

In Touch

March 2013



10% off

was \$869

NOW
\$779



Nokia Lumia 900 is funky and fun. The wicked Windows phone is one of the fastest ways to your favourite people, places and things.

Back in store



Samsung C3520 The stylish flip phone is sleek and easy to use and also has great entertainment features.

At Just **\$129**

NEW



The Seals TS3 is an ultra-rugged smartphone for all weather and terrains. The perfect tool for tradesmen.

At Just **\$529**

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.

50% OFF Postpaid Internet

If you're on one of our Value, Plus, Super or Mega Postpaid Internet plans you will get 50% off your excess usage for the months of February, March and April 2013. So change up today and save on your Internet bill.

Prepaid Internet

Stay on top of your bills and monitor the usage of your internet.

Now you can get Prepaid Internet for home. No installation fee or bond required. Rent the prepaid unit for \$7.50 per month and access the internet using WiFi vouchers. Call 123 for details.

NEW

ANYTIME PLAN IMPROVEMENTS

Anytime plans just keep getting better! We are increasing the Calling time, Data and Texts starting on 1st April 2013. So now is the time to join a plan, call us on 123.

Anytime 30

50 Calling mins, 50 MB Data and 1000 Texts
(was 40 min calling, 40 MB Data, and 750 Texts)

\$30
monthly

Additional calls 38c per min, additional texts 20c per text, additional data 50c per MB

Anytime 60

125 Calling mins, 150 MB Data and 1250 Texts
(was 100 min calling, 100 MB Data, and 600 Texts)

\$60
monthly

Additional calls 29c per min, additional texts 20c per text, additional data 40c per MB

Anytime 90

250 Calling mins, 300 MB Data and 1500 Texts
(was 200 min calling, 200 MB Data, and 500 Texts)

\$90
monthly

Additional calls 29c per min, additional texts 20c per text, additional data 30c per MB



Madeilene Sword - Board member and Jules Maher - CEO

Teleshop Muri Opening

The new Teleshop was opened on 1st February and is located at the Pacific Village, Muri. Teleshop Muri offers Mobile, Internet, Landline, Sales and WiFi services.

Opening hours:

10am – 6pm Monday to Friday

12noon to 4pm on Sunday,

Closed Saturday.

TELECOM COOK ISLANDS

aims to be the #1 Telco under the Pacific sun

WHAT WE'VE DONE

October

- Sponsored the Netball International Tri-series at the Telecom Sports Arena, between the Cook Islands, Wales and Scotland;
- \$10 bonus top up promotion at Telecom Sports Arena Netball Tri-series;
- We de-commissioned the old NEAX telephone switch at Parekura. The new switch has many great new services for customers.

November

- Sponsored the Cook Islands Rugby 7's half time kick it competitions;
- O3b satellite tracking antenna arrived on Rarotonga;
- New Broadband plans took effect reducing pricing and increasing data;
- Sponsored Vaka Eiva 2012 and \$10 bonus top up at Vaka Eiva village.

December

- Sponsored Netball in Paradise;
- Prepaid Internet introduced into the market;
- Landline capped calling promotion from 15th December 2012 – 31st January 2013;
- Mobile Postpaid calling promotion from 15th December 2012 – 31st January 2013.



Kick it winner: Ben

January

- Preparations started in Aroa for O3b;
- 5 lucky locals win HP Netbooks in the laptop promotion;
- 2013 Telephone Directory distributed.

February

- We opened a new Teleshop in Muri located at the Pacific Village;
- 50% off broadband excess;
- Valentines promotion \$10 bonus top up;
- Telecom Tips features in Cook Islands News every Wednesday.

WHAT'S COMING UP

March

- 50% off Internet excess for Value, Plus, Super and Mega plans;
- O3b Tier 1 installation in Aroa;
- launch of the Telecom Traveller SIM card package for all visitors to the Cook Islands;

- Mauke Prepaid Internet installed.

April

- Penrhyn – new mast, new slice, GSM install;
- Mauke - O3b antenna pad install;
- Mitiaro – Prepaid Internet install;
- Aitu – new mast, second GSM cell site install, Prepaid Internet install;
- 50% off Internet excess for Value, Plus, Super and Mega plans;
- More price changes to be announced.

May

- O3b launch of the first four satellites from French Guyana, South America;
- New Broadband rates;
- O3b Tier 2 antenna pad install on Aitutaki.

July

- Install O3b terminals in the Southern Group Islands;
- Telecom Cook Islands 22nd Anniversary Celebrations.

Telecom Cook Islands commitments to all stakeholders

(We first published these in November 2010 and they continue to guide our plans and activities).

For as long as it is the sole provider of Telecommunication services to the Cook Islands, Telecom will;

1. Continue the trend of overall price reductions and/or delivering more value for the same price;
2. Maintain the trend of continuous improvements in internet services;
3. Provide mobile phone coverage to populous areas of the Cook Islands;
4. Continue improving performance in meeting its customer service standards;
5. Continue to invest in telecommunications infrastructure at a rate comparable to recent years.



Concrete foundation for O3B, March - Aroa site



Preparations for O3B, January - Aroa site.

Telecom Cook Islands thanks all our customers and appreciates your support as we continue work to improve services throughout the Cook Islands.

Meitaki Maata

Kia Orana Customers,

The countdown to O3b fast affordable internet service continues. This month our O3b terminals (two satellite dishes that track O3b's orbiting satellites) will be assembled and fitted on top of the large concrete pads already laid at our Aroa station. Testing can start after the first four O3b satellites are launched into space in May. Meanwhile we are also planning to install smaller terminals on Aitutaki, Mauke, Atiu and Mangaia.

Thank you to the customers who filled in one of our Customer Satisfaction surveys. Early results indicate customers believe we have improved service in many areas over the last couple of years but there is still much to be done before we can say we are consistently meeting the level of service you deserve and expect from us.

As the Government prepares its budget for 2013/14 it is a good opportunity to think about how telecommunications helps grow the economy. Last year we added about 20% new broadband connections and a bit under 20% mobile connections in the Cook Islands.

World Bank Economists tell us that for every 10% growth in broadband connections, Gross Domestic Product increases by 1.3% so the broadband connection growth achieved by Telecom led to approximately \$9 million growth in the Cook Islands economy. We are very proud to have made that kind of contribution. We are currently on track to achieve a similar level of growth in broadband numbers this year, especially as more customers hear about our popular new prepaid Internet service.



We are doing everything we can to bring you better service and better value for money in 2013.

Kia Manuia

Jules Maher
CEO Telecom Cook Islands