

TVL helps rebuild Vanuatu

Tanna network restored

Compiled By Godwin Ligo

In A PRESS CONFERENCE MONDAY, the TVL Chief Executive Officer Phrakash Bheekho, told local reporters that TVL priority at this time, is to help rebuild Vanuatu.

He explained how TVL continued updated, through its communications network, the population of Vanuatu of the warning of the approaching cyclone Pam, before, during and after.

Telecom Vanuatu Limited (TVL) expressed its sorrow and its support to all the people in Vanuatu after the terrible cyclone PAM which has devastated Vanuatu. TVL was engaged with the government to inform inhabitants in Vanuatu about the evolution of the situation and alarm the population.

Thus, a SMS has been sent to all TVL customers every 3 hours to update them on the position of cyclone PAM and communicate the warnings.

The CEO of the Telecom Vanuatu Limited said since Saturday 14th March 2015, TVL teams are mobilised and engaged to rebuild Vanuatu and reconnect the network.

"We think that it is essential for the population to have access to communications after such a disaster.

"The work already done by TVL teams is pretty impressive: - 96% of TVL landline customers are already re-connected.

- The mobile network is available in Efate, Ermae, Epi, Malekula, Ambrym, Pentecost, Maewo, Tanna, Banks islands and even up to Loh.

- The 3G coverage is back on Efate and Santo.

-TVL fibre did not get any damage so TVL fibre customers have the service working as soon as they are reconnected by Unelco.

"TVL was prepared and organised to face with the issues due to the cyclone.

"TVL technicians were working while the cyclone was hitting the country to monitor the network.

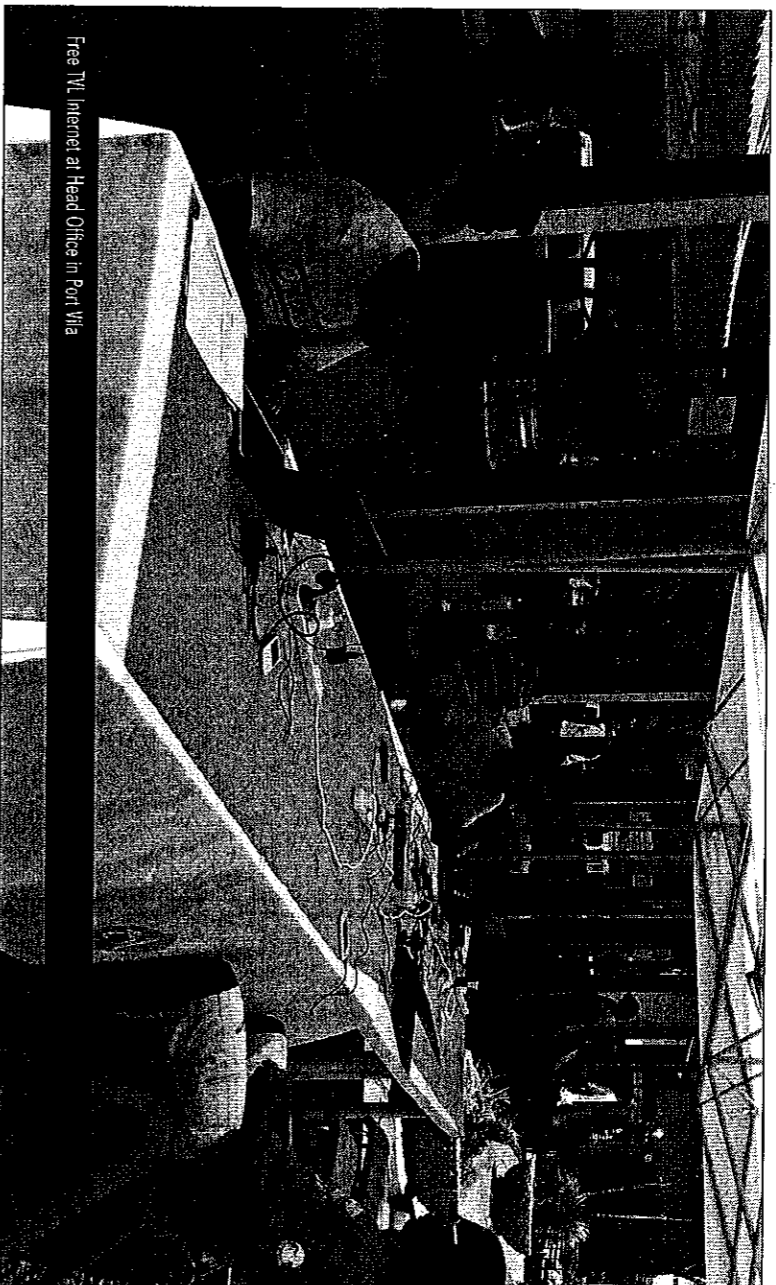
"Consequently, TVL network has never been 100% down, the key sites in Port Vila always kept working.

Furthermore, TVL teams are working 24/7 since 2 weeks rebuilding the network as soon as possible.

"On the customer side, TVL has made some decisions to support people in Vanuatu:

- We allocated some free credits to our customers to make sure they can reassure their families and friends.

- 25% discount are automatically provided on all the international calls to Zone 1 from landline, mobile, telecards (whether prepaid or postpaid customers). We want people in Vanuatu to be able to contact their relatives and their friends overseas to give them some news. Furthermore, it is also a support provided to all the international aids which



Free TVL Internet at Head Office in Port Vila

need to be in touch with their mother organisation.

- TVL is now offering very attractive prices to its prepaid mobile data customers. TVL customers can subscribe to 20MB for only V150 or 100MB for only V250. Keeping the contact after such a disaster is essential and TVL feels that we have a role to play to support the population in Vanuatu, to show solidarity.

- Some devices are now sold at unbelievable prices: the popular Jenny TV for only V3,000 and Luno for only V5,000. We help people who have lost their belongings to rebuild slowly.

- People in Port-Vila can charge and access internet for free in various locations

in town such as TVL shop in Fatumaru Bay, NDMO, the international airport or the Post Office. TVL will offer the same services in islands, Tanna and Santo, very soon too.

"TVL in partnership Vodafone Foundation is now offering free internet and free calls to Tanna since this morning.

"Tanna has been badly

impacted and needs a special attention in this post cyclone PAM period.

"TVL is happy to help rebuilding Vanuatu despite of the massive investments required; but it is necessary to join hands in such a situation.

We already found some supports through our partners living in Vanuatu," TVL Chief Executive Officer Phrakash Bheekho said.

We already received supports from Vodafone Foundation, OPT New Caledonia, OPT French Polynesia, PITA stakeholders, Orange group, Mauritius Telecom.

"We are all determined to work together to rebuild Vanuatu and support people living in Vanuatu," TVL Chief Executive Officer Phrakash Bheekho said.

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