in developing a detailed understanding of the current telecommunications environment and the challenges faced by island communities. We are therefore disappointed by the lack of clarity following the conclusion of CMC's work.

In this context, we would respectfully request that FIG provide a public statement addressing:

- The current status of FIG's internal consideration of the CMC Phase 2 report and its recommendations.
- The reasons for the deferral of any decision following the completion of Phase 2, given the significant time that has already elapsed since the report was submitted.
- Whether FIG has identified any obstacles or concerns that are preventing it from moving forward with any options presented in the report.
- An indicative timetable for decision-making and any subsequent public consultation, noting that "later this year" does not, in itself, constitute a commitment to action.
- How FIG intends to ensure sufficient time remains for implementation, given the two-year notice requirement and the compressed window that further delays create.

We believe that greater transparency at this stage would help maintain public confidence and ensure that stakeholders can understand and engage constructively with the process.

We would welcome a response within 28 days. As this is an open letter, we would also welcome the opportunity to publish FIG's response in full.

We appreciate the complexity of the decisions involved and the competing priorities facing FIG. However, given the importance of telecommunications to the future of the Islands, clarity on the way forward is essential.

Yours sincerely,

Connected Falklands Group

Response to open letter from Falklands Connected

1st June 2026

Dear Falklands Connected,

Thank you for your open letter to the Falkland Islands Government, dated 25th May 2026, which sets out questions regarding the current state of the future of telecommunications project.

As highlighted in your correspondence, FIG received findings of a market engagement exercise completed by Cambridge Management Consulting. This gave us a clear and evidenced overview of the possible future routes for telecommunications provision for the Falkland Islands. It also set out the practical limitations as to what is realistically achievable versus what is unlikely given economic conditions. As expected, the size of the local market and the geographic limitations remain significant constraints.

Since receiving that report, FIG officers have been focused on modelling future structures of telecommunications ownership and service delivery. We have engaged with Defence Digital, the Foreign Commonwealth and Development Office of the UK Government, the UK Space Agency and other relevant organisations to access expertise and support. FIG has also signed a Memorandum of Understanding with the Government of St Helena to allow mutual sharing of information between us, allowing us to learn from each other. We have been encouraged by the level of cooperation and the value of the insights provided, which continue to inform our work.

Executive Council has recently considered a paper on telecommunications. While the paper itself remains confidential due to its commercial sensitivity, it established a set of high-level principles to guide future decisions. Two key priorities agreed by Members of the Legislative Assembly in respect of telecommunications are:

- Telecoms issues linked to national security and the safety of citizens are paramount. No arrangement that compromises this shall be considered.
- Continuity of services must be protected throughout the process, including availability of services, national and individual contact details, and access to key online facilities.

Officers are extremely mindful of the primacy of these considerations. We continue to receive useful and relevant information on future telecoms which is shaping our thinking and will allow us to act at a point of greatest advantage to the Falkland Islands.

The Falkland Islands Government still intends to give notice to Sure and to run an international process to decide on the future of telecommunications in and for the Falkland Islands. We will shortly recruit a Telecoms Project Manager, who will play a key role in managing the transition, including exit arrangements. Work is ongoing to develop an appropriate international framework for market engagement.

We recognise that the absence of a definitive timetable may be frustrating. However, the reality is that this is a complex technological landscape with a variety of factors, with significant risks and opportunities to consider. Our overriding priority is to ensure that the Falkland Islands community has access to reliable, secure, and adaptable telecommunications services both now and in the

future and to ensure that provision such as emergency services (by way of an example) can operate seamlessly. We are determined to make informed decisions that take full account of current offerings and anticipated developments in the years ahead.

We remain open to engagement on this matter and welcome continued dialogue. However, our focus will remain on achieving the best possible outcome for the Falkland Islands, rather than the quickest one, when advising Executive Council on decisions relating to notice and future provision.

Yours sincerely
Andrea Clausen
Chief Executive
cc. MLA Roger Spink

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Connected Falklands Group reply to the CEO response

9th June 2026

Dear Falklands Connected,

Thank you for your open letter to the Falkland Islands Government, dated 25th May 2026, which sets out questions regarding the current state of the future of the telecommunications project.

CFG: The Connected Falklands Group (CFG) welcomes the response to our open letter. We note that it refers to "Falklands Connected". For clarity, we are the Connected Falklands Group (CFG), the organisation that grew directly from the Starlink Petition Group, whose community campaign successfully secured Starlink approval for the Islands.

As highlighted in your correspondence, FIG received findings of a market engagement exercise completed by Cambridge Management Consulting. This gave us a clear and evidenced overview of the possible future routes for telecommunications provision for the Falkland Islands. It also set out the practical limitations as to what is realistically achievable versus what is unlikely given economic conditions. As expected, the size of the local market and the geographic limitations remain significant constraints.

CFG: Given the scope and duration of the work undertaken by CMC and FIG officials, we would have expected the reports to provide a strong evidential basis for progressing to the next stage. We would welcome greater clarity on what further work is considered necessary before decisions can be made.

Given the scope, probable depth and 15-month duration of the work jointly undertaken by CMC and FIG officials, we would expect both reports to have provided a comprehensive assessment of the current telecommunications environment in the Falkland Islands, together with well-informed recommendations on possible routes forward. We find it hard to understand what further investigation is needed.

Since receiving that report, FIG officers have been focused on modelling future structures of telecommunications ownership and service delivery. We have engaged with Defence Digital, the Foreign Commonwealth and Development Office of the UK Government, the UK Space Agency and other relevant organisations to access expertise and support. FIG has also signed a Memorandum of Understanding with the Government of St Helena to allow mutual sharing of information between us, allowing us to learn from each other. We have been encouraged by the level of cooperation and the value of the insights provided, which continue to inform our work.

CFG: We welcome FIG's continued engagement with the external organisations identified in the response. The Memorandum of Understanding with the Government of St Helena is a positive development.

Executive Council has recently considered a paper on telecommunications. While the paper itself remains confidential due to its commercial sensitivity, it established a set of high-level principles to guide future decisions. Two key priorities agreed by Members of the Legislative Assembly in respect of telecommunications are:

- Telecoms issues linked to national security and the safety of citizens are paramount. No arrangement that compromises this shall be considered.

- Continuity of services must be protected throughout the process, including availability of services, national and individual contact details, and access to key online facilities.

Officers are extremely mindful of the primacy of these considerations. We continue to receive useful and relevant information on future telecoms which is shaping our thinking and will allow us to act at a point of greatest advantage to the Falkland Islands.

CFG: We understand that commercial sensitivity constrains what can be shared publicly. We accept that. But the complete absence of even an indicative timetable — not a commitment, simply a direction of travel — leaves businesses, residents and potential future operators with no framework within which to plan.

We fully support the two high-level principles identified by FIG. The protection of national security, public safety and critical communications infrastructure must remain paramount, and continuity of services throughout any transition process is clearly essential. These are important considerations and, given the extensive work undertaken by CMC and FIG over the past eighteen months, we would have expected them to be well understood and already incorporated into the evaluation of future telecommunications options and not require further work.

Many telecommunications markets around the world successfully accommodate multiple operators while maintaining high levels of security, resilience and service continuity. We therefore do not see these principles as determining a particular outcome in themselves, but rather as important criteria, among many, against which all future options should be judged.

The Falkland Islands Government still intends to give notice to Sure and to run an international process to decide on the future of telecommunications in and for the Falkland Islands.

CFG: We believe this is the most important statement in the response and is the clearest public commitment yet from FIG: that it still intends to give notice to Sure and to run an international process to decide on the future of telecommunications in and for the Falkland Islands. CFG acknowledges that unreservedly.

However, it has been more than six months since the CMC Preliminary Market Engagement exercise generated genuine commercial interest from telecommunications operators and service providers worldwide. In a fast-moving commercial environment, such interest cannot be assumed to remain unchanged. Organisations that undoubtedly invested considerable time, resources and cost in evaluating the Falkland Islands opportunity may have since redirected their attention elsewhere. The longer the period between market engagement and decision-making, the greater the risk that the range of credible and interested participants gradually diminishes, reducing the competitive options available to the Falkland Islands.

We could conjecture that one of the key questions facing companies participating in the Preliminary Market Engagement process was the extent of FIG's commitment to meaningful change in the telecommunications sector. Potential participants would likely have sought reassurance that the exercise represented a genuine willingness to consider alternative models for future provision, rather than merely an opportunity to refine or reinforce the existing framework.

In that context, the proposal to launch a further international process, which could begin nine months after the Preliminary Market Engagement exercise concluded, raises questions about the purpose and value of the original exercise.

We will shortly recruit a Telecoms Project Manager, who will play a key role in managing the transition, including exit arrangements. Work is ongoing to develop an appropriate international framework for market engagement.

CFG: The planned recruitment of a Telecoms Project Manager represents the first publicly confirmed operational step towards implementation. We have seen the advert in Penguin News.

We recognise that the absence of a definitive timetable may be frustrating. However, the reality is that this is a complex technological landscape with a variety of factors, with significant risks and opportunities to consider. Our overriding priority is to ensure that the Falkland Islands community has access to reliable, secure, and adaptable telecommunications services both now and in the future and to ensure that provision such as emergency services (by way of an example) can operate seamlessly. We are determined to make informed decisions that take full account of current offerings and anticipated developments in the years ahead.

CFG acknowledges FIG's statement that its focus will remain on achieving the best possible outcome rather than the quickest one. We understand and support that principle. However, in this case, quality and timeliness should not be viewed as competing objectives.

Every month without a clear decision reduces the time available for planning, procurement, transition and implementation. It also increases the risk that opportunities identified through the CMC process become more difficult to realise, and that the range of viable options available to the Falkland Islands narrows over time. Delay is therefore not a neutral factor; it can directly affect FIG's ability to achieve the very outcome it seeks.

We remain open to engagement on this matter and welcome continued dialogue. However, our focus will remain on achieving the best possible outcome for the Falkland Islands, rather than the quickest one, when advising Executive Council on decisions relating to notice and future provision.

CFG believes that the community has a right to understand, at least in broad terms, what developments are shaping FIG's thinking and why the timing of decisions is being calibrated as it is.

CFG share FIG's commitment to achieving the best possible outcome rather than simply the fastest one. However, in CFG's view, the best outcome should include meaningful structural change that delivers greater competition, resilience and consumer choice. An improved arrangement with the existing provider, while perhaps the path of least resistance, would not, in our view, represent the transformational shift that the community's experience over the past decade demands.

CFG acknowledges the genuine complexity of the task and the significant effort involved in FIG's engagement with UK government bodies and other organisations. We welcome the invitation to continued dialogue and intend to take it seriously.