Government of Papua New Guinea
National Information and Communications
Technology Authority

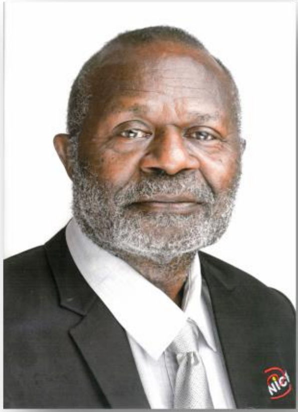
2024

ANNUAL PERFORMANCE AND MANAGEMENT REPORT

Inform | Communicate | Transform

CONTENTS

FOREWORD



"NICTA therefore remains committed, now more than ever, to ensuring that the people of PNG are given the best that the industry has to offer"

On behalf of the Board of Directors, I am pleased to present the 2024 NICTA Annual Report. The 2024 NICTA Annual Report demonstrates our commitment to good governance, accountability and transparency.

As the Government agency responsible for administering the National Information and Communication Technology Act and related legislation, NICTA recognizes the central role that ICT plays as a catalyst for socio-economic development. NICTA therefore remains committed, now more than ever, to ensuring that the people of PNG are given the best that the industry has to offer. We are committed to consistently pursuing regulatory excellence, growing the industry, ensuring universal broadband access, digital transformation and building institutional capacity to better serve the people of PNG.

Challenges

2024 posed a great many challenges for the Board and Management of NICTA, nonetheless I am happy to report that we continue our best efforts to overcome each challenge. One key challenge we faced in 2024 was licensing of low earth orbit services in PNG, in the likes of Starlink and OneWeb services that have the potential to revolutionize access to internet services and improve connectivity to remote communities in our beautiful country. This remains a challenge in the coming year as we continue to battle bureaucratic red tapes in our government systems and processes. Another major challenge NICTA faced in 2024 lay in defending several court battles with industry players unwilling to comply with NICTA directives and finally with Government's imposition of the Non-Tax Revenue Administration Act affecting revenue, it has been a tough year to get through. Despite this we remain committed to administering our role as the sector specific regulator.

Milestones

In line with the government's socio-economic policy goals and consistent with our Corporate Plan, key actions taken in 2024 included conclusion of the review of the Licensing Terms and Conditions Rule 2011, further study and consultation on the potential introduction of Mobile Number Portability, Mobile Service Retail Pricing Determination and 2025 Universal Access Projects. The objectives of these initiatives are to promote fair and open competition, facilitate introduction of new technologies and to expand telecommunications and ICT services. These initiatives were based on extensive consultations. A total of five public consultations and inquiries were undertaken on these matters in 2024. We also commenced the review of the National ICT Act 2009.

With increasing demand for mobile services, spectrum management was a key activity in 2024 and spanned over a number of key areas including consultation on the ratification of the Revisions to the International Radio Regulations (ITU WRC 2023) to facilitate the introduction of new radio technologies , replanning of spectrum for mobile services and commenced modernization and automation of spectrum monitoring practices resulting in contracting a leading technology company who will be building PNG's very first automated Spectrum Monitoring system.

PNG has achieved prominent positions in key regional and international forum including the Chairman of the Pacific ICT Senior Officials Dialogue, Vice-Chairman of the Asia-Pacific Telecommunity (APT) and the Chairman of the APT Preparatory Group for the ITU World Telecommunications Development Conference 2025. These roles strategically position PNG on the global stage. We are also establishing collaboration platforms with sector specific regulators, fostering inter-industry cooperation and driving technological integration. Throughout the year NICTA actively engaged with stakeholders to enhance competitive communication services.

Looking forward

While we reflect on our achievements in 2024 and hope that you celebrate these with us, we cannot help but look forward to 2025 to further lead the ICT sector as a key enabler of socio-economic development by focusing on cultivating competitive communications industry, prioritizing consumer protection and sustainable growth, enhancing regulatory frameworks, promoting innovation and creating an environment conducive to investment and technology advancement.

Appreciation

I take this time to thank the Ministry of ICT for the support. I also acknowledge my fellow board members for the tremendous work done in 2024. The Board is grateful to the management and staff for their determination to rise above the challenges and chart a dynamic and progressive future

To conclude, I thank all our stakeholders for their unwavering support. Your collaboration has been instrumental in our success. The Board remains committed to NICTA's mandate and will continue to drive ICT development to support national development. Transparency and accountability are key to our work and we will continue to ensure business is conducted in that manner. We are confident that with your continued support, we will achieve our collective vision for a connected PNG.

Noel C A Mobiha

Chairman

2024 IN REVIEW

ICT has always been a dynamic sector, both locally and internationally. It is constantly evolving to meet the growing demand for services whether it's a business, family or government organization. NICTA strives to facilitate and enable this growing demand, through a progressive regulatory environment aimed at promoting digital access, investment and development for all.

I am pleased to present the Chief Executive's Officers - Year in Review Report. This report covers the progress we have made, the challenges we have faced, and the strategic corporate pillars guiding our efforts as we regulate the ICT sector in Papua New Guinea.

As a statutory entity NICTA plays a pivotal role in supporting the Government's socio-economic development goals. Our initiatives are aligned with national agendas to ensure that our contributions are impactful and make a difference.

ICT has always been a dynamic sector, both locally and internationally. It is constantly evolving to meet the growing demand for services whether it's a business, family or government organization. NICTA strives to facilitate and enable this growing demand, through a progressive regulatory environment aimed at promoting digital access, investment and development for all.

Operations in 2024

In 2024 we made significant progress across our five strategic pillars of our Corporate Plan: regulatory excellence, market development, universal broadband access, digital transformation and institutional capacity building. The aim of our Corporate Plan is to ensure the continued execution of NICTA's core mandate. Much of our work in licensing, standards, enforcement, resource and spectrum management, wholesale regulation and universal access service undertaken are ongoing and continuing from one reporting year to another and are aimed at enhancing regulatory framework, promoting competition and digital inclusion, protecting consumers and strengthening collaboration with key stakeholders including international partners. We have met challenges with resilience and innovation which has driven us to adopt and evolve in a fast-changing technological landscape.

Milestones

Key milestones included identification of spectrum for International Mobile Telephony, embarked on an automated spectrum monitoring project, expansion of broadband infrastructure which have significantly improved connectivity across the country. 4G population coverage reached nearly 80% whilst penetration levels reached the 60% mark for the first time by year-end showing continuing growth in the sector. We continued to ensure NICTA has the essential resources and systems to deliver its mandate by streamlined internal processes, training and graduate development program, staff retirement and retrenchment policy, whilst embarking on a recruitment drive which has resulted in a strong representation of females across the organization. Our "Girls in ICT" program continues to contribute to PNG's ICT capacity development goals. Our financial performance was steady despite many challenges enabling us to forge ahead with all our strategic initiatives.

We are implementing and supporting digital transformation through our connectivity, inclusivity and cyber security programs aimed addressing at awareness, cyber security threats and creating a secure digital environment. We also prioritized rollout out of broadband coverage to underserved areas through the universal access program and revision of license coverage obligations on key telecommunications operators. We also undertook replanning of the radio spectrum to allow for further extension of 4G services and potential introduction of 5G mobile services in 2025. These efforts support digital inclusion, accelerate socio-economic development and drive digital transformation.

Challenges

A number of challenges have impacted our ability to fully implement some strategic initiatives. These include inadequate cross functional department cooperation which can delay project implementation, and the delay of amended legislation to enable NICTA to respond to evolving technological evolution, adapting to new financial management reforms including the application of the Non-Tax Revenue Act on NICTA. Foreign exchange remittance controls alongside time-consuming procurement processes that delay the acquisition of goods and services. Ongoing litigation by licensees, rising costs of goods and services and high exchanges rates have also adversely affected operations and budget.

Looking Ahead

As we enter the final year of our Corporate Plan in 2025, our focus will remain on advancing digital inclusion, infrastructure, security and digital transformation to further advance PNG's digital journey, We will embrace new and emerging technologies and foster a regulatory environment that supports investment. Extension of broadband services to underserved and unserved areas will remain a priority.

Operational efficiency through automation of internal business processes, streamline process and improve work process. Financial stability will be addressed through strategic and financial management measures. Talent management including attracting, retaining and developing top level talent will be critical in ensuring NICTA's capacity to regulate the ICT sector.

Engagement with stakeholders will be crucial in addressing limitations of our regulatory and policy framework and advancing the ICT sector.

Appreciation

NICTA's achievements would not have been possible without the strategic direction and policy guidance of the NICTA Board, dedication of NICTA staff and the Ministry of Information and Communications Technology. I also acknowledge the support of government agencies and departments, industry partners and all our stakeholders.   NICTA is confident of the year ahead and looks forward to working closely with all its partners and stakeholders to serve the ICT industry in PNG.

In closing, I wish to express my profound thanks to my God, for his wisdom and grace as I continue to serve PNG with commitment and dedication.

Kila Gulo-Vui

Chief Executive Officer

2024 HIGHLIGHTS

Cross Border Frequency Coordination Agreement with the Republic of Indonesia's, Ministry of Communication and Informatics, September 2024

Universal Access and Service, Office Opening Ceremony, March 2024

International Women's Day Celebration, March 2024

Police Emergency Short Code 112 Installation, November 2024

National Procurement Commission, Contract Signing – Spectrum Monitoring Project, December 2024

Return of Minister for ICT, Honorable Timothy Masiu, from the ICT Regional Cooperation Tour.

Basic ICT Awareness & training, Gabagaba Village, Central Province, September 2024

International Girls in ICT Day, 2024

National Procurement Commission contract signing and award to National Broadcasting Corporation, December 2024

ABOUT NICTA

The National Information and Communications Technology Authority (NICTA) is a government agency responsible for the regulation of Information Communication Technology (ICT) in Papua New Guinea. NICTA regulates broadcasting, radiocommunications and telecommunications. NICTA was established on the 29 October 2010 as the sector specific regulator of the ICT industry in PNG following the commencement of the *National Information and Communications Technology Act 2009* (the National ICT Act).

PURPOSE

To advance the objective of the National ICT Act in relation to the development and availability of ICT services to meet the social, commercial, cultural and industrial needs of Papua New Guinea, and to facilitate the development of the industry through implementing the regulatory framework consistent with the regulatory principles set out in the Act.

VISION

Enabling a connected and inclusive Papua New Guinea

We foresee all Papua New Guineans having access to affordable and high-quality ICT services where all persons and businesses in Papua New Guinea can communicate nationally and internationally, to facilitate accelerated and more inclusive social and economic development.

MISSION

Fostering transformation by effective ICT regulation and enabling universal access

We will take the lead in regulating, where necessary, the ICT sector in Papua New Guinea whilst promoting strong and strategic partnerships with stakeholders. We will foster a dynamic and progressive ICT environment, through efficient and effective regulation, which is built around the central role of competitive markets where they exist and can be sustained. We will continue to review and develop a rigorous regulatory framework to serve as a basis for the delivery of reliable and affordable ICT services from which all segments of society can benefit.

VALUES

Integrity, commitment, innovation, respect and collaboration

Our core values are our principles and beliefs that govern our day-to-day behaviour, internally as employees of NICTA and externally with our customers and stakeholders. Our values guide us to, achieve our mission, shape the culture of NICTA and progress our vision to be a modern, effective ICT regulator.

GOVERNANCE
STRATEGIC PILLARS

Strategic Pillar 1

Regulatory Excellence

Application of industry regulation that is proportionate, smart, responsive and adaptive that delivers efficient regulatory services to accommodate all stakeholders.

Strategic Pillar 2

Market and industry Development

Develop a dynamic market and industry that drives and accelerates investment, innovation supports economic growth and promotes competition

Strategic Pillar 3

Universal Broadband Access

Facilitate access and accelerate connectivity, use and affordability of ICT services for each Papua New Guinean.

Strategic Pillar 4

Digital Transformation

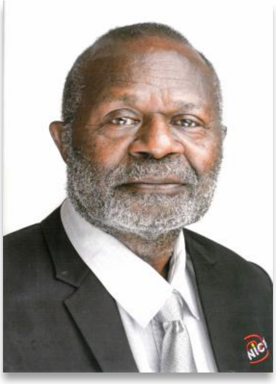
Provision of effective regulation and targeted support that promotes and accelerates digital transformation, growth and localization through access to digital technologies that spurs innovation, efficiency and productivity

Strategic Pillar 5

Institutional Capacity

Cultivating an innovative and dynamic work force and environment and to develop and modernize institutional infrastructure to improve performance and strengthen service delivery through strategic leadership and management.

COMPOSITION OF THE BOARD IN 2024



NOEL C A MOBIHA, *Board Chairman*

Mr. Noel C A Mobiha, was appointed to the Board of NICTA in October 2020.

Graduating with a bachelor's degree in electrical engineering from the PNG University of Technology, Mr. Mobiha went on to attaining his master's in engineering from the University of Aukland, New Zealand. Coupled with various management and board roles throughout his career, Mr. Mobiha brings to the NICTA Board a wealth of experience in engineering, management and board functions. While serving on the Board of NICTA, Mr. Mobiha boasts a whopping 17 years serving as a board member on the Finance Corporation Board.

JOHN P CHOLAI, *Director*

Mr. John Cholai was appointed to the Board of NICTA in September 2015.

Graduating with a bachelor's degree in electrical engineering from the PNG University of Technology, Mr. Cholai also sports a diploma in telecommunications engineering and a master's degree in technology management from Deakin University, Australia. While serving on the Board of NICTA, Mr. Cholai also serves on the Board of Water PNG and is the sitting Chairman for Nambawan Super Savings and Loans society. He brings with him a wealth of experience in engineering, management and board functions.

CAROLYN C GREENWAY, *Director & Independent Expert*

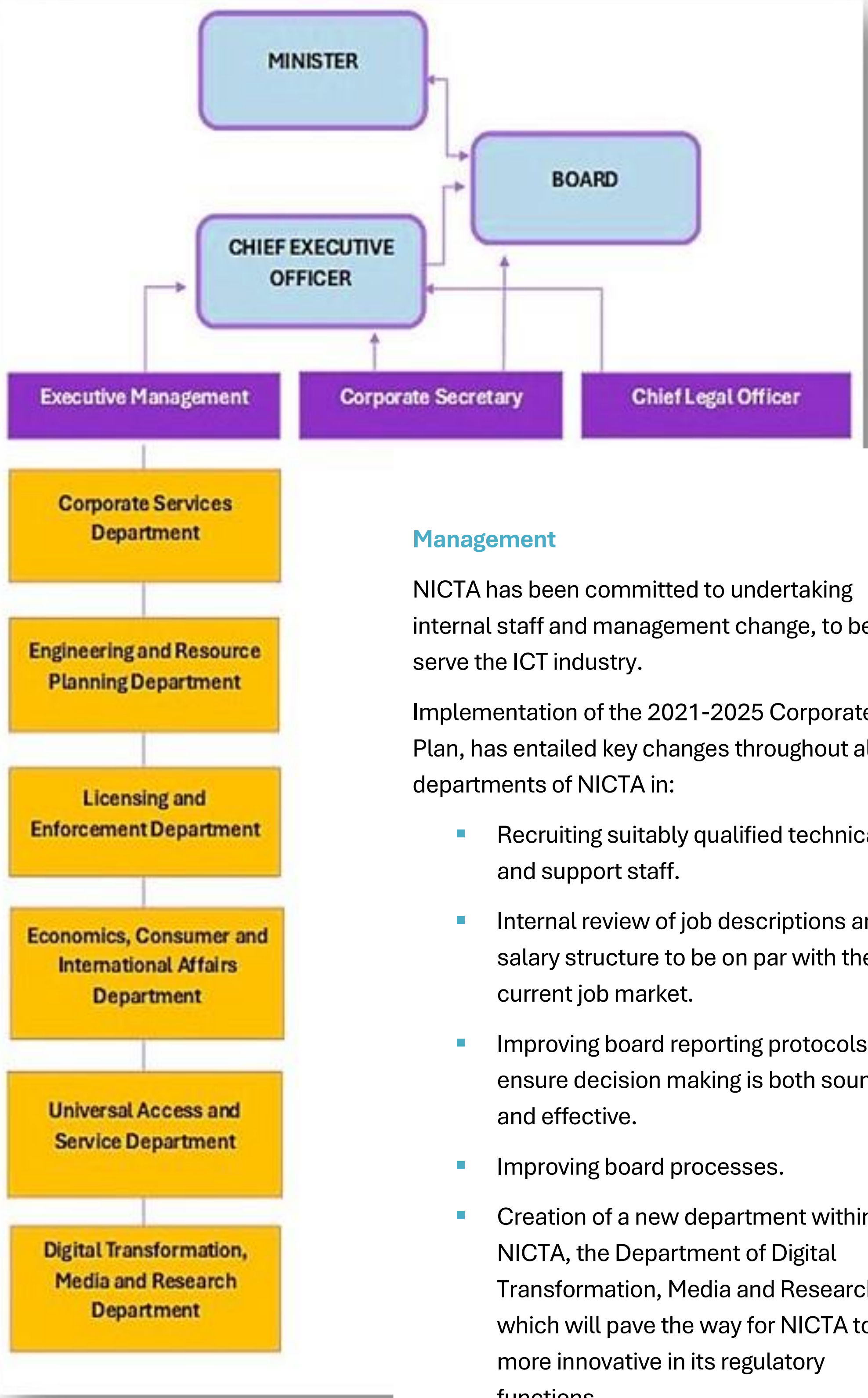
Ms. Caroline Greenway was appointed as non-Executive Director, Independent Expert, to the Board of NICTA in October 2020. Graduating with a bachelors degree in Humanities from Griffith University, Ms. Greenway brings with her 22 years of experience in international cooperation and development, negotiation, and multilateral and bilateral diplomacy involving ICT. Ms. Greenway chaired the Asia Pacific Telecommunity (APT) Preparatory Process for the 2022 International Telecommunication Union (ITU) Plenipotentiary Conference representing Papua New Guinea. Her work with the Australian Government included serving as Australia's Councilor to the ITU and leading Australian delegations to a range of multilateral conferences and meetings.

KILA GULO VUI, *Director & CEO*

Mr. Kila Gulo Vui, was appointed as CEO of NICTA in October 2020.

Mr. Gulo-Vui is a graduate of the PNG University of Technology in electrical engineering, he also has a Post Graduate Diploma in Telecommunication Policy and Regulation from the University of West Indies, a Masters in Business Administration and a Masters in Electrical Engineering from the University of Technology Sydney. Prior to his appointment as CEO, Mr. Gulo Vui had a long and colorful career within the ICT regulatory space with nearly four decades of experience including serving as a senior executive with deep and broad experience in organizational leadership, strategic policy reform, regulation and change management, representation and stakeholder engagement both national and international.

MANAGEMENT STRUCTURE



Management

NICTA has been committed to undertaking internal staff and management change, to better serve the ICT industry.

Implementation of the 2021-2025 Corporate Plan, has entailed key changes throughout all departments of NICTA in:

- Recruiting suitably qualified technical and support staff.
- Internal review of job descriptions and salary structure to be on par with the current job market.
- Improving board reporting protocols to ensure decision making is both sound and effective.
- Improving board processes.
- Creation of a new department within NICTA, the Department of Digital Transformation, Media and Research which will pave the way for NICTA to be more innovative in its regulatory functions.

ENGINEERING AND RESOURCE PLANNING

NICTA is responsible for developing technical standards, planning and upkeep of the country's radio spectrum plan, numbering resources, frequency assignment for radiocommunication services, broadcasting and satellite services.

NICTA prioritized systems efficiency, effective industry engagement and efficient use of spectrum and numbering resources. With advances in mobile technology and broadband access networks, NICTA is taking appropriate steps in line with the Government's Digital transformation policy to automate key process.

The technical regulation functions performed by the NICTA are consistent with the guiding principles of the International Telecommunications Union (ITU), and throughout 2024, NICTA continued to lead PNG's involvement in the technical work programs of ITU both globally and in the region through the Asia Pacific Telecommunity in radiocommunications, standardization and development initiatives.

World Radiocommunication Conference2023 (WRC-23) outcomes

The ITU, through World Radio Conference (WRC), makes decisions and recommendations on the use of the radio frequency spectrum.

Based on the outcomes of WRC-23, NICTA has concluded updating the PNG spectrum plan (i.e. national frequency allocations table and the spectrum allocation chart). Once ratification by Parliament is complete, these will be released to the public.

Implementation of the new spectrum Plan will facilitate equitable access to and rational use of the radio-frequency spectrum and geostationary satellite orbits.

NICTA's spectrum management function ensures:

- The spectrum plan is updated to reflect the advancement in radiocommunication technologies and the convergence of services arising from rapid evolution of information and communication technologies.
- Appropriate frequency band plans, standards and guidelines of radio-frequency spectrum are introduced or updated to provide new and added opportunities for radiocommunication services, including those for maritime and aeronautical services as well as for scientific purposes related to earth exploration and space research.
- Timely review of technical conditions for the management of satellite orbital slots and associated spectrum resources

Cross Border Frequency Coordination

While all countries have sovereign right to use spectrum within their political borders, radio waves do not stop at political borders. They extend beyond thus making cross border coordination of telecommunication vital to avoid interference and ensure optimum network conditions near international borders.

NICTA engaged with the Republic of Indonesia's, Ministry of Communication and Informatics to reach an understanding on information sharing, coordination of use and joint spectrum measurements along the common land border areas. This is a milestone achievement for NICTA, after many years of pursuing this. Due to historical reasons or different policies, the same frequency band can be allocated to incompliant services, which may cause complications in coordination procedure. Cross-border coordination has become more challenging with the introduction of 5G technologies and infrastructure since new sharing or coexistence requirements need to be incorporated into existing agreements.

Market-based spectrum allocation

Public consultation was conducted in 2024, on introducing market-based spectrum allocation for specific spectrum bands deemed to be in high demand. NICTA carried out this consultation to ensure that limited mobile spectrum resources are allocated efficiently to operators who will maximize its use for the best economic value.

Online Type Approval Platform

NICTA remains committed to ensuring that ICT Equipment complies with technical standards and specifications set by legislation. Type approval ensures that all ICT equipment is registered with NICTA before it can be sold, distributed and used in PNG. 2024 saw NICTA soft launching, the Online Type Approval Platform. This platform is a specialized digital system, designed to facilitate type approval process for ICT equipment and devices and this includes the online payment

system.

Telecommunication Quality of Service Audit

Pursuant to the Telecommunications Quality of Service Rule of 2022, NICTA commenced measurement of cellular network services provided by operators, to ensure compliance with the license conditions.

Electromagnetic Field Radiation Audit

NICTA commenced mobile communications electromagnetic field radiation (EMF) audits in 2024, to ensure that EMF emissions from Mobile antennas and wireless devices meet safety standards and comply with regulatory requirements.

Emergency code 112 for Police Call Centers

NICTA assisted the Royal PNG Constabulary to set up emergency call centers in Kokopo, Wewak and Mt. Hagen, to promote use of Police emergency short code 112. NICTA aims to continue encouraging emergency service providers to utilize the emergency short codes (ESC) instead of using other numbers for emergency calls. For the Police department, NICTA hopes that the project can stimulate interest and provide a model on which Police can build on to introduce in more regional emergency centers to handle all emergency related issues.

Telecommunication Standards

NICTA is updating the following technical regulatory instruments through internal and external consultations:

- Review of existing Guideline for ICT Cabling, to convert it to a regulatory rule.
- Review of existing Type Approval Guideline
- Review of existing Electromagnetic Field Exposure Limit Guideline to convert to a regulatory rule.
- Introduction of Internet of Things Devices Type Approval Specifications.
- Introduction of Drone Technical Standards and Requirements.
- Review of existing Type Approval Technical Standards for Wireless Local Area Network Equipment.
- Introduction of Internet of Things Emerging Technologies Regulatory Framework
- Development of a Guideline for Deployment of Mobile Communication Towers

Equipment Conformity Assessment

NICTA perform ICT device type approval to ensure that telecommunications, radiocommunication, and broadcasting equipment meet specific technical and safety standards before they can be used, sold, or distributed in the country.

Summary Type Approval (TA) Applications Processing from 2021-2024.

Year	Total Number of Applications Received	Number of Applications Processed	Number of Applications Approved and Certificates Issued	Number of Applications Pending	Number of Applications Rejected
2021	307	303	303	0	4
2022 & 2023	416	416	410	0	6
2024	272	272	260	8	4

LICENSING AND ENFORCEMENT

As the ICT licensing authority for ICT services in PNG, the review of license terms and conditions and enforcement of those lies with NICTA.

Enforcement over the years has been a major challenge due to the ever growing and ever evolving ICT environment. The demand for enhanced ICT services is equally so and coupled with deployment of advanced technologies, NICTA remains committed to ensuring its regulatory procedures and processes are fit for purpose.

Operator Licensing

NICTA has exclusive authority to grant operator licenses in accordance with the NICT Act. There are three types of operator licenses; network license, applications license and content license.

Each of these three license types are available in two forms:

a) as an individual license, which is granted to an individual person or company; or
b) as a class license.

An updated listing of all operator licenses issued under the NICT Act as at 31st December 2024 are contained in Annex D.

Radiocommunications Licensing

NICTA has exclusive authority to grant radiocommunications licenses in accordance with the NICT (Radio Spectrum) Regulation of 2010.

There are three types of radiocommunications licenses, spectrum license, apparatus license and the radiocommunications class license.

An updated listing of all radiocommunications licenses issued under the NICT Act as at 31st December 2024 are contained in Annex D.

Licensing of Cablers

NICTA has exclusive authority to grant cabling license under the NICT Act to perform ICT or communications cabling work.

In 2024, NICTA issued 51 cabling licenses to natural person or individuals. Out of the 51 licenses issued, 8 licenses were renewals while 43 were for new and existing licenses.

An updated listing of all ICT cabling licenses granted as at 31st December 2024 are contained in Annex D.

ICT License Fees

A full listing of all license fees collected in 2024 is listed in Annex D.

SIM Card Registration Audit

A Subscriber Identity Module (SIM) card registration audit focuses specifically on verifying the accuracy, completeness, and compliance of SIM card registration records. These records are crucial for linking a SIM card to its legitimate user, helping to combat fraud, enforce security, and comply with legal requirements. NICTA has continued
The *SIM Card Registration Regulation 2016* mandates all NICTA licensees (Operators) offering mobile network services that are accessible through SIM cards, to ensure that all of their subscribers are registered.

As an ongoing process, NICTA has been monitoring the SIM registration process by undertaking several audits since 2020 and the recent being December 2024.

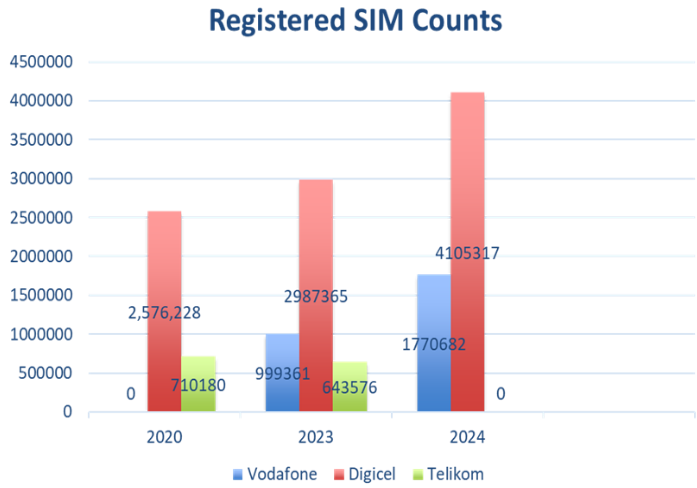
The Audit was intended to cover:

- Physical inspection of the Operators’ SIM Card Registration Database.
- Audit customer registration information to ensure relevant personal details are being captured.
- Subscribers count verification with Switch and Billing information.
- Determine status of the Operator’s ongoing compliance.

The aggregated audit subscriber numbers for the MNO as provided from the years 2020, 2023 and 2024 is summarized below.

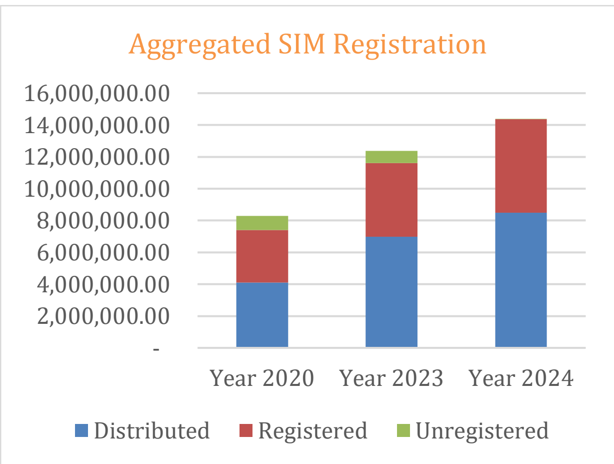
	Year 2020	Year 2023	Year 2024
Distributed	4,111,337.00	6,978,668.00	8,485,203.00
Registered	3,286,408.00	4,629,302.00	5,875,999.00
Unregistered	900,532.00	772,243.00	3,041.00

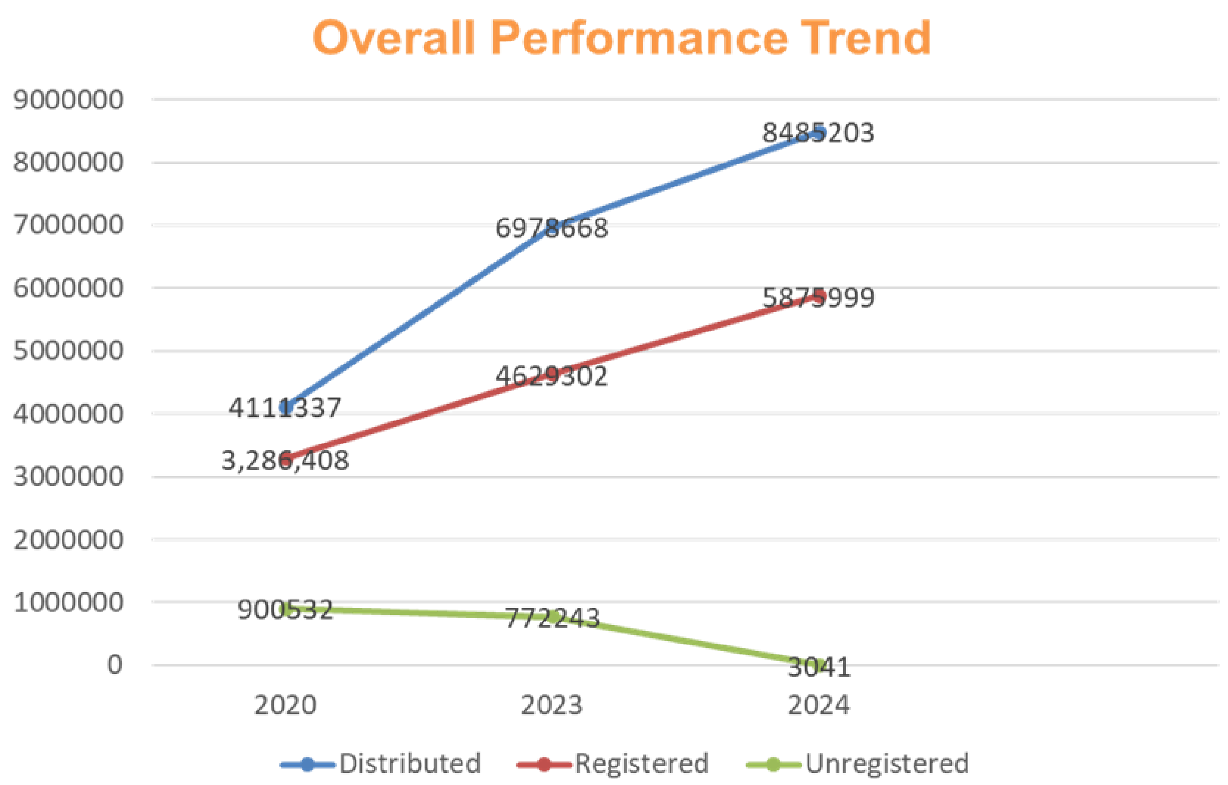
By comparing the audit results from 2024 audit and the previous years (2020 & 2023) audits, is is clear that mobile network operators are generally compliant in ensuring that SIM cards are registered.



NB: Telikom did not participate in the 2024 audit process.

SIM registration trend





Spectrum Monitoring Project

The Spectrum Monitoring Project is a nationwide project that will enable NICTA to remotely monitor radio frequencies throughout PNG in real time. The project will enable NICTA to ensure that is no illegal use of spectrum resources and to manage spectrum effectively and efficiently.

The Project contract was awarded to Rhode and Schwarz Asia, on 5 December 2024. The Project is being rolled out in two phases. Phase 1 will cover the NCD area and Phase 2 will cover the country.

Enforcement and Compliance

There have been several instances of interference reported by mainly illegal booster installations and broadcast station transmitters. Warning notices have been served to alleged offenders. This is critical to minimize and deter the illegal use of such non-type approved equipment and for importation into the country.

The importation of Starlink terminals has increased significantly and it has been monitored closely with PNG Customs and Post PNG on entry points and post offices to minimize such occurrences. To date there have been 128 terminals confiscated and retained by NICTA, however 15 units have been returned to the owners at their request. NICTA continues to monitor this.

Task	Nature of Task	Action taken
Illiegal Transmission	FM boardcaster illegally transmitting on 99.5 at Kokopo, Lae, Goroka	Warning notice served and advised to switch off the transmitter
Interference	Interference on aeronautical VHF 25.8 MHz band at Burns Peak	Warning Notice served to FM station identified and its switched off
Interference	Interfernce on aircraft air-ground services on HF 8906kHz	Ongoing and to be resolved as transmission is intermittent
Interference	Interference caused to Mobile Network by boosters at Basamuk	Warning Notice served Booster equiment installed illegally removed
Confiscation of Equipment	Using of non-type approved equipment	Yet to be resolved as client threatened staff with legal action
Interference	Interference caused to Mobile Network at Paga Hill	Warning Notice served and illegal booster confiscated from contractor
Confiscation of Equipment	Importation of Starlik Terminals	Continue to consfiscate the euqipment with help from PNG Customs

ECONOMICS, CONSUMER & INTERNATIONAL AFFAIRS

Economic regulation of the industry, enhancing and promoting consumer welfare and encouraging responsible use of ICT services remains a key component of NICTA's functions to ensure the competition and efficiency goals under the NICT Act are met.

Economic Regulation

In administering Parts VI and VII of the NICT Act on wholesale and retail regulation, the policy framework of the Act envisages that the primary driver of economic progress and development of the sector will be through the dynamics of competitive markets. However, not all desired outcomes have been realized. Therefore, specific regulations are required to ensure that market failure and anti-competitive behavior are corrected through the imposition of wholesale and retail regulations, such as wholesale declarations and retail determinations provided for in the Act.

Mobile Number Portability

Mobile Number Portability (MNP) is an ICT service that allows mobile phone users to retain their phone numbers when switching from one mobile network operator to another. It empowers consumers to change their service provider without the inconvenience of changing their phone number. Numbers are vital for resources to be accessed by users, and porting is the only mechanism to facilitate switching between networks or operators whilst maintaining the phone number.

The MNP process began in 2017 and has involved significant technical, regulatory, and operational complexities. In 2023, work commenced on the MNP Business Rule, which serves as the manual for porting. In 2024, the Consultations was completed and the Response to Comments Report was published on NICTA's website. The first phase of public consultation, focused on establishing technical, business rules, and regulatory foundation. The second phase expanded on the first phase in defining detailed parameters and functional requirements.

The MNP Project is in its final stages, NICTA is finalizing the Cost-Benefit Analysis (CBA) and preparing the final report for the ICT Minister, who must decide on whether to implement MNP under the Act. MNP in Papua New Guinea will enhance competition among service providers, leading to better prices and improved services for consumers. It will also allow users to retain their existing numbers when switching networks, fostering increased customer choice and satisfaction. Additionally, MNP can attract new entrants to the market, promoting innovation and expanding digital access across the country.

Infrastructure Sharing

Infrastructure sharing is part of the broader policy goal to promote effective competition and reduce the cost of deploying telecommunications infrastructure efficiently. The anticipated outcome of this initiative is lower costs of telecommunications and ICT services, thereby contributing to the broader goal of affordability for the people of PNG.

NICTA continues to advocate and encourage voluntary sharing between the mobile network operators (MNO), seeing the MNOs entering commercial arrangements to share infrastructure. A notable highlight is the general agreement within the industry on the need to collocate where possible, and the ongoing discussions between the MNOs represent a positive step toward achieving the benefits of infrastructure sharing.

By fostering collaboration and encouraging voluntary agreements between operators, the initiative aligns with the government's broader goals of promoting competition and ensuring affordable and accessible telecommunications services for all Papua New Guineans.

Annual ICT Statistics Report

NICTA has been working on the 2024 ICT Statistic Report (ICTSR). This report contains ICT Economic Indicators such as sector investment, employment, subscription and penetration. Further, the report discusses mobile coverage, traffic, revenue, quality of service, tariffs and affordability of service and comparison between different ICT service providers.

The contents of the ICTSR will be based on the reports received using the Annual Data Collection Rule 2014. While key challenges in sourcing data on time using this annual data collection rule and the constrained in ensuring quality in the data collection process, NICTA has placed immense efforts to deliver the ICTSR by the end of the year, 2025.

NICTA continues to encourage all licensees including telecommunications operators, MNOs, broadcasters and internet service providers, to provide requested information in a timely manner.

NICTA Integrated Database Project

The Integrated Database Project is an important effort to bring together telecommunications datasets that are currently kept in silos across different departments and systems within NICTA. The goal is to store everything in one central location to make it easier to access, manage, and use.

Through the Data Collection Rule, ICT operators were supplying information to NICTA. However, it has not been efficient and user-friendly to use excel spreadsheets to store data as there has been data loss experienced and poor quality of data.

The database integration project seeks to cure this by creating a system to integrate all the datasets. NICTA is confident that this new system will positively transform NICTA's data management.

NICTA is looking forward to completing this project in 2025 for the benefit of all stakeholders that rely on ICT data.

Domestic Mobile Termination Access Services (Voice) (wholesale rates changed between operators)

NICTA has regulatory powers under Part VI of the Act to intervene in wholesale markets. Between 2012–2014 and 2018–2020, NICTA exercised these powers, resulting in a significant reduction in Mobile Termination Rates (MTRs) — from 26 toea per minute in 2011 to 8 toea per minute in 2020. These reductions were achieved through commercial negotiations under regulatory supervision, which saw the wholesale mobile termination rates on average decline by about 11% each year, up to 2020, since 2011.

In late 2023, based on NICTA's recommendation, the Minister declared mobile and fixed termination services as regulated services resulting in the Wholesale Service Declaration No. 1 of 2023. This was followed in 2024 by the Retail Service Determination No. 1, requiring Digicel to ensure that any difference between on-net and off-net retail pricing does not exceed the applicable Mobile or Fixed termination rate.

Domestic Mobile Termination Access Services (SMS) (wholesale rates changed between operators)

SMS termination rates were also reduced significantly over the 2011–2020 period, falling from 5 toea to 3 toea per SMS through a mix of regulation and industry agreement.

Based on the commercially set agreements by the operators, the SMS termination access rate between each operator ranged from 1 toea to 5 toea per SMS.

Domestic Fixed Termination Access Services (Voice)

Fixed voice termination access services is a declared service in the Wholesale Service Declaration No. 1 of 2023. The declaration requires compliance with pricing principles and fair access obligations.

Operators continue to set fixed termination rates through commercial negotiation, subject to NICTA's oversight. Telikom remained the primary operator providing fixed services within the domestic network and terminates calls on its Fixed Network at 8 toea per minute.

SMS (Short Message Service)

SMS rates, both wholesale and retail, did not changes in 2024. Despite growing popularity of alternative messaging platforms and Over-The-Top (OTT) services, SMS remained an integral communication service for many users in Papua New Guinea. Consequently, operators kept pricing relatively unchanged, focusing on enhancing service reliability and coverage to sustain consumer demand.

Wholesale Fixed Broadband Access Rates (IPLC Circuits)

The wholesale market for fixed broadband access, particularly IPLC circuits, exhibited discernible adjustments in pricing structures and in total bandwidth capacity during 2024. DataCo significantly increased bandwidth capacity from 10Gbps to 200Gbps to meet growing demand for reliable connectivity. In January 2024, IPLC service prices for PPC-1 and CS2 were reduced by over 30%, aligning with the demand surge in capacity requirements and addressing market demand effectively.

This approach aims to stimulate broader adoption of high-speed internet solutions and to support digitalization initiatives across various sectors.

Retail Mobile Subscribers and Penetration Rate

The mobile ICT industry in PNG experienced consistent and accelerating growth between 2020 and 2024. The period was marked by significant market changes, improved affordability, and expanded infrastructure coverage. The mobile sector will continue to be a critical enabler of economic participation, service delivery, and digital inclusion across PNG. Continued investment in rural network rollout, handset affordability, and digital public infrastructure is essential to maintain this momentum.

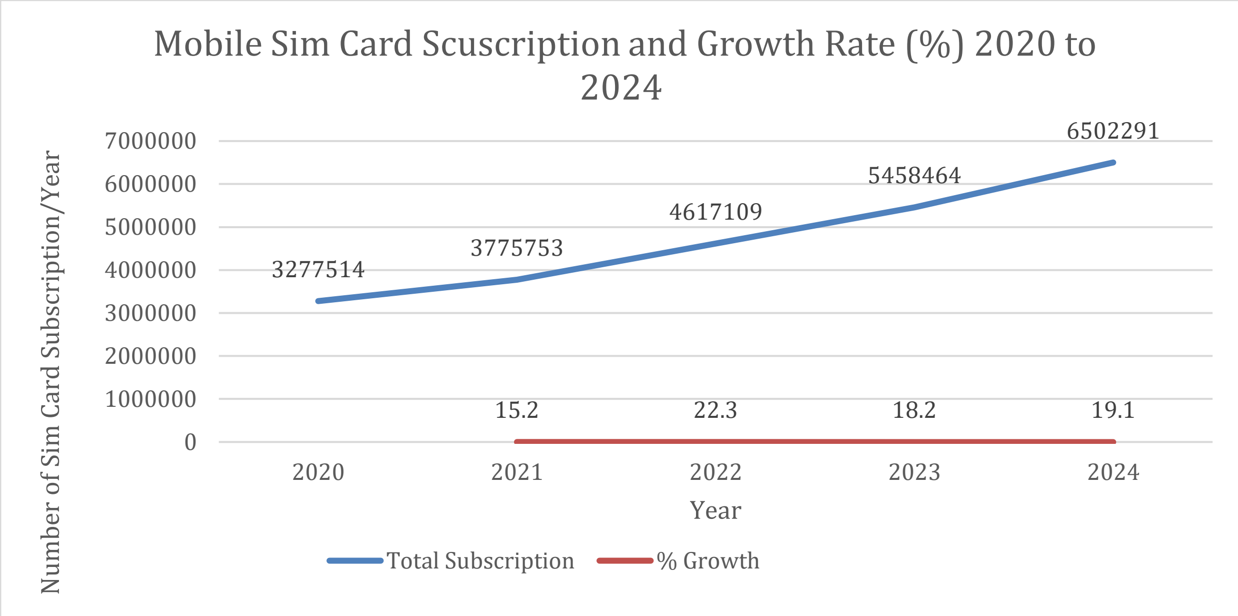
Mobile Subscription and Growth Table & Graphs

Year	Total Mobile Subscriptions	% Growth
2020	3,277,514	—
2021	3,775,753	15.2%
2022	4,617,109	22.3%
2023	5,458,464	18.2%
2024	6,502,291	19.1%

Mobile Subscribers as percentage of the total Population[1]

Year	Total Population	Total Mobile Subscriptions	Percentage of Subscription
2020	9539711	3,277,514	34%
2021	9840089	3,775,753	38%
2022	10150947	4,617,109	45%
2023	10638488	5,458,464	51%
2024	10724556	6,502,291	61%

[1] *Source: PNG National Statistics Office (NSO) Census Data – 2011*

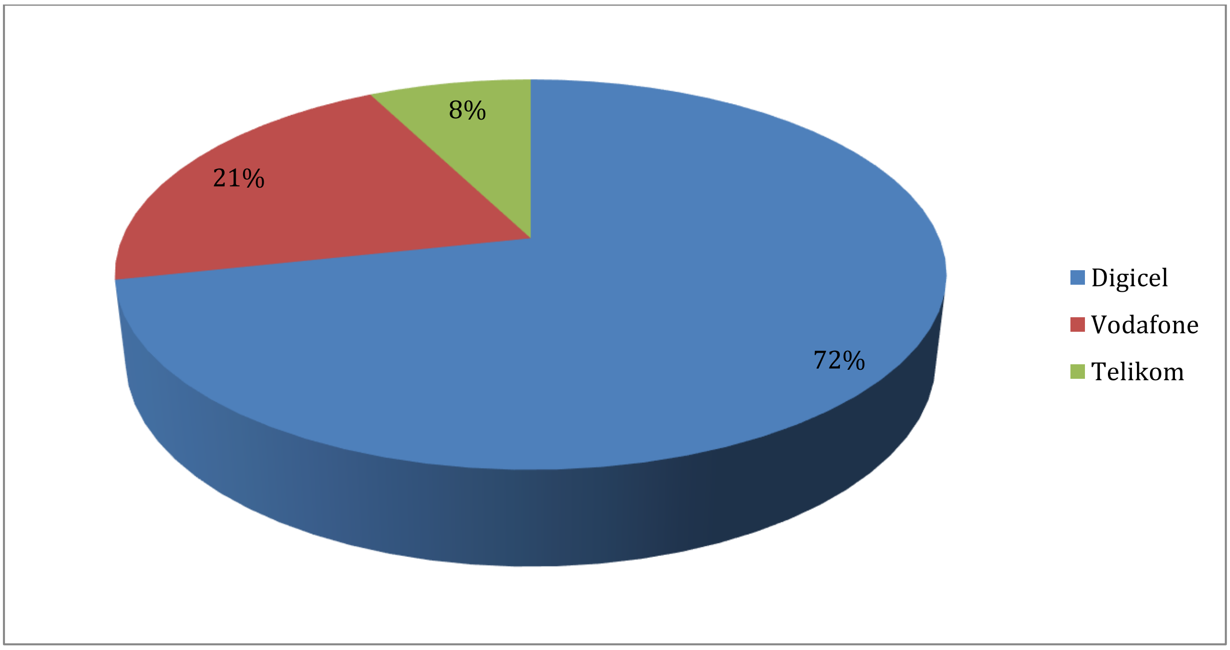


2020 – 2021 - Mobile Subscription grew moderately due to increased digital demand during the COVID-19 pandemic, wider adoption of 3G/4G services in urban centers, and SIM card registration enforcement by NICTA.

2021 – 2022 - A significant increase in subscriptions driven by Vodafone PNG's market entry in April 2022, network infrastructure expansion, and enhanced public awareness of mobile services.

2022 – 2023 - Growth remained strong but slowed due to early market saturation (Mature) in urban areas, inactive SIM card rationalization (Deactivation), and infrastructure challenges in remote areas.

2023 - 2024 - Highest growth recorded, attributed to Vodafone's rural expansion, rising mobile financial services, government-led digital initiatives and increase in young people oriented to mobile phone use.

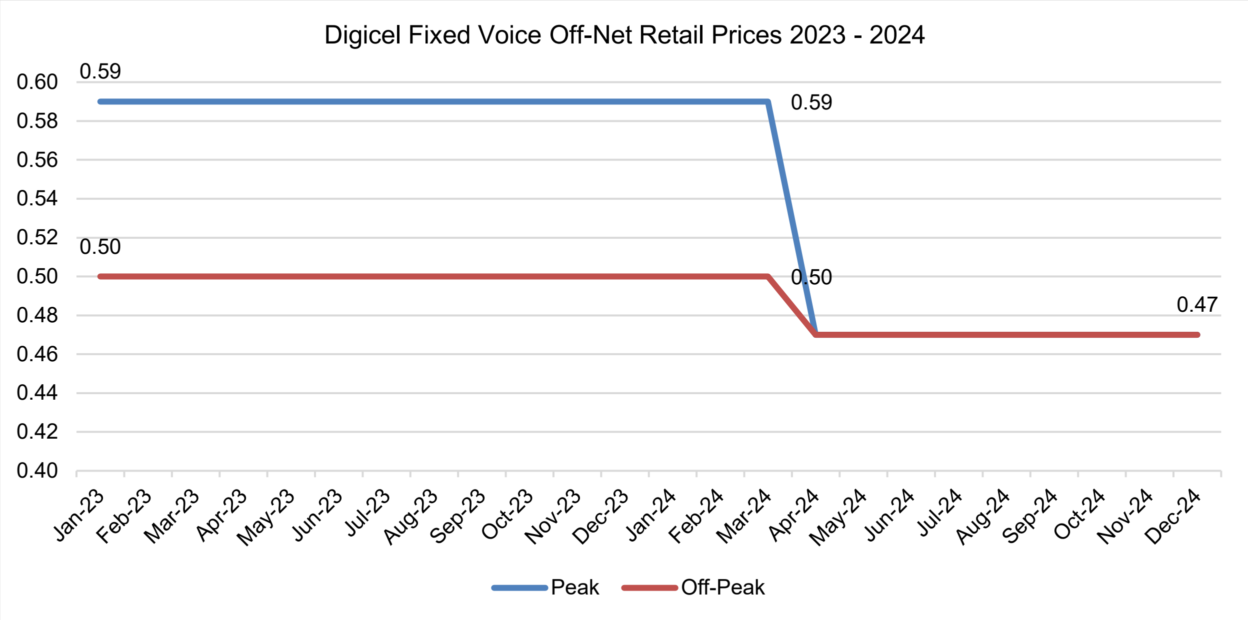


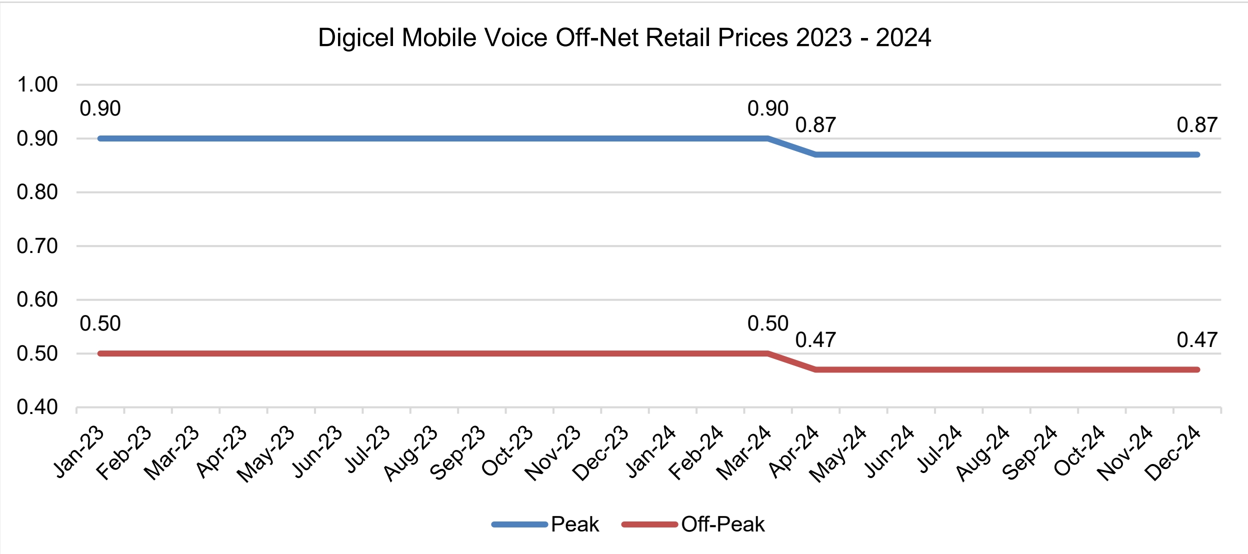
Retail Mobile Voices & Retail SMS Rates

Retail pricing for mobile voice services and SMS remained unchanged in 2023 across all operators.

In 2024, NICTA released *Retail Service Determination No. 1 of 2024* which targeted Digicel's voice and SMS services. Prior to the gazettal of the Retail Service Determination (RSD), Digicel's Fixed Voice Off-Net retail price showed an increase of 53% in the Peak rate. In April 2024, when the RSD was published, it was observed that Digicel made a price reduction of its Fixed Voice Off-Net Peak price of `3%. During the same month, Digicel also reduced its Fixed Voice Off-Net Off-Peak voice prices by 20%. Digicel's Fixed Voice Off-Net for both the Peak and Off-Peak hours remain constant up to December 2024. When the RSD came into effect in May 2024, Digicel did not undertake any price changes and prices remained the same up to December 2024.

Retail Service Determination No. 1 of 2024 requires Digicel to ensure that any difference between on-net and off-net retail pricing does not exceed the applicable Mobile or Fixed termination rate.



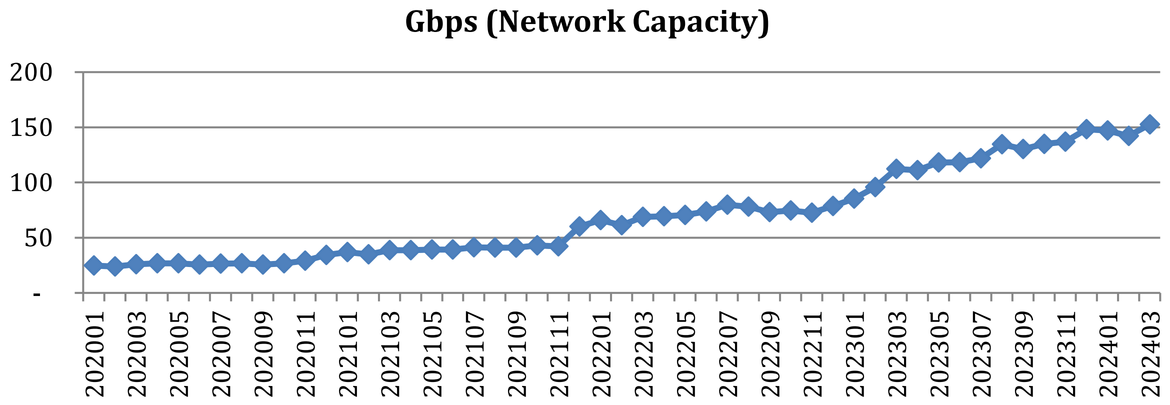


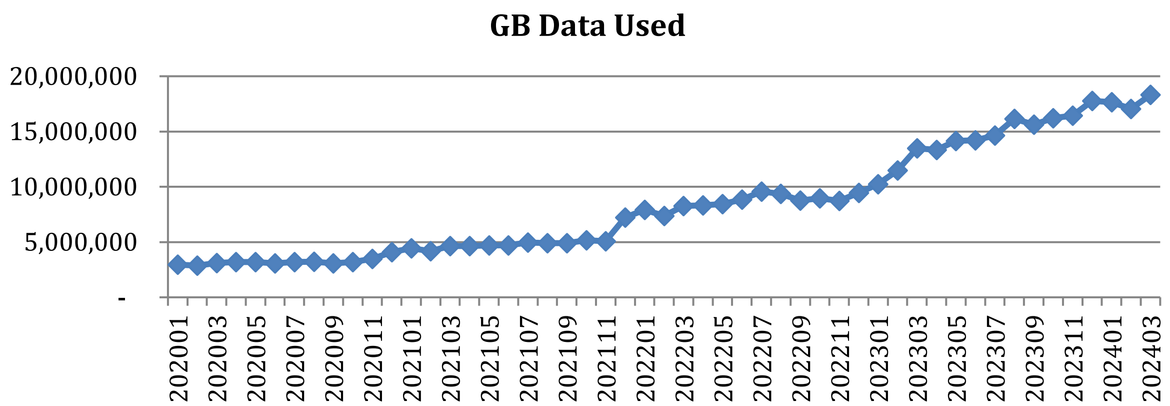
Operators continued to bundle voice and SMS packages with data plans, catering to diverse consumer preferences and usage patterns. This bundling strategy, coupled with periodic promotional offers, contributed to maintaining price competitiveness while ensuring service differentiation in the retail segment.

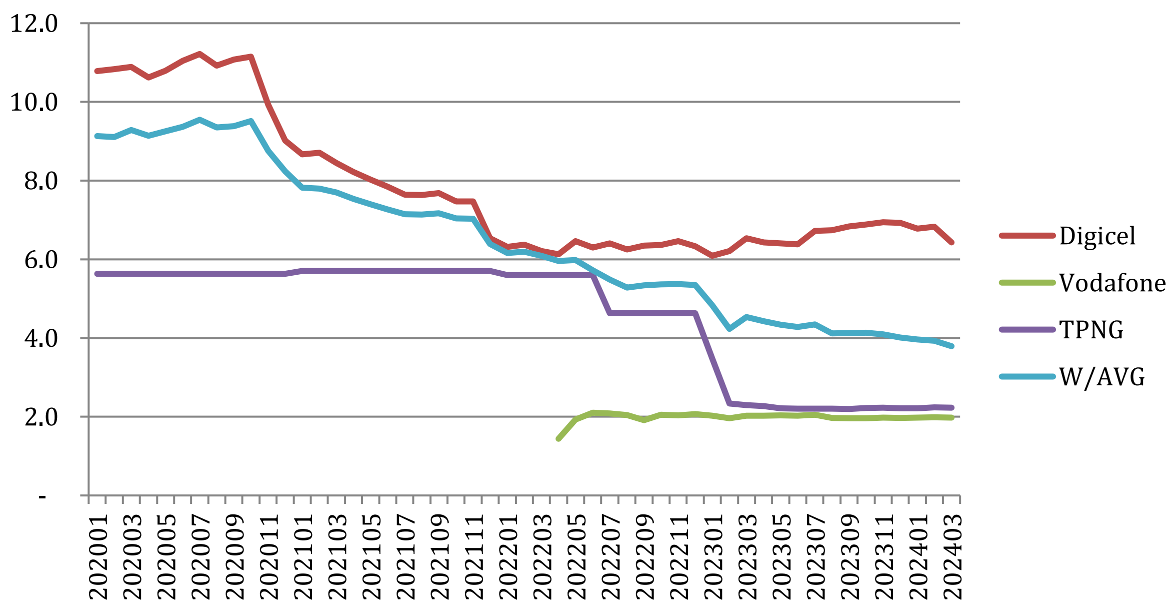
Retail Mobile Data

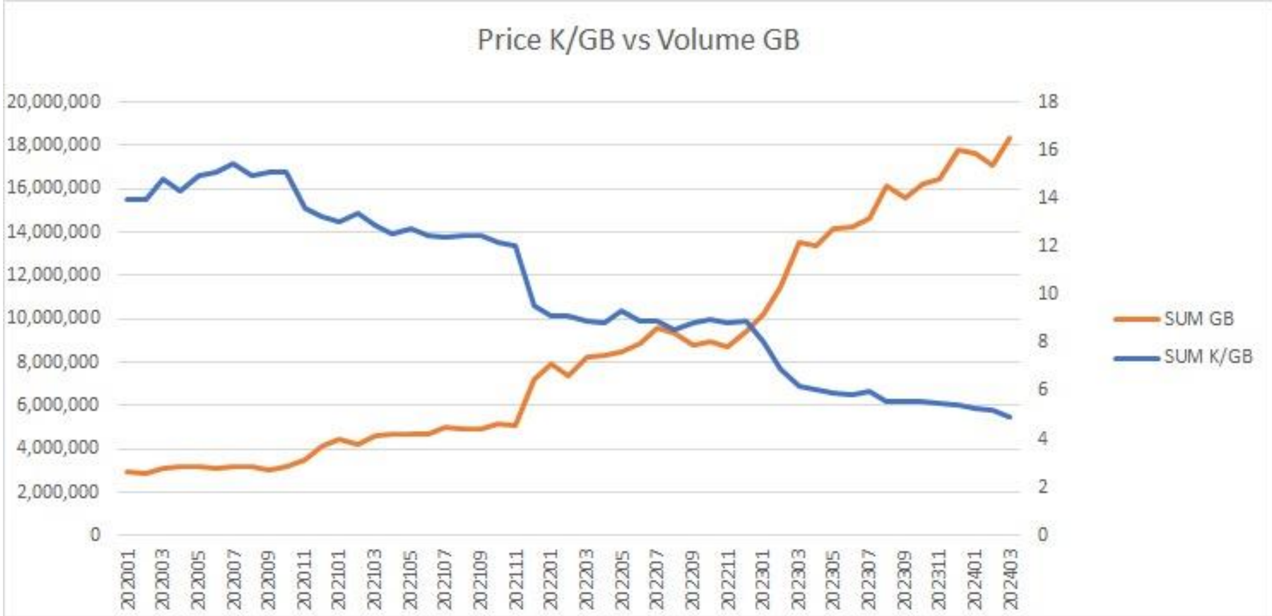
Based on aggregate real data from each operator and each plan sold, consumers currently buy around 10 million GB of data per month. Total mobile data usage in PNG is estimated at around 150 Gbps of capacity.

With the addition of fixed internet and satellite services, it is estimated that total Internet Usage in PNG is around 180-200 Gbps.









NICTA commissioned an Affordability Study in 2024 which found that the average retail data prices have been declining steadily in recent years as can been seen in the above graphs. In early 2020, the average data rates was about K9 per GB and came down to about K4 per GB in Q1, 2024 which is a reduction of about 55%.

Largest price declines have occurred in the period since early 2022, coinciding with the entry of Vodafone into the PNG market.

In summary, Papua New Guinea's ICT market in fiscal year 2023 to 2024 reflected a balance between stability and moderate price adjustments across key services. Operators navigated among evolving consumer demands and competitive pressures while prioritizing network enhancements and service innovations. Looking ahead, the industry is poised for further transformation driven by technological advancements and evolving regulatory frameworks, shaping the accessibility and affordability of ICT.

Public Inquiries, Consultations and Investigations

One of NICTA's most established tools for understanding industry and public requirements and expectations is conducting public inquiries and public consultations concerning markets where there are issues, such as perceived market failure, that may benefit from regulatory intervention.

There may be various reasons for market failure, such as, the absence of multiple players, imbalance of market shares or abuse of dominance. Any kind of market intervention must be geared toward improving the market conditions for the long-term benefit of consumers. In 2024, NICTA conducted six (6) public inquiries and consultations and four (4) major investigations into spectrum interference incidents.

A full listing of all public consultations, inquiries and investigations is provided in Annex E.

Declarations

The *NICT Act 2009* provides for declarations in relation to wholesale access services that satisfy competition and other criteria. A declaration enables NICTA to regulate services. Several wholesale services were declared in the past.

Domestic Mobile and Fixed Terminating Access Services Wholesale Services

In October 2022, NICTA commenced a public inquiry into the potential declaration of the Domestic Mobile and Fixed Terminating Access Services (DM & FTAS) in the Wholesale Services Market.

The DM & FTAS are wholesale interconnection services provided by both mobile and fixed network operators to other operators. The operators enable the transfer of calls between its subscribers on different networks and are commonly referred to as Interconnection Services.

The Inquiry concluded that all fixed and mobile network operators have exclusive control over access to all calls received on their networks. This control gives the operators significant market power, allowing these operators to set prices for these services with minimal competitive pressure. Based on the inquiry findings, NICTA made a recommendation to the Minister to declare these interconnection services and bring them under regulatory oversight on pricing and non-pricing terms of these services.

Towards the end of 2023, NICTA declared the mobile and fixed termination access services under the declaration Wholesale Service Declaration No. 1 of 2023.

Retail Services Determination

A Retail Services Determination (RSD) is an instrument made by the Minister based on the recommendation of NICTA to enable regulation of retail services in a retail market. The RSD, on-net and off-net prices differentials regulation for retail services was first applied to Digicel Limited in 2012 due to its dominance on retail voice telephony services. Following the expiry of that determination in 2017, NICTA again recommended constraining the extent of the differentials between Digicel on-net and off-net rates. The recommendation was not accepted by the Minister.

In 2023, NICTA conducted a public inquiry into mobile retail rates subsequently resulting in the reduction of off-net price of Digicel's mobile price discrimination to zero. The rate was then reduced to no more than the interconnection rate. Which means, Digicel's price difference between its on-net off-net rates cannot be more than the mobile terminate rate. The objective of this determination is to encourage competition and affordability of voice service for consumers. This applies only to the standard voice call service.

The public inquiry was completed in October 2023. The resulting RSD was declared on 15 April 2024 and came into effect on 15 May 2024.

Consumer Affairs

ICT Consumer Protection Framework

NICTA initiated development of a consumer protection framework in 2024, setting the foundation for ensuring fairness, safeguarding consumer rights, and fostering trust for consumers in an ever-evolving ICT landscape. Administering this consumer protection framework remains a key priority for NICTA.

The framework involves reviewing and updating existing regulatory instruments, establishing minimum standards for retail service providers, developing an effective system for handling consumer complaints, and monitoring ICT licensees to ensure compliance with their regulatory obligations. NICTA is actively and continuously working on revising and enhancing these regulations to better meet current industry needs and future challenges.

Consumer Awareness

NICTA continued its commitment to ensuring cyber safety and security awareness by educating the public on potential and existing threats, cyber hygiene and the importance of responsible behavior online.

With increasing mobile internet penetration, end users are faced with constant challenges related to cybercrime. The greatest of these challenges is that existing legal frameworks are not sufficient to address technological advancements such as artificial intelligence creating opportunities for exploitation. NICTA conducts annual cyber awareness programs in partnership with key government agencies such as the Department of ICT, industry and civil society groups.

National Cyber Security Awareness Month

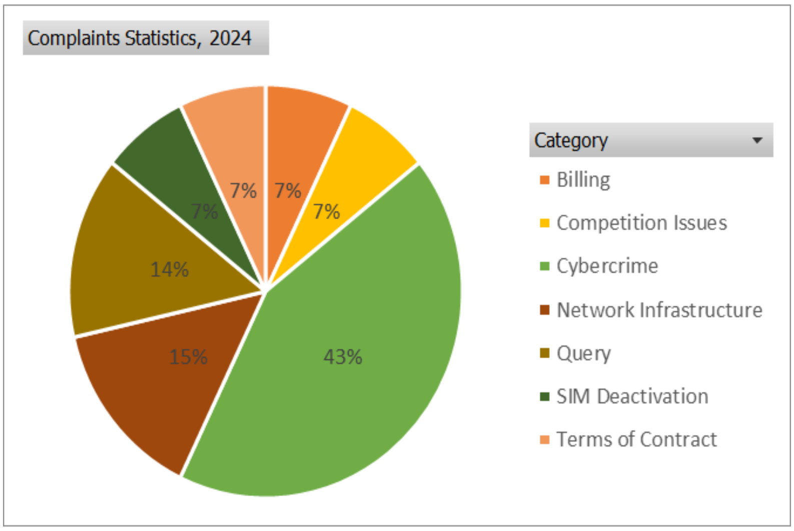
National Cybersecurity Awareness Month is dedicated for the public and private sectors to work together to raise awareness about the importance of cybersecurity. Over the years it has grown into a collaborative effort between government and industry to enhance cybersecurity awareness, encourage actions by the public to reduce online risk, and generate discussion on cyber threats on a national and global scale.
Throughout October 2024, NICTA, in partnership with the Department of ICT and the National Broadcasting Corporation (NBC) facilitated various commemorative activities in observance of the annual theme 'Secure Our World'. Key activities during the campaign included Press Release by the Minister for ICT, Hon. Timothy Masiu as well as making available public resources on best practice and tips for staying secure online.

Consumer Complaints

Complaints provide insight into issues affecting consumers whilst also identifying potential breaches of the Act and its subordinate instruments. The Act empowers NICTA to intervene in complaints against licensees who may be in breach of their license terms and conditions, the Act or any mandatory instruments. The issue of cybercrime remains a challenge for the greater populace. Whilst cybercrime related complaints are referred to the Royal PNG Constabulary for investigation and necessary action, such complaints issues also inform the Branch's advocacy initiatives which aim to help shape positive end user behavior and online practices.

The CAB has also capitalized on opportunities through stakeholder collaboration to strengthen the role of consumer protection. The primary enabler in this being the establishment of Memorandums of Understanding (MoU) with key partners in consumer protection including ICCC, with the aim to enhance working relationships with other regulators or agencies responsible for aspects of consumer protection in the digital space.

Category	No. of Complaints
Billing	1
Competition Issues	1
Cybercrime	6
Network Infrastructure	2
Query	2
SIM Deactivation	1
Terms of Contract	1
Total Complaints	14



In recent years, a wide variety of new consumer-related issues and concerns have arisen in relation to the increasing presence of ICT services in the lives of PNG citizens. These growing concerns involve costs, marketing, deceptive practices, fair and equitable treatment, customer privacy, protection from abuse, and ability to resolve complaints, among other issues. The Branch therefore has undertaken to update and expand the Consumer Protection Rule 2014 to address these and related issues in support of consumer interests in the ICT sector. The work on this continued through the latter part of 2024 and will be completed in 2025.

Consumer Complaints Management System

NICTA embarked on developing a Consumer Complaints Management Guideline setting out escalation procedures for consumer redress. Depending on the nature of the complaint, the process involves early resolution, internal investigations and external referrals.

The proposed guideline provides a structured approach for processing and resolving consumer grievances within the industry, emphasizing key elements such as accessibility, timeliness, and transparency. This initiative is part of broader efforts to review and update existing regulatory instruments. The draft guideline is currently being prepared and will be opened for public consultation in 2025.

International Affairs, Engagements and Partnerships

NICTA's international engagement efforts, foster strategic partnerships, manages administration of bilateral and multilateral treaties, membership and affiliations. These responsibilities align with Section 9(h) of the NICT Act which is one of the 13 key functions of the Act and are given prominence in the Corporate Plan 2020 – 2025.

This necessitates active collaboration with international regulators from advanced economies, as well as engagement with leading institutions such as the United Nations' International Telecommunication Union (ITU), the Asia-Pacific Telecommunity (APT), and the APEC Telecommunications and Information Working Group (TELWG), among others. Such partnerships are crucial to ensuring that NICTA remains at the forefront of global ICT regulation.

Some highlights of the tasks undertaken in 2024 are detailed below.

- *Pacific ICT Dialogue – The Lagatoi Declaration*

Papua New Guinea (PNG) has taken a leadership role in this initiative, positioning itself as a regional hub for ICT innovation and cooperation. The Minister of ICT, Honourable Timothy Masiu is the Char of the Pacific Ministerial Dialogue. NICTA through the CEO is serving as the Chair of the Senior Officials of ICT.

The Lagatoi Declaration is a landmark regional commitment among Pacific Island nations to strengthen digital connectivity, promote sustainable ICT development, and foster regional cooperation in the Pacific. Initiated in 2023, the Declaration was motivated by the need to address common challenges such as limited infrastructure, digital inequality, and cybersecurity threats, especially in small island nations. It aims to accelerate digital transformation, improve access to vital services, and build resilient ICT ecosystems across the region.

The Declaration underscores the importance of regional partnership, with Pacific nations working together to share knowledge, resources, and infrastructure. It also emphasizes sustainable development, disaster resilience, and the protection of digital ecosystems.

The current status of the Lagatoi Declaration involves ongoing implementation of regional projects, capacity-building programs, and infrastructure investments. Members are actively engaging in collaborative efforts to achieve the objectives outlined in the Declaration, with PNG championing these efforts in leading regional forums. Overall, the Lagatoi Declaration signifies a unified Pacific commitment to embracing digital opportunities while fostering resilience and inclusive growth.

In 2024, the Strategic Plan was finalized by the Senior Officials which was reported to the Pacific Leaders Forum in Tonga by the PNG delegation headed by the Honorable Prime Minister James Marape.

- *APEC: APEC ICT Skills Framework Implementation Project*

The APEC ICT Skills Framework Implementation Project is a self-funded APEC project by PNG. This project is important because of the positive impact on the cross-border movement of ICT-skilled employees who may be able to find jobs within APEC economies. NICTA staff concluded the preparatory work in 2024 and began work on the implementation of the project with the introduction of initial three to four ICT courses under Skills for Information Age (SFIA) in early 2026 by our stakeholder universities.

- *International Telecommunication Union - Telecommunication Standardization Assembly (WTSA-24)*

The WTSA-24 was held from October 15 to 24, 2024, in New Delhi, India. The event was pivotal in shaping the future of global telecommunications and ICT standards. The ITU organized the global event to bring together member states, industry leaders, and experts to set the agenda for the ITU Telecommunication Standardization Sector (ITU-T) for the next four years. Key activities included adopting resolutions on emerging technologies like 5G, AI, IoT, and green ICTs, promoting global interoperability, and revising study group structures to address industry challenges.

WTSA-24 also highlighted the importance of using ICTs to advance the UN Sustainable Development Goals (SDGs), with a focus on inclusive participation and collaborative policymaking. PNG was represented by NICTA.

- *Asia-Pacific Telecommunity - The 24th APT Policy and Regulatory Forum (PRF-24) and Management Committee*

The APT is international organization consisting of over 30 Member Governments and over 50 telecommunications operators in the Asia Pacific region. NICTA is currently one of the Vice-Chairs of the APT.

One of the important APT events in 2024 attended by NICTA, was the PRF-24 held in Chiang Mai, Thailand from July 16 to 18, 2024. The forum focused on the five strategic pillars of APT's Strategic Plan for 2024-2026 and featured high-level dialogue among ministers and senior officials, a regulators' roundtable, and business dialogues addressing technology foresight and 6G/IMT-2030.

In this meeting NICTA through the CEO was appointed as the Chairman of the APT Preparatory Group for the 2025 ITU World Telecommunications Development Conference. This is a significant achievement for NICTA and PNG as it not only recognizes PNGs capacity and but signifies PNGs active and constructive engagement with partners at the regional and global stage in the ICT sector.

NICTA also participated in the APT Management Committee in November 2024 which approved the APT Work Program and Budget for 2025. PNG receives a lot of support from APT and ITU through technical assistance, human capacity development and training programs.

- Partnerships

In 2024 continued working with international and regional counterparts, to set the benchmark in ICT regulatory excellence in the world. PNG as a member of ITU continues to work in close collaboration to domesticate international best practices to develop ICT industry in PNG. In collaboration with these organisations to advance these ideals, some of the projects being domesticated are:

- APT International Collaborative Research (CI) on Early Warning Systems (EWS) in PNG
- develop the Internet of Things (IoT) and Artificial Intelligence (AI) Regulatory Framework
- ICT for Climate Action in Papua New Guinea
- Migration from Analogue to Digital Broadcasting TV Services
- Digital Transformation Initiative for SMEs
- ICT-Based Initiatives for E-Health and Humanitarian Assistance
- E-Waste and Green ICT Regulatory Framework

MoUs with International Partners

NICTA continues to partner with international agencies to harness international best practices and regulatory excellence to support regulation in PNG. In 2024, NICTA began discussions for a MoU with the Australia Media and Communications Authority (ACMA) with the intention to build capacity especially for new NICTA staff through secondment to ACMA.

NICTA also commence similar arrangements with the Telecommunications Authority of Fiji.

- *MoU between NICTA and USAID DCCP, Pacific Activity*

NICTA signed an MoU with USAID Digital Connectivity and Connectivity Program (DCCP) in late 2024. The DCCP was launched in 2018 to address the challenges of ensuring digital transformation is secure, inclusive, and open. It focuses on expanding secure internet access in emerging markets, promoting policies for reliable digital infrastructure, increasing U.S. ICT exports, and fostering global cybersecurity best practices.

- *ITU-Sanctioned International Days*

NICTA in collaboration with other government agencies and NGOs celebrated the following ITU events:

- Safer Internet Day (Supported by ITU) on 6 February 2024
- World Radio Day (Co-promoted by ITU and UNESCO) on 13 February 2024
- International Girls in ICT Day on 29 April 2024
- World Telecommunication and Information Society Day (WTISD) on 17 May 2024

UNIVERSAL ACCESS AND SERVICES

NICTA administers the Universal Access and Service regime (UAS) under Part V of the Act. NICTA imposes a revenue-related levy on operator licensees to fund projects that promote the long-term economic and social development of PNG.

The UAS Fund is used to improve ICT infrastructure and services, particularly for rural communities in PNG. In recent years projects have been targeted at providing service to unserved or underserved areas.

UAS Board

The UAS Board, as established under Section 91, of the Act, is supported by a Secretariat, with staff drawn from NICTA. The Board is independent of NICTA. The functions of the UAS Board are to research and give advice to the ICT Minister on matters related to universal access and service. It is also required to develop and receive UAS project proposals from stakeholders and submit them to the Minister for approval. The members of the UAS Board are the Chairman of the NICTA Board, Secretary Department of Information and Communications Technology (ex-officio), Secretary for Department of Finance (ex-officio), Secretary for Department of National Planning and Monitoring (ex-officio) and a private sector representative.

Approved UAS 2024 Projects

The 2024 Projects were developed in accordance with the UAS Strategic Plan 2023-2027.

Projects earmarked for 2024 were approved by the Minister for ICT on the 5th January 2024. The 2024 projects as shared in this Report, are linked to the new UAS Strategic Plan 2023-2027.

In alignment with the Government's Medium Term Development Plan of 2023-2027, all projects address both the supply and demand side of the ICT sector. It is envisaged that, through effective partnership, all projects will be completed as planned.

Projects Highlights

The project highlights reported here include approved projects from 2024 and projects approved in previous years.

- 2024 - Mobile Broadband (Greenfield) – K8M

Bids were received for the mobile greenfield projects for 2024. This is a significant milestone compared to previous years when no bids were received for various reasons. The tender evaluation has been completed and is pending award by the National Procurement Commission (NPC).

- 2024 - Connect the Airstrips – K0.87M

In partnership with the Rural Airstrip Agency (RAA) two remote airstrips are currently under construction and are earmarked to be connected through the fixed broadband services. NICTA will deploy the fixed broadband services once the airstrips have been completed.

- 2024 – Connect the schools – K4.158M

One of the key dependencies for this project is the readiness of the recipient schools for NICTA to install ICT infrastructure.

Several selected schools finally confirmed readiness towards the end of 2024 which allowed the procurement process to begin.

Of the 19 schools committed, 7 have been awarded to local contractors, 7 in the procurement phase and the remaining 5 are yet to be procured.

- 2024 - Radio Broadcasting – K2.6M

This project is targeted at extending coverage to 4 districts that are currently without any radio broadcasting signal. The tender evaluation has been completed and is pending award by the NPC.

- 2023 – Radio Broadcasting – K2M

The radio broadcasting contract was awarded to the National Broadcasting Commission (NBC) for the provision of radio broadcasting services in the following 4 districts; Central Bougainville, Talasea, Mendi, and Popondetta.

- Flexible Open and Distance Education (FODE) Project

The FODE project is a key high-impact project that NICTA through the UAS has engaged in. In partnership with the Department of Education (DoE), the project aims to fully digitize all FODE syllabuses and for online access by students all over the country. The project is the first of its kind and NICTA is thrilled to have sponsored the project.

This project is in line with the Government's "Leave No One Behind" policy. A Memorandum of Agreement (MoA) was signed on September 2023 to commence the project. A local software company Reelae Limited was engaged to digitize the school materials and build an online learning platform.

Under this partnership, grades 7 to 10 FODE subjects will be fully digitalized and made available online. To date, grades 10, 8 and 7 have been completed and are now online, grade 9 subjects will be completed by mid 2025.

It is envisaged that this online initiative will have a significant impact on students and teachers alike nationwide. Even the remotest schools can still access these materials, provided there is internet connectivity.

UAS Fund and Levy Collection (2016-2023)

The levy recovery initiative, resulted in much needed improvement in collections over the past 4 years, with over 70% of outstanding levies successfully recovered. Several operators, particularly those owned by the Government, have committed to settling their outstanding UAS levies through scheduled installment payments. NICTA remains committed to ensuring compliance with these agreements by conducting regular follow-ups and engaging in meetings with individual operators as part of the debt recovery process. The UAS Trust Fund balances have seen significant growth over the last 4 years, as a direct result of our persistent collection efforts. While most operators have been compliant, there are a few operators who continue to lag behind in meeting their obligations. NICTA will ensure compliance in all cases.

Audits for the UAS Fund

In 2024, NICTA engaged an independent accounting firm to prepare financial statements covering the years 2017 to 2023. This process is nearing completion, and NICTA has begun coordinating with the Auditor General's Office to initiate an external audit of the UAS Fund. Plans are underway to ensure the audit is completed by mid-2025, and then published.

Mobile Service Coverage Update

Mobile services play a vital role in advancing Papua New Guinea's universal connectivity agenda. The objective is to expand the reach of advanced broadband wireless mobile communication services, such as 3G/HSPA+, 4G/LTE, or other cutting-edge systems, to as many areas of the country as possible. This aims to provide citizens with reliable, high-quality access to the Internet and modern mobile applications.

In 2024, Digicel, Telikom, and Vodafone continued to upgrade their networks and expand the reach of their cellular mobile services. Mobile coverage, in terms of technology, is constantly evolving to meet market demands, competition, and technological advancements. NICTA remains committed to this agenda in the coming year.

CORPORATE SERVICES

The Corporate Services Department consists of four branches; Human Resources, Finance, Properties and Administration, and Information Technology. Currently top on its' list of work priorities is facilitating the implementation of NICTA's Corporate Plan 2021-2025, that concludes this year 2025 and is due for renewal. Each branch is delivering on its Action Items under the plan, some of which are highlighted below – namely, those actions that are likely to have the greatest impact on growth of the organisation and maintaining its effectiveness as the nations' ICT Regulator.

Human Resources Branch

NICTA currently has 96 full time staff. About 90% are stationed at HQ, Port Moresby while the remaining 10% are stationed at the Momase, Highlands and New Guinea Islands regional offices. Staffing comprises of the core engineering & resource planning staff, licensing and enforcement staff, the economic, consumer and international affairs staff, the universal access and Office of CEO staff, and the support staff of corporate services. By 2025, NICTA will also have staff in the areas of digital services, media regulation and emerging technology research.

Staff Training and Development

Given the rapid changes in technology and the dynamic nature of the ICT industry, NICTA has an adequate training policy to ensure staff are continuously trained and appropriately upskilled deliver on the functions of NICTA. The NICTA Training and Development Policy 2013 permits both short- and long-term training, providing an opportunity for eligible staff to attain new certification and or higher qualifications in areas lacking capacity. The training needs for 2024 were identified through the prior year's staff performance appraisal process and implemented accordingly. A total of 25 staff underwent training in 2024.

In addition, important policy work on staff development and welfare initiated and progressed in 2024 are as follows:

NICTA Terms & Conditions of Employment 2012

In addition to adhering to the General Orders issued by the Department of Personnel Management, the NICT Act 2009 empowers the NICTA Board to establish comparative terms and conditions of employment. Given the passage of time since 2012, Management commenced work on a number of improvements that would be considered by the NICTA Board in 2025. The improved terms and conditions of employment are continuously aimed at attracting and retaining highly specialized talent from the ICT industry, ensuring NICTA remains well-staffed to meet its organizational objectives.

The comprehensive review, amongst other things, focused on alignment with industry standards and enhanced employee satisfaction and retention. As of the end of 2024, the review process is approximately 95% complete and is projected to conclude in the first half of 2025.

Retrenchment and Retirement Package policy

Since its establishment in 2010, NICTA's workforce has gradually aged, necessitating a structured approach to workforce planning. As part of its ongoing efforts to optimize workforce demographics and ensure sustainable succession planning, NICTA has implemented a Retrenchment and Retirement Package Policy 2024 to facilitate the orderly exit of aging and medically unfit employees while creating opportunities for new and younger talent.

In 2024, NICTA formally commenced the retrenchment process for aging staff, with 11 employees successfully retrenched and their benefits fully disbursed.

This policy aligns with NICTA's strategic objective of gradually reducing the average workforce age from its current 40 years to an optimal 35 years. By implementing this initiative, NICTA aims to enhance workforce efficiency, inject fresh talent into the organization, and maintain a balanced workforce structure that supports both institutional knowledge retention and future growth.

Restructure Updates

As part of NICTA's restructuring efforts under the Corporate Plan 2021–2025, a comprehensive Job Evaluation (JE) process was conducted across all new and existing positions to ensure an optimized and transparent workforce framework. The HAY job evaluation process was utilized as it is being done for all government departments.

The final JE report is scheduled for CEO and NICTA Board endorsement by first quarter of 2025 and followed soon after by full implementation of the new structure superseding the old.

In parallel, NICTA has made significant progress in recruitment, successfully filling 75% of newly created positions, along with existing roles, to strengthen organizational capacity. These efforts reinforce operational efficiency, workforce alignment, and talent development, positioning NICTA for sustained growth and strategic execution.

Graduate Development Policy 2024

NICTA has historically recruited graduates to fill entry-level roles; however, to enhance talent acquisition and structured career development, a more systematic Graduate Development Program (GDP) has been established. This program is designed to attract, develop, and retain top-tier graduates from universities, ensuring a continuous pipeline of skilled professionals who can seamlessly transition into junior-level positions within the organization.

The Graduate Development Policy was formally approved by the NICTA Board in 2023, with implementation scheduled for 2024. As such, NICTA commenced the program in the last quarter of 2024 by advertising graduate positions, targeting exceptional candidates in key disciplines relevant to the organization's needs. The recruitment process is currently underway, and the first cohort of graduates under the policy is set to commence in the first quarter of 2025.

By aligning with private-sector best practices, the GDP aims to provide structured career pathways, mentorship, and hands-on learning experiences, preparing graduates for various roles within NICTA.

Girls in ICT (GICT) Tertiary Scholarship Program

We are pleased to report on the continued success of the Girls in ICT (GICT) Tertiary Scholarship, an academic scholarship program fully funded by NICTA. Launched in 2013, with actual implementation commenced in 2016, the program has since played a pivotal role in supporting and empowering young women in Papua New Guinea to pursue careers in STEM (Science, Technology, Engineering, and Mathematics).

This initiative aligns with the government's broader vision of gender inclusivity in national development and further supports the International Telecommunication Union's (ITU) global objective of increasing female participation in STEM fields. As PNG's representative to the ITU, NICTA remains committed to fostering gender equality in the ICT sector through targeted educational opportunities.

The scholarship covers tuition fees, boarding and lodging, stationary allowance including a laptop and external hard drive, fortnightly stipend and travel expense for the duration of the program.

From 2016 to 2024, NICTA has so far sponsored a total of 36 scholars. Fifteen (15) have already graduated and are working in the ICT field, four (4) more will graduate in 2025 (having completed studies at the end of 2024), while the rest are working through their first to third years. A small number have failed to maintain their scholarship. The 36 scholars represent a total investment by NICTA to date of just under K3 million.

Finance Branch

NICTA continues to ensure prudent management of its finances as per the NICT Act 2009 and PFMA 1995, and applying the best accounting practices and standards consistent with the Audit Act 1989.

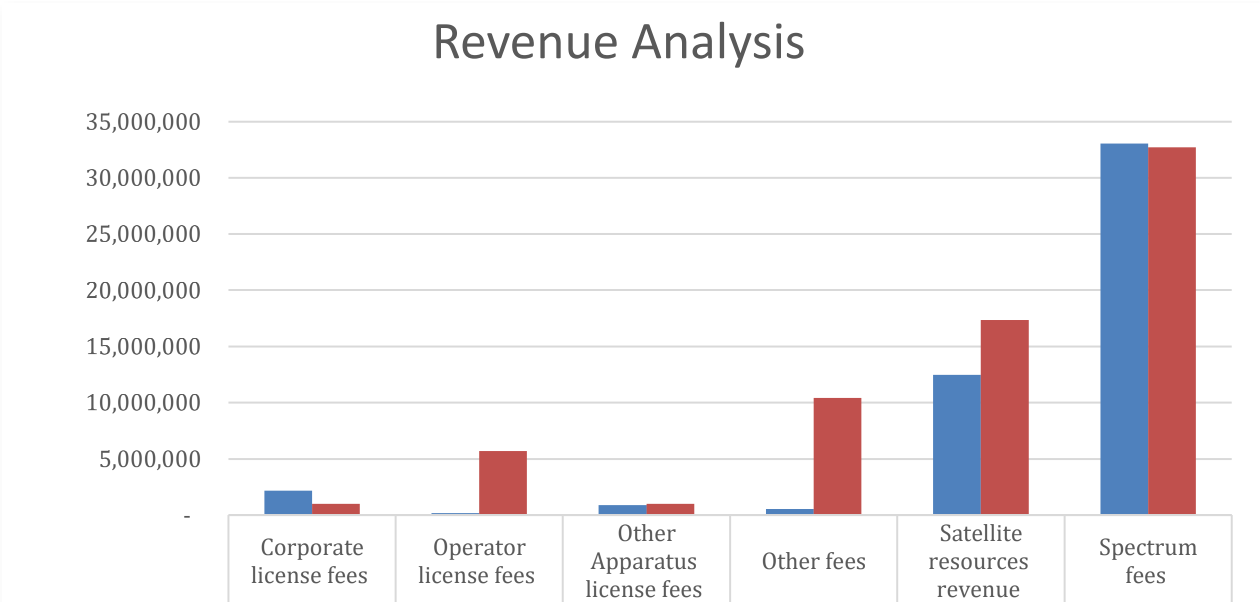
This section provides a high-level financial position as at December 31, 2024, beginning with the following summary:

- Total Revenue generated for the year-to-date period ending 31 Dec 2024 was K49.3 million
- Total Expenditure for the period including NTRA settled was K46.1 million
- The Expenditure was absorbed into two main categories: Operational costs (K21.8 million), staff and staff related costs (K20.8 million). NTRA portion settled at K3.5 million.
- Capital Expenditure for the period to 31 Dec 2024 was K1.9 million.
- Overall spending was within budget
- Net Surplus for the period to 31 Dec 2024 was K3.6 million.

Revenue and Expenditure as at 31 Dec 2024

REVENUE	**K49,304,418**
OPERATIONAL EXPENDITURE	K21,803,735
STAFF & STAFF RELATED COSTS	K20,846,621
NTR portion settled	K3,532,266
OPERATING PROFIT	K3,121,796
OTHER INCOME	K528,206
NET SURPLUS	K3,650,002

Revenue Analysis



	Corporate license fees	Operator license fees	Other Apparatus license fees	Other fees	Satellite resources revenue	Spectrum fees
Revenue Amt	2,164,361	177,077	874,956	548,874	12,479,406	33,059,744
Budget Amt	1,000,000	5,700,000	1,000,000	10,430,000	17,350,000	32,718,049

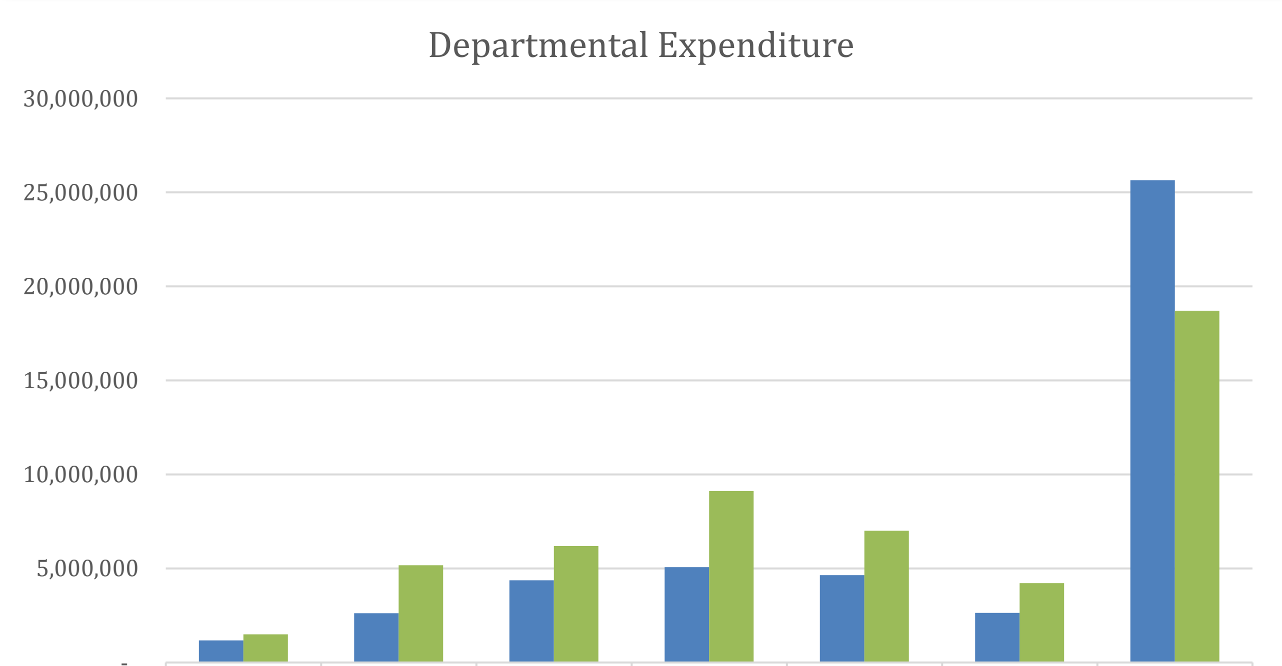
The graph below illustrates the budgeted annual revenue against revenue generated for the period ended 31 Dec 2024

The budgeted revenue against the actual revenue collected reflects 28% of revenue behind budget which was collected as at 31 Dec 2024 mainly coming from Operator license fees at K177k against budget at K5.7m; Other Fees *(mainly from inspection fees and numbering fees with actual total received at K345k against budget set at K10.2m)*. There was a reforecast for numbering fees down to K500k for FY24. Also contributing was Satellite resources revenue fees actual received at K12.4m against budget set at K17.3m.

Expenditure Analysis

Operational Expenditure

The total year to date expenditure for the period ending 31 Dec 2024 was K46.1 million. The break-up of the expenditure by departments is summarized below in Graph 1.2. The graph shows that Operational spending by each Department was within their respective allocated budget except CSD exceeding budget mainly due to incurring the NTRA portion paid which was not budgeted for along with other miscellaneous expenses captured for the other departments.

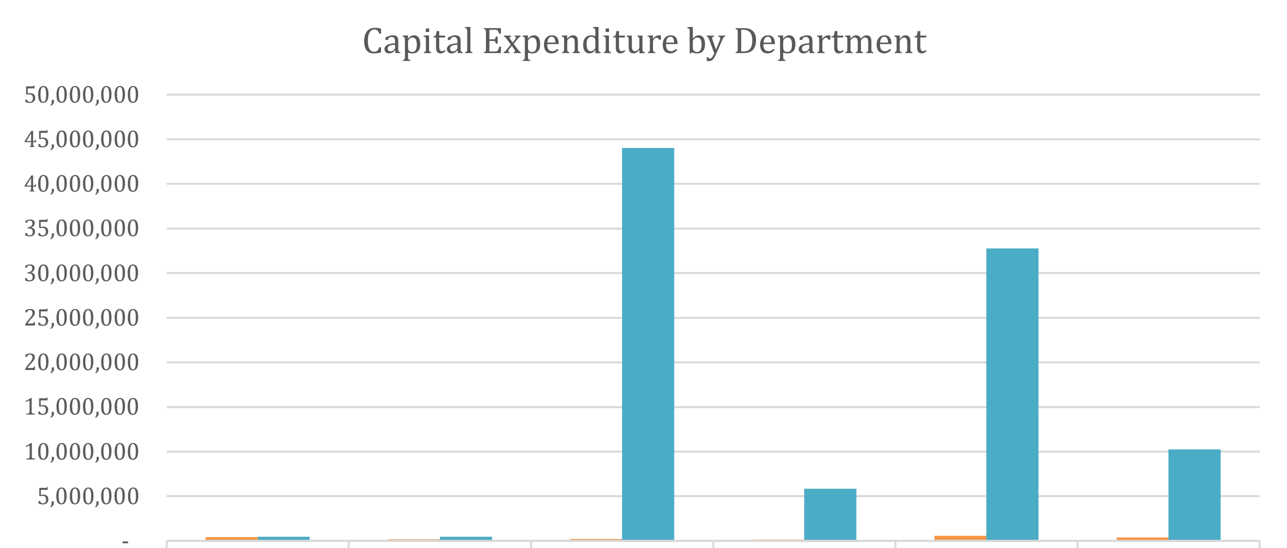


	BOD	OCEO	ECIA	L&E	ERP	UAS	CSD
Actual	1,169,444	2,630,657	4,371,302	5,077,028	4,639,863	2,637,898	25,656,429
Budget	1,505,422	5,170,032	6,193,661	9,115,176	7,006,707	4,223,026	18,715,047

Capital Expenditure

A total of K1.9m has been expended as at 31 Dec 2024. The break-up of the expenditure by departments is summarized below in the following graph (Graph 1.3).[2]

[2] BOD – Board of Directors
OCEO – Office of CEO
ECIA – Economics Consumer and International Affairs
L&E – Licensing and Enforcement



	OCEO	ECIA	L&E	ERP	UAS	CSD
ACTUAL	413,453	194,188	229,794	151,982	571,055	380,722
BUDGET	470,000	459,500	44,034,000	5,830,000	32,769,000	10,240,000

The graph above shows that Capital spending by each Department was within its respective allocated budget as at 31 Dec 2024, as depicted by the actual expended per department. The total CAPEX budget was K94 million and only K1.9m was expended. Below budget capital cost was mainly due to continuous slow progress on the UAS projects and the delay on the Gateway Monitoring project with Engineering & Resource Planning; along with the deferral of planning and building projects with Corporate Services. This should see a change with the Remote Spectrum Monitoring project now awarded to R&S and payment of circa K10m targeted to settle within the first quarter of FY2025.

Properties & Admin Branch

The NICTA Home Ownership Scheme (HOS) is consistent with government policy for providing affordable housing for all citizens residing and working in urban centers. Administered by the Properties & Admin Branch, it continues to significantly contribute to the welfare of our staff by facilitating home ownership. Established during and carried forward from the Pangtel era (predecessor of NICTA), the scheme has successfully assisted over 80 employees to date.

2024 Highlights

The Home Ownership Scheme introduced three new participants in 2024, bringing the total to eight active projects. This addition reflects the continued interest and commitment to enabling NICTA employees to become homeowners, ensuring their stability and engagement with the organization.

UAS – Universal Access and Service
CSD – Corporate Services Department

In the Office of the CEO, a male staff (Mr. Billy Oa) has successfully purchased customary land at Taurama, fully utilizing his NICTA Suspensory Loan. The construction of his home is halfway through, with significant progress made on critical structural elements such as excavation, post setting, and the completion of the floor framing and roofing.

In the Engineering & Resource Planning Department, another male staff (Mr. Maxwell Badiu) is nearing the completion of his house and land package at Kennedy Estate, Grand Eden. The project is in its final stages, with the Certificate of Occupancy expected to be issued soon.

In the Licensing & Enforcement Department, still another male staff (Mr. Gibson Tito) has finalized his housing project at Malolo Estate, which began in 2023. This comprehensive project involved the acquisition of land and construction overseen by a qualified contractor (EMCO Ltd). The home is now complete, with all other services' approvals in place and just awaiting the issuance of the Certificate of Occupancy for the staff to move in.

The Home Ownership Scheme has strategically invested approximately K5.4 million over the years. This substantial financial commitment underscores NICTA's dedication to improving the welfare of its employees by enabling affordable and sustainable homeownership solutions. In the long term, this initiative not only supports our employees secure a significant personal asset but ensures job satisfaction and employee retention for NICTA.

Looking into 2025, NICTA is preparing to expand the Home Ownership Scheme by fully implementing the '8mile' project – that is the housing development of forty-seven (47) new lots whilst temporarily suspending open market purchases. This new endeavour aims to sustain the momentum of the scheme by offering additional homeownership opportunities to staff that have yet to benefit.

Information Technology

As part of NICTA's commitment to Government Digital Transformation, several key IT initiatives were undertaken in 2024 to enhance operational efficiency, cybersecurity, and digital service delivery.

NICTA has successfully migrated to Amazon Web Services (AWS) under the management of the Department of Information and Communications Technology (DICT). This transition aligns with the government's cloud-first strategy, ensuring greater security, scalability, and resilience of digital services. The redelegation of the NICTA domain (nicta.gov.pg) and its associated websites has been completed, with ongoing work to migrate additional platforms, including ta.nicta.gov.pg and uas.nicta.gov.pg, to AWS.

The implementation of Microsoft 365 commenced in December 2024 and will continue into 2025. This transition is designed to modernize communication and collaboration tools, improving productivity and operational efficiency across the organization.

NICTA continues to support and facilitate the PNG Neutral Internet Exchange Point (PNGIX), which is managed by the Technical Working Group comprising licensed Internet Service Providers (ISPs). ISPs are encouraged to leverage the IXP to enhance domestic traffic routing and improve internet performance within Papua New Guinea. This translates to improved internet speeds and user experience on various enabled devices.

In the area of cybersecurity, NICTA remains committed to strengthening PNG's national cybersecurity capabilities through PNG Computer Emergency Response Team or PNGCERT, which is housed within NICTA. To further enhance cyber resilience and digital security operations, a Digital Services branch was established with planned dedicated staff in 2025 focused on improving PNGCERT's overall operational activities.

These initiatives demonstrate NICTA's strategic focus on digital transformation, cybersecurity, and infrastructure modernization, ensuring a robust and future-ready ICT ecosystem not only for herself but the country as a whole.

ANNEX A NICTA OFFICES

HEADQUARTERS

Punaha ICT Haus
Cnr. Frangipani Street and Croton Street
Section 40, Lot 19 & 20
Hohola, PORT MORESBY, NCD
Telephone: 675 3033200
https://www.nicta.gov.pg

MOMASE OFFICE

Morobe Haus, Second Floor
3rd Street, Lae City
LAE 411,
Morobe Province
Telephone: 471 7231

HIGHLANDS OFFICE

Gabina Haus, First Floor
Section 5, Allotment 8, Unit 5
Mt. Hagen Drive
MT. HAGEN, Western Highlands Province
Tel. 542 2434

ISLANDS

First Floors, New Agmark Building
Porchley Street
Kokopo 611, East New Britain
Telephone: 981 5150

ANNEX B AUTHORITY OF MEMBERS AND MEETINGS

As of 31st December 2023, the Authority comprised the Chairman, two non-executive Members and the Chief Executive Officer ex-officio.

Section 39(1)(b) of the National ICT Act requires NICTA to report the details of any disclosures, made under subsection 25(1)(b) of the National ICT Act, of any direct or indirect financial interest that an Authority Member had in any matter that was considered by NICTA during 2023. No such disclosures were made during 2023.

Authority member	No. of meetings attended	Disclosures
Noel Mobiha, Chairman	9	Nil
John Cholai, Non-Executive Member	9	Nil
Caroline Greenway, Non-Executive Member and Independent Expert	9	Nil
Kila Gulo-Vui, Chief Executive Officer	9	1

ANNEX C STAFFING INFORMATION

Staffing profile as of 31st December 2024

Departments	Male	Female	Total
Office of the Chief Executive Officer	04	04	08
Corporate Services Department	15	11	26
Economics, Consumer and International Affairs	08	06	14
Licensing and Enforcement	19	06	25
Engineering and Resources Planning	15	01	16
Universal Access and Services Secretariat	03	04	07
Grand Totals	64	32	**96**

ANNEX D LICENCES

Individual Network Licenses current as of 31st December 2024

Licence no.	Licensee	Date of issue
OPNL11-0003	Digicel (PNG) Limited	01 July 2021
OPNL11-0005	Media Niugini Ltd t/a EMTV	01 July 2021
OPNL11-006	PNG FM Ltd	11 August 2011
OPNL11-0008	Kalang Advertising Limited trading as FM 100	29 August 2011
OPNL11-0012	Tolec Electronics Limited	29 August 2021
OPNL11-0013	National Broadcasting Corporation	13 April 2022
OPNL11-0014	Global Internet Limited	21 March 2022
OPNL11-0015	Datec (PNG) Limited	22 October 2021
OPNL11-0019	Comserv (PNG) Limited	15 March 2022
OPNL12-0028	Niugini Comtech	12 July 2022
OPNL12-0031	PNG Dataco Limited	26 October 2022
OPNL12-0032	NISMS (PNG) Limited trading as Wanples Wireless	26 October 2022
OPNL13-0038	Click Pacific Limited	19 June 2023
OPNL13-0039	Kumul Communications Limited	24 May 2023
OPNL14-0056	Foodmart Limited trading as Mynet	17 October 2024
OPNL15-0057	Johns Foundation Incorporation	16 October 2015
OPNL15-0058	Niugini Communications Networks Ltd t/a Voice of Huli FM Radio	16 October 2015
OPNL15-0059	TE (PNG) Limited	16 October 2015
OPNL15-0060	PTKF Limited	26 October 2015
OPNL16-0061	KPT Networks Limited	12 February 2016
OPNL16-0062	Next International Limited	12 February 2016
OPNL16-0063	Telkonek Pacific Limited	12 February 2016
OPNL16-0064	Emstret Holdings Limited	06 May 2016
OPNL16-0065	Heavy Equipment Repairs Limited - Goroka	24 June 2016
OPNL16-0066	Kinect Limited	26 August 2016
OPNL16-0067	Wia Rural Communications Limited	26 August 2016
OPNL16-0068	ABS Global Satellite Limited	16 December 2016
OPNL16-0069	Excite Limited	16 December 2016
OPNL17-0070	GIT Limited	17 February 2017
OPNL17-0071	Jiwaka Development Corporation Limited	12 May 2017
OPNL17-0072	PELD Information and Energy Services	12 May 2017
OPNL17-0074	PNG Nambawan Trophy Limited	21 November 2017

OPNL17-0075	Lait Haus - PNG Limited	21 November 2017
OPNL18-0076	Raffcu Resources Limited	09 March 2018
OPNL18-0077	Sprint Networks Limited	19 June 2018
OPNL18-0078	East Coast NetLink Limited	29 November 2018
OPNL18-0079	e-CoNeXT Limited	29 November 2018
OPNL18-0080	Digitec Communication Limited	18 December 2018
OPNL19-0081	WR Carpenters Retail & Property Limited trading as Daltron	29 January 2019
OPNL19-0082	Digitec ICT Limited	01 January 2019
OPNL19-0083	Alotau Enterprises Limited	18 July 2019
OPNL19-0084	Genesis Communications PNG Limited	18 July 2019
OPNL19-0085	Astrolab Limited	24 July 2019
OPNL19-0086	National Sports Trust Limited	24 July 2019
OPNL19-0087	Lotic Bige Limited	21 August 2019
OPNL20-0088	Nascom Communications Limited	24 June 2020
OPNL20-0089	Delin Systems Limited	24 June 2020
OPNL20-0090	ShellNet Limited	24 June 2020
OPNL20-0091	Harley Darby Consulting Limited	24 June 2020
OPNL20-0092	You Fu Tech Limited	10 September 2020
OPNL21-0093	Speedcast (PNG) Limited	19 March 2021
OPNL21-0094	LinkOnet Limited	24 June 2021
OPNL21-0095	Norsta Limited	28 June 2021
OPNL21-0096	2K Internet Services	28 September 2021
OPNL21-0097	PNG Christian Media Network Television	24 September 2021
OPNL21-0098	NeXTGen Technology Limited	18 November 2021
OPNL21-0099	Wintop Investments Limited	18 November 2021
OPNL22-0101	Yalasi Coms Services	18 February 2022
OPNL22-0102	Spectratel PNG Limited	18 February 2022
OPNL22-0103	Telikom Limited	01 June 2022
OPNL22-0104	Agtech Solutions Limited	16 December 2022
OPNL22-0105	Mbale Power Ltd t/a Mbale Communications	16 December 2022
OPNL22-0106	OF Communications	16 December 2022
OPNL22-0107	NGIP Agmark Limited	16 December 2022
OPNL23-0108	Bikpla.Net (PNG) Limited	21 March 2023
OPNL23-0109	Riel Technologies Limited	21 March 2023
OPNL23-0110	LORENGAU TOWN WARDS DEVELOPMENT SERVICES LIMITED	25 October 2023
OPNL24-0111	Puluk PNG Limited	11 March 2024
OPNL24-0112	2U Networks Limited	23 May 2024
OPNL24-0113	Garamut Connect Limited	03 June 2024

Individual Network Licenses that expired as of 31st December 2024

Licence no.	Licensee	Date of issue	Expiry date
OPNL14-0047	Interchange (PNG) Limited	14th March 2014	13th March 2024
OPNL14-0048	Capiz Enterprises Limited	14th March 2014	13th March 2024
OPNL14-0049	World & Beyond Media Network Limited	14th March 2014	13th March 2024
OPNL14-0050	Quinto Electronics Limited	14th March 2014	13th March 2024
OPNL14-0051	Alotau Cable Television	14th March 2014	13th March 2024
OPNL14-0052	Fiji TV (PNG) Limited	14th March 2014	13th March 2024
OPNL14-0055	Morning PNG Limited	14th March 2014	13th March 2024

Individual Network Gateway Services Licenses current as of 31st December 2024

Licence no.	Licensee	Date of issue
OPGL11-0002	Digicel (PNG) Limited	01 July 2021
OPGL12-0003	Datec (PNG) Limited	13 April 2022
OPGL12-0006	Global Internet Limited	13 April 2022
OPGL12-0011	PNG Dataco Limited	26 October 2022
OPGL13-0013	Kumul Communications Limited	24 May 2023
OPGL13-0016	NISMS (PNG) Limited trading as Wanples Wireless	16 August 2023
OPGL15-0021	TE (PNG) Limited	16 October 2015
OPGL15-0022	PTKF Limited	26 October 2015
OPGL16-0023	Next International Limited	12 February 2016
OPGL16-0024	Telkonek Pacific Limited	12 February 2016
OPGL16-0025	Emstret Holdings Limited	06 May 2016
OPGL16-0026	Niugini Infocom Limited	24 June2016
OPGL16-0027	Wia Rural Communications Limited	26 August 2016
OPGL16-0028	Click Pacific Limited	16 Dec 2016
OPGL16-0029	ABS Global Satellite Limited	16 Dec 2016
OPGL16-0030	Excite Limited	16 Dec 2016
OPGL17-0031	PELD Information and Energy Services	12 May 2017
OPGL18-0033	Raffcu Resources Limited	09 March 2018
OPGL18-0034	Sprint Networks Limited	19 June 2018
OPGL18-0035	East Coast NetLink Limited	29 Nov 2018
OPGL18-0036	e-CoNeXT Limited	29 Nov 2018
OPGL18-0037	Digitec Communications Limited	18 Dec 2018
OPGL19-0038	Digitec ICT Limited	01 January 2019
OPGL19-0039	Genesis Communications PNG Limited	18 July 2019

OPGL19-0040	Astrolab Limited	24 July 2019
OPGL19-0041	Lotic Bige Limited	21 August 2019
OPGL20-0042	Nascom Communications Limited	24 June 2020
OPGL20-0043	ShellNet Limited	24 June 2020
OPGL20-0044	Harley Darby Consulting Limited	24 June 2020
OPGL21-0045	Speedcast PNG Limited	19 March 2021
OPGL21-0046	Norsta Limited	28 June 2021
OPGL21-0047	2K Internet Services	28 Sept 2021
OPGL21-0048	NeXTGen Technology Limited	18 Nov 2021
OPGL22-0050	Telikom Limited	01 June 2022
OPGL22-0051	Agtech Solutions Limited	16 Dec 2022
OPGL22-0052	Mbale Power Limited t/a Mbale Communications	16 Dec 2022
OPGL23-0053	Riel Technologies Limited	21 March 2023
OPGL24-0054	Puluk PNG Limited	11 March 2024
OPGL24-0056	Bikpla.Net (PNG) Limited	23 May 2024
OPGL24-0056	Garamut Connect Limited	03 June 2024

Individual Network Gateway Services license that expired as of 31st December 2024

Licence no.	Licensee	Date of issue	Expiry date
OPGL14-0020	Interchange (PNG) Limited	14th March 2014	13th March 2024

Individual Applications Licenses current as of 31st December 2024

Licence no.	Licensee	Date of issue
OPAL11-0003	Digicel (PNG) Limited	01 July 2011
OPAL11-0006	Global Internet Limited	10 June 2011
OPAL11-0007	Comserv (PNG) Limited	17 March 2015
OPAL11-0011	Datec (PNG) Limited	20 June 2011
OPAL12-0024	Niugini Comtech Limited	12 July 2022
OPAL12-0027	NISMS (PNG) Limited trading as Wanples Wireless	26 October 2022
OPAL13-0030	Kumul Communications Limited	24 May 2023
OPAL14-0038	Foodmart Limited trading as Mynet	17 October 2024
OPAL15-0040	TE (PNG) Limited	28 May 2015
OPAL15-0041	On Track Solutions Limited	28 May 2015
OPAL15-0042	PTKF Limited	26 October 2015
OPAL16-0043	GIT Limited	29 January 2016
OPAL16-0044	KPT Networks Limited	12 February 2016
OPAL16-0045	Next International Limited	12 February 2016
OPAL16-0046	Telkonek Pacific Limited	12 February 2016

OPAL16-0047	Emstret Holdings Limited	06 May 2016
OPAL16-0048	Kinect Limited	09 August 2016
OPAL16-0049	Wia Rural Communications Limited	26 August 2016
OPAL16-0050	Comsat Limited	08 December 2016
OPAL16-0051	ABS Global Satellite Limited	16 December 2016
OPAL16-0052	Excite Limited	16 December 2016
OPAL17-0053	Click Pacific Limited	20 April 2017
OPAL17-0054	PELD Information and Energy Services	12 May 2017
OPAL17-0056	Mobiad Limited	09 August 2017
OPAL17-0057	Inkshoppe Limited	21 November 2017
OPAL17-0058	PNG Nambawan Trophy Limited	21 November 2017
OPAL18-0059	Raffcu Resources Limited	09 March 2018
OPAL18-0060	Asia Pacific Communication Specialist PNG Limited	19 June 2018
OPAL18-0061	Sprint Networks Limited	19 June 2018
OPAL18-0062	East Coast NetLink Limited	29 November 2018
OPAL18-0063	e-CoNeXT Limited	29 November 2018
OPAL18-0064	Digitec Communications Limited	18 December2018
OPAL19-0065	WR Carpenters Retail & Property Limited trading as Daltron	29 January 2019
	Digitec ICT Limited	
OPAL19-0066	Alotau Enterprises Limited	01 January 2019
OPAL19-0067	Genesis Communications Limited	18 July 2019
OPAL19-0068	Astrolab Limited	18 July 2019
OPAL19-0069	National Sports Trust Limited	24 July 2019
OPAL19-0070	Lotic Bige Limited	24 July 2019
OPAL19-0071	Media Niugini Limited trading as EMTV	21 August 2019
OPAL20-0072	Akuron Hotspot Wifi Network	19 February 2020
OPAL20-0073	Nascom Communications Limited	27 February 2020
OPAL20-0074	J-Group Holdings Ltd trading as Octagon Secured Solutions Ltd	24 June 2020
OPAL20-0075	ShellNet Limited	24 June 2020
	Harley Darby Consulting Limited	
OPAL20-0076	You Fu Tech Limited	24 June 2020
OPAL20-0077	SPEEDCAST PNG LIMITED	24 June 2020
OPAL20-0078	NEXT TOWN TECHNOLGY LIMITED	10 September 2020
OPAL21-0079	LinkOnet LIMITED	19 March 2021
OPAL21-0080	Norsta LIMITED	14 April 2021
OPAL21-0081	2K INTERNET SERVICES	24 June 2021
OPAL21-0082	NeXTGen Technology Limited	28 June 2021
OPAL21-0083	WINTOP INVESTMENTS LIMITED	28 September 2021
OPAL21-0084	QUADIMA HOLDINGS LIMITED	18 November 2021
OPAL21-0085		18 November 2021
OPAL22-0086		18 February 2022
OPAL22-0088	YALASI COMS SERVICES	18 February 2022

OPAL22-0089	SPECTRATEL PNG LIMITED	18 February 2022
OPAL22-0090	TELIKOM LIMITED	01 June 2022
OPAL22-0091	AGTECH SOLUTIONS LTD	16 December 2022
OPAL 22-0092	Mbale Power Ltd t/a Mbale Communications	16 December 2022
OPAL22-0093	OF Communications Ltd	16 December 2022
OPAL22-0094	NGIP Agmark Limited	16 December 2022
OPAL23-0095	Bikpla.Net (PNG) Limited	21 March 2023
OPAL23-0096	Riel Technologies Limited	21 March 2023
OPAL23-0097	LORENGAU TOWN WARDS DEVELOPMENT SERVICES Ltd	25 October 2023
OPAL23-0098	Express Link	25 October 2023
OPAL23-0099	Wisp Limited	25 October 2023
OPAL23-0100	HAHR ENGINEERING LIMITED	25 October 2023
OPAL24-0101	Wirespak	11 March 2024
OPAL24-0102	Telco Pacific	11 March 2024
OPAL24-0103	Wewak Music Centre Limited	11 March 2024
OPAL24-0104	Click Pacific t/a LightSpeed	11 March 2024
OPAL24-0105	U-Space Communications	11 March 2024
OPAL24-0106	Puluk PNG Limited	11 March 2024
OPAL24-0107	AB Networks Solutions	23 May 2024
OPAL24-0108	Lextek Communications	23 May 2024
OPAL24-0109	Ryno Tech Limited	23 May 2024
OPAL24-0110	Make Tech Limited	23 May 2024
OPAL24-0111	2U Networks Limited	23 May 2024
OPAL24-0112	Garamut Connect Limited	03 June 2024
OPAL24-0113	Ithro Technologies	25 September 2024
OPAL24-0114	Jopha IT Limited	25 September 2024
OPAL24-0115	Credi Mobile Limited	09 October 2024
OPAL24-0116	Ellunet PNG Limited	09 October 2024

Individual Application license that expired as of 31st December 2024

Licence no.	Licensee	Date of issue	Expiry date
OPAL14-0036	Siusoft Technologies Limited	14th March 2014	13th March 2024

Individual Content Licenses current as of 31st December 2024

Licence no.	Licensee	Date of issue
OPCL11-0001	Media Niugini Limited trading as EMTV	01 July 2021
OPCL11-0002	Kalang Advertising Limited trading as FM 100	29 August 2011
OPCL11-0003	PNG FM Limited trading as Nau FM	11 August 2011
OPCL11-0004	PNG FM trading as Yumi FM	11 August 2011
OPCL11-0008	Tolec Electronics Limited	06 May 2016
OPCL11-0009	National Broadcasting Corporation (Kundu 1)	13 April 2022
OPCL11-0010	National Broadcasting Corporation (Karai Service)	13 April 2022
OPCL11-0011	NBC trading as Nationa TV Service - Kundu 2	13 April 2022
OPCL12-0012	Digicel (PNG) Limited t/a TV WAN	13 April 2022
OPCL12-0017	Niugini Comtech Limited	12 July 2022
OPCL13-0024	Click Pacific Limited	19 June 2023
OPCL13-0025	Kumul Communications Limited	24 May 2023
OPCL15-0038	Johns Foundation Incorporation	16 October 2015
OPCL15-0039	Papua New Guinea Christian Media Network TV	16 October 2015
OPCL15-0040	Niugini Communications Networks Limited trading as Voice of Huli FM Radio Station	16 October 2015
OPCL16-0041	Heavy Equipment Repairs Limited - Goroka	24 June 2016
OPCL17-0042	Jiwaka Development Corporation Limited	12 May 2017
OPCL18-0043	Raffcu Resources Limited	09 March 2018
OPCL19-0044	D'Jest Investments Ltd trading as Tumbuna TV	18 July 2019
OPCL19-0045	National Sports Trust Limited	24 July 2019
OPCL22-0046	Telikom Limited	01 June 2022

Individual Content Licenses that expired as of 31st December 2024

Licence no.	Licensee	Date of issue	Expiry date
OPCL14-0029	Capiz Enterprises Limited	14th March 2014	13th March 2024
OPCL14-0031	World & Beyond Media Network Limited	14th March 2014	13th March 2024
OPCL14-0032	Alotau Cable Television	14th March 2014	13th March 2024
OPCL14-0033	Quinto Electronics Limited	14th March 2014	13th March 2024
OPCL14-0034	Fiji TV (PNG) Limited	14th March 2014	13th March 2024
OPCL14-0037	Morning PNG Limited	14th March 2014	13th March 2024

Class Licenses current as of 31st December 2024

Licence no.	Licensee	Date of issue
CLR11-001	DHL EXPRESS (PNG) LTD	01-Apr-11
CLR11-002	COMPREHENSIVE NUCLEAR-TEST-BAN TREATY ORGANIZATION	17-Jun-11
CLR11-003	XSTRATA FRIEDA RIVER LIMITED	17-Jun-11
CLR11-004	SOUTH WEST AIR LTD	25-Jul-11
CLR11-005	AG INVESTMENT LIMITED	25-Jul-11
CLR11-006	GARAMUT ENTERPRISES LIMITED	11-Aug-11
CLR11-007	TALISMAN ENERGY NIUGINI LIMITED	12-Aug-11
CLR11-008	BANK OF SOUTH PACIFIC LIMITED	22-Aug-11
CLR11-010	ESSO HIGHLANDS LIMITED	22-Aug-11
CLR11-011	RADIO MARIA	22-Aug-11
CLR11-012	PACIFIC ADVENTIST UNIVERSITY	22-Aug-11
CLR11-013	CATHOLIC DIOCESE OF KEREMA	22-Aug-11
CLR11-014	CATHOLIC ARCHDIOCESE OF RABAUL	22-Aug-11
CLR11-015	ST. MICHAELS CATHOLIC PARISH LORENGAU	22-Aug-11
CLR11-016	CATHOLIC DIOCESE OF BEREINA	22-Aug-11
CLR11-017	CATHOLIC BISHOPS CONFERENCE	22-Sep-11
CLR11-018	NABORS DRILLING INTERNATIONAL LIMITED	22-Sep-11
CLR11-019	PNG BIBLE CHURCH INC.	22-Sep-11
CLR11-020	PNG CUSTOMS	06-Dec-11
CLR11-021	TRINITY ELBE	26-Sep-11
CLR11-023	THEREE ANGELS BROADCASTING INC.	10-Oct-11
CLR11-024	PNGARNET	17-Oct-11
CLR11-025	CATHOLIC DIOCESE OF MT. HAGEN-TRINITI FM	17-Oct-11
CLR11-026	CATHOLIC DIOCESE OF LAE	17-Oct-11
CLR11-027	PNG UNION MISSION-SDA	24-Oct-11
CLR11-028	LIHIR CIVIL & CONSTRUCTION LIMITED	22-Nov-11
CLR11-029	THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS PNG TRUST	22-Nov-11
CLR11-030	PNG UNIVERSITY OF TECHNOLOGY - ELECTRONIC SERVICES UNIT	06-Dec-11
CLR12-031	OK TEDI MINING LIMITED	23-Jan-12
CLR12-032	PNG UNIVERSITY OF TECHNOLOGY	21-Mar-12
CLR12-033	SEETO KUI GROUP OF COMPANIES	28-Aug-12
CLR12-034	UNITED NATIONS DEVELOPMENT PROGRAM	17-Apr-12
CLR12-035	SCHLUMBERGER SEACO INC. (PNG BRANCH)	28-Aug-12
CLR13-036	HOMESTATE CO-OPERATION LIMITED	11-Jan-13

CLR13-037	SIMBERI GOLD COMPANY LIMITED	12-Aug-12
CLR13-038	OIL SEARCH LIMITED	28-Aug-12
CLR13-039	BARRICK NIUGINI LIMITED	20-Feb-13
CLR13-040	NEW TRIBES MISSION	20-Feb-13
CLR13-041	UNIVERSAL PROMOTIONS LIMITED	05-Mar-13
CLR13-042	UCB PNG TRADING AS LAIF FM	25-Mar-13
CLR13-043	BANK OF PNG	22-May-13
CLR13-044	PARKER DRILLING	03-Jul-13
CLR13-045	INSTITUTE OF BUSINESS STUDIES	18-Oct-13
CLR13-046	HELI NIUGINI LIMITED	19-Nov-13
CLR13-047	BIBLE FM INTERNATIONAL - KBBN	19-Nov-13
CLR14-048	YANDERA MINING COMPANY LTD (MARENGO MINING PNG LIMITED)	05-May-14
CLR14-049	GENERAL ASSET SERVICES LIMITED	05-May-14
CLR15-050	BAPTIST UNION OF PNG INCORPORATION	17-Mar-15
CLR15-051	EVANGELICAL LUTHERAN CHURCH OF PNG	04-May-15
CLR15-052	THE VOICE OF PETER TOROT ASSOCIATION INCORPORATION	04-May-15
CLR15-053	PNG NAMBAWAN TROPHY LIMITED	28-May-15
CLR15-054	CPP INTERNATIONAL PNG LIMITED	22-Jul-15
CLR15-055	HOPE CHANEL PNG	22-Jul-15
CLR15-056	RIGNET PTE LTD	22-Jul-15
CLR15-057	RADIO PLES LAIN	22-Jul-15
CLR15-058	WORLD BANK PNG	22-Jul-15
CLR16-059	1611 KJPM INC	09-Aug-16
CLR16-060	HARGY OIL PALM LIMITED	09-Aug-16
CLR16-061	NEW BRITAIN PALM OIL LIMITED	09-Aug-16
CLR16-062	PNG AIR SERVICES LIMITED	09-Nov-16
CLR16-063	RADIO DIWAI	09-Nov-16
CLR17-064	UNIVERSITY OF PAPUA NEW GUINEA	10-Feb-17
CLR17-065	THAT THEY MAY KNOW	09-Aug-17
CLR17-066	LIHIR GOLD MINE	09-Aug-17
CLR18-067	SUMMER INSTITUTE OF LINGUISTICS PNG	29-Nov-18
CLR18-068	CATHOLIC DIOCESE OF BOUGAINVILLE	29-Nov-18
CLR19-069	VITIS INDUSTRIES	02-Apr-19
CLR19-070	MABERLY FM LIMITED	18-Jul-19
CLR19-071	MADANG RESORT	18-Jul-19
CLR19-072	CHURCH OF THE FOUR-SQUARE GOSPEL	02-Oct-15
CLR20-073	MADANG STAR INTERNATIONAL HOTEL	19-Feb-20
CLR20-074	NATIONAL JUDICIARY STAFF SERVICES	24-Jun-20
CLR20-075	TUPIRA SURF CLUB	24-Aug-20
CLR20-076	2K MEDICAL CENTRE	08-Dec-20

CLR20-077	ANITUA LIMITED	08-Dec-20
CLR20-078	ROYAL PNG CONSTABULARY	08-Dec-20
CLR20-079	EXXONMOBIL PNG LIMITED	08-Dec-20
CLR20-080	THE BNG TRADING COMPANY LIMITED	08-Dec-20
CLR21-081	TEACHERS SAVINGS AND LOANS SOCIETY LIMITED	04-Mar-21
CLR21-082	K92 MINING LIMITED	04-Mar-21
CLR21-083	GREEN RIVER TRADERS trading as ABAU FM	03-Jun-21
CLR21-084	NATIONAL AIRPORTS CORPORATION	24-Sep-21
CLR21-085	GAZELLE INTERNATIONAL HOTEL	18-Nov-21
CLR22-086	PURE MANAGEMENT SERVICES	18-Feb-22
CLR22-087	KINA SECURITIES LIMITED	12-Jul-22
CLR23-088	MOTOR VEHICLE INSURANCE LIMITED	25 Oct 23
CLR24-089	REVIVAL CENTRES OF PAPUA NEW GUINEA	11 Mar 24
CLR24-090	NATIONAL BANKING CORPORATION LIMITED	25 Sept 24
CLR24-091	YWAM TRAINING PNG INC	25 Sept 24
CLR24-092	PACIFIC HELICOPTERS LIMITED	25 Sept 24

Spectrum Licenses current as of 31st December 2024

License no.	Licensee	Date of issue
[OPNL11-0003]	Digicel PNG Limited	November 2012
[OPNL22-0103]	Telikom Limited	April 2012
[OPNL18-0080]	Digitec Communications Limited t/a Vodafone PNG	December 2018
[OPNL21-0093]	Speedcast PNG Limited	September 2022
[OPNL14-0056]	FoodMart Limited t/a Mynet	August 2016
[CLR13-043]	Bank of PNG	June 2013
[CLR12-031]	Ok Tedi Mining Limited	June 2024

Apparatus Licenses

Service type	Apparatus type	No. of licences as of 31st December 2023	No. of licences as of 31st December 2024	No. of non-renewal Licences as of 31st December 2024	No. of cancelled Licences as of 31st December 2024
Fixed	Point-to-point (Duplex)	1218	1110	108	0

	Point-to-point station (Simplex)	9	5	4	0
	Point-to-multi-point station				
	Fixed Earth Station VSATS	588	498	76	14
Mobile	Aeronautical Station	7	7	0	0
	Limited Coast Station	23	32	0	0
	Land Mobile Station	154	150	4	0
	Base Station	64	74	0	0
	Corporate/Repeater Station	1083	1026	57	0
	Mobile Earth Station	119	81	38	0
	Handheld (Portable) Station	1431	1454	0	0
	Ship Station	216	295	0	0
	HF (Mobile/Fixed)	63	54	9	0
Broadcasting	AM radio broadcasting transmitter station	12	0	12	0
	FM radio broadcasting transmitter station	37	32	5	0
	Television broadcasting transmitter station	22	22	0	0
	Narrowcasting station (sound)				
	Narrow station (TV)	1	1	0	0
Amateur	Amateur station	16	11	5	0

Space	Space station				
Radio Dealer Full	N/A	16	10	6	0
Radio Dealer Limited	N/A	199	124	75	0
Certificate of Proficiency GMDSS		367	513	0	0
Certificate of Proficiency MROCP		141	112	29	0

Cabling Licenses current as of 31st December 2024

Licence no.	Licensee	Date of issue	Date of expiry
CAG-22-0001	Joeli Driso	02-Mar-22	02-Mar-25
CAG-22-0002	Pius Kijawur Amut	31-Mar-22	31-Mar-25
CAG-22-0003	Penias Wasiton	26-Apr-22	26-Apr-25
CAG-22-0004	Peter Bunbun	26-Apr-22	26-Apr-25
CAG-22-0005	Jonathan Plasabas	04-May-22	04-May-25
CAG-22-0007	Michael Ikilis	20-May-22	20-May-25
CAG-22-0008	Philip Norrie	02-Jun-22	02-Jun-25
CAG-22-0009	Camillus Awi Beeghai	23-Jun-22	23-Jun-25
CAG-19-0003	Jack Eliuda	24-Oct-22	24-Oct-25
CAG-19-0006	Blaise Toeni	24-Oct-22	24-Oct-25
CAG-22-0010	Graeme O'Flaherty	24-Oct-22	24-Oct-25
CAG-22-0011	Robin Huxley	24-Oct-22	24-Oct-25
CAG-22-0012	Rowen Kwache	1 Nov 2022	01-Nov-25
CAG-22-0013	Ron Kerry	1 Nov 2022	01-Nov-25
CAG-22-0014	Nicholas Kassman	10 Nov 2022	10-Nov-25
CAG-22-0015	Rudolph Abraham	10 Nov 2022	10-Nov-25
CAG-22-0016	Annie Seckry	23 Nov 2022	23-Nov-25
CAG-22-0017	Emmanuel Marosi	6 Dec 2022	06-Dec-25
CAG-23-0002	Kila Retu	10-Feb-23	10-Feb-26
CAG-23-0003	Micah Yanage	10-Feb-23	10-Feb-26
CAG-23-0004	Richard Norrie	10-Feb-23	10-Feb-26

Licence no.	Licensee	Date of issue	Date of expiry
CAG-23-0001	Mark Renshaw	20-Feb-23	28-Feb-26
CAG-23-0005	Peter Mekea	22-Mar-23	22-Mar-26
CAG-23-0006	Tom Frank Laka	22-Mar-23	22-Mar-26
CAG-23-0007	Lee Siri Loko	22-Mar-23	22-Mar-26
CAG-23-0008	Christopher Hauru	20-Jun-23	20-Jun-26
CAG-23-0009	Shaun Nathaniel Poma	20-Jun-23	20-Jun-26
CAG-23-0010	Mike Amos	20-Jun-23	20-Jun-26
CAG-23-0011	Andrew Mitaharo	20-Jun-23	20-Jun-26
CAG-23-0012	Charlie Tamati	25-Jul-23	25-Jul-26
CAG-23-0013	Fernando Cunanan Jr	08-Nov-23	08-May-24
CAG-23-0014	Henry Azangani	21-Nov-23	21-Nov-26
CAG-23-0015	Gregory Lovi	13-Dec-23	13-Dec-26
CAG-23-0016	Mack Changau	13-Dec-23	13-Dec-26
CAG-23-0017	Terence Nirigut	13 Dec-23	13-Dec-26
CAG-23-0018	Graville Masi	13 Dec-23	13 Dec-26
CAG-24-0001	George Gonduan	12 Mar-24	12 Mar-27
CAG-24-0002	Ashley Tauledo	12 Mar-24	12 Mar-27
CAG-24-0003	Hali Oksam	12 Mar-24	12 Mar-27
CAG-17-0002	Du Dong	12 Mar-24	12 Mar-27
CAG-20-0014	Alistair Houlihan	12 Mar-24	12 Mar-27
CAG-21-0003	Jason Bitas	14 May-24	14 May-26
CAG-24-0004	Sophie Lani	09-Jul-24	09 Jul-27
CAG-24-0005	Roger Awadu	24-Oct-24	24 Oct-27
CAG-24-0006	Ephraim Sarangan	24-Oct-24	24 Oct-27
CAG-21-0013	John Rul Jnr Kunjil	29 Oct-24	29 Oct-27
CAG-15-0027	Alexander Orlino	01 Nov-24	01 Nov-24
CAG-24-0007	Styen Paura	04 Nov-24	04 Nov-24
CAG-24-0008	Tau Moi	04 Nov-24	04 Nov-24
CAG-24-0009	Joseph Pahau	04 Nov-24	04 Nov-24
CAG-21-0006	John Oa	09 Dec-24	09 Dec-24

ANNEX E PUBLIC INQUIRES AND INVESTIGATIONS

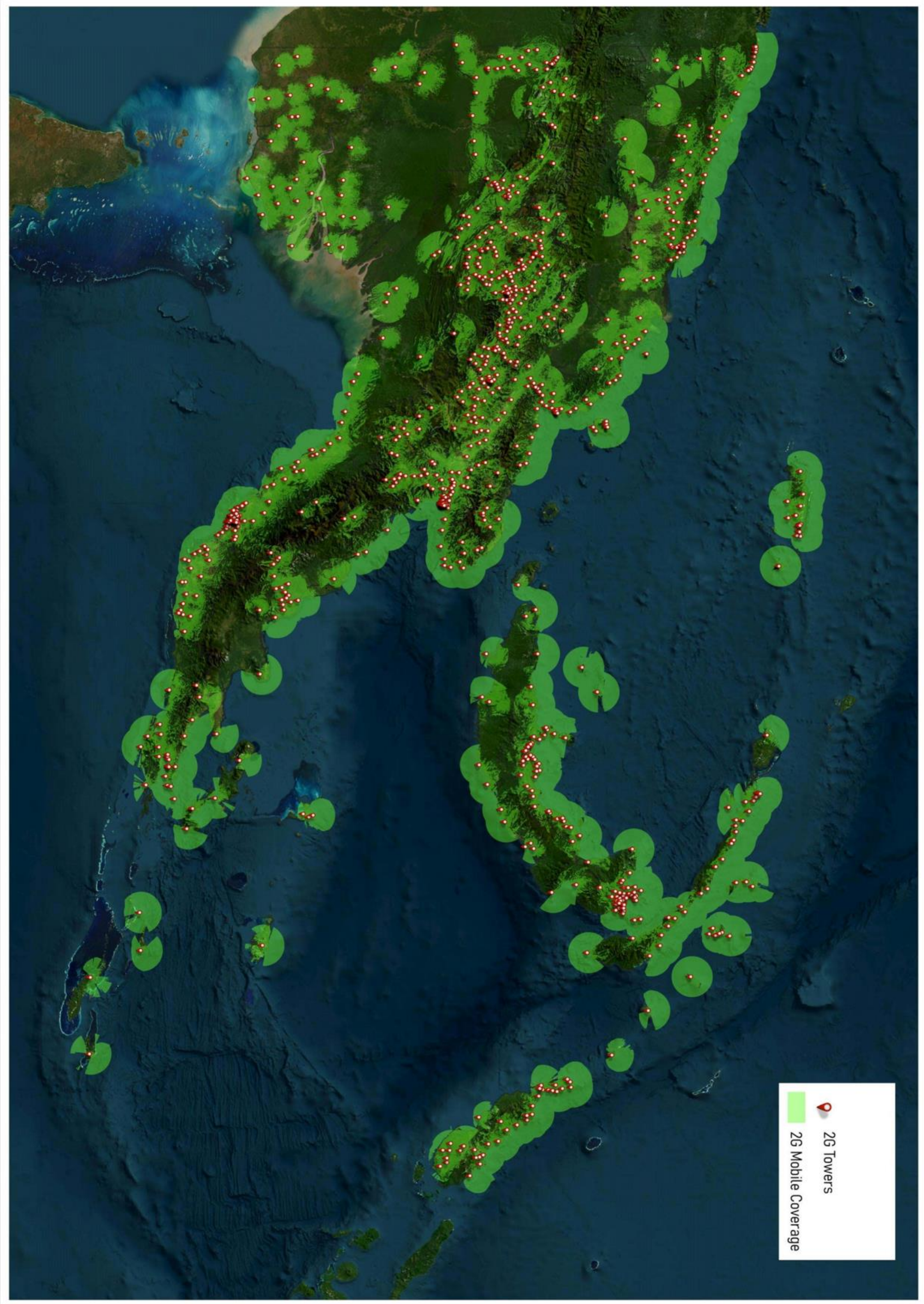
During 2024, NICTA conducted 4 public inquiries and consultations pursuant to Division 3 of Part XII of the National ICT Act and 4 investigations under Division 4 of Part XII of the National ICT Act. Additional information is provided in the tables below.

No.	Topic of inquiry/consultation	Dates	Outcome
1.	Public Consultation on Annual Numbering Administration	October 2024	Completed
2.	Public Consultation on Proposed Variation to the Licence Conditions Rule 2011 – 2nd Round	September 2024	Completed
3.	Public Consultation on Proposed Business Rules for Mobile Number Portability – Phase 2	April 2024	Completed
4.	2025 UAS Project Consultation	October 2024	Completed

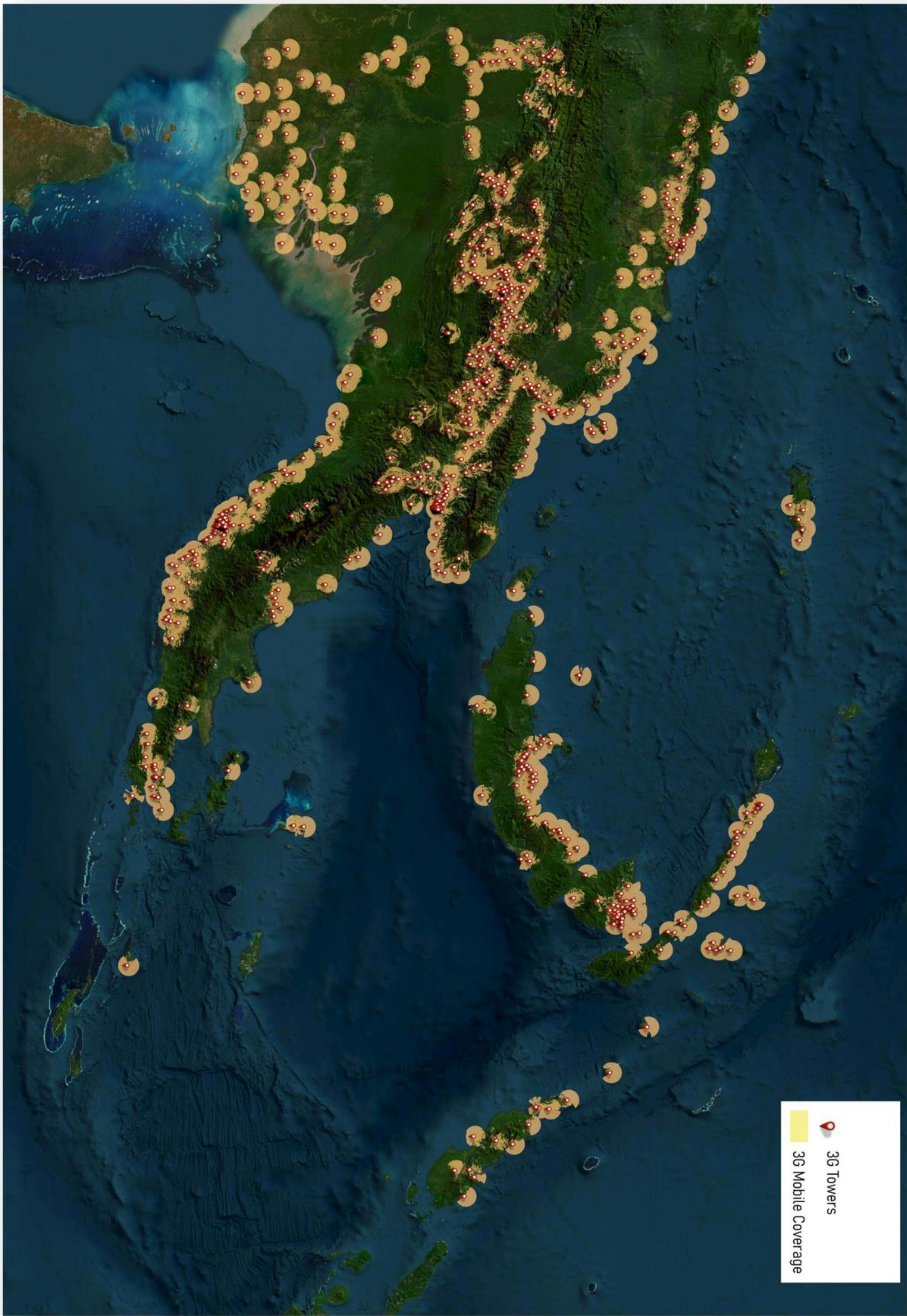
No:	Complaint	Cause	Infringement/ Breach
1	Digicel Multiple BTS sites (49) reportedly suffering RFI	Use of adjacent frequencies (GB) and lack optimization/maintenance	(none) Self-inflicted
2	RFI in 3.740-3.759MHz into existing Radio link used by PNGFM	Alleged Operator without Authority using additional 10MHz adjacent to existing service causing RFI	Illegal usage spectrum by Speedcast
3	RFI in Satellite D/L 3722.1MHz affected 2WR 99.5MHz FM services	Concern Satellite Dish misalignment	self-inflicted
4	Unauthorized use of additional segment (20MHz) in 1800MHz by an Operator	Intentional or unintentional usage by the Operator	Illegal usage of spectrum by Vodafone

ANNEX F MOBILE SERVICE COVERAGE AND MAPS

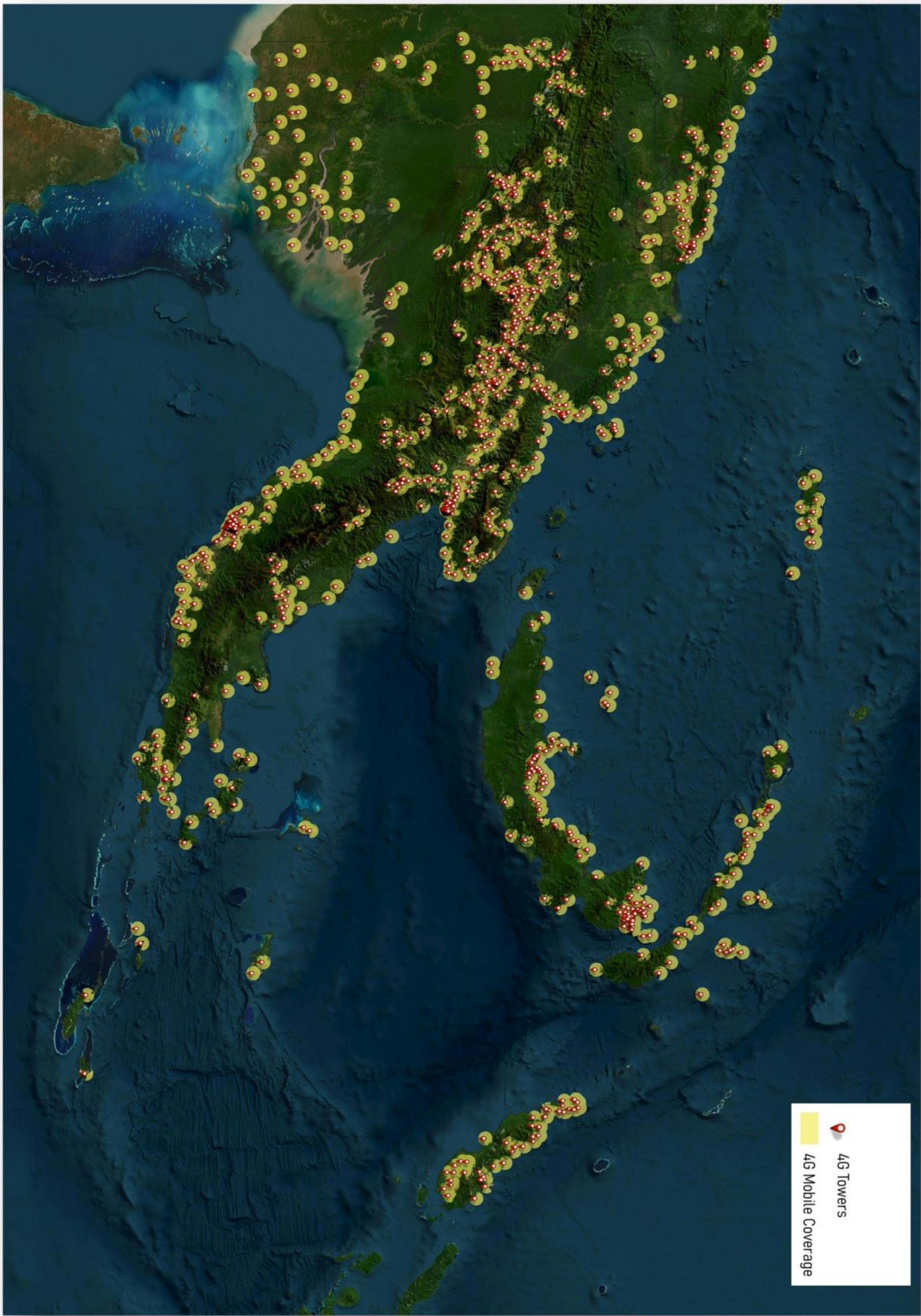
2G Network Coverage as at 31st December 2024					
Area	**2021 NSO**	**Covered**	**Uncovered**	**Covered (%)**	**Uncovered (%)**
Papua New Guinea	**11,781,559**	**9,335,434**	**2,446,125**	**79%**	**21%**
Highlands	4,566,398	3,967,931	598,467	87%	13%
Chimbu	535457	474,679	60,778	89%	11%
Eastern Highlands	784535	671,540	112,995	86%	14%
Enga	571060	467,706	103,354	82%	18%
Hela	765142	633,497	131,645	83%	17%
Jiwaka	451496	432,678	18,818	96%	4%
Southern Highlands	927306	769,441	157,865	83%	17%
Western Highlands	531402	518,390	13,012	98%	2%
Momase	3,040,584	2,305,059	735,525	76%	24%
East Sepik	681518	531,404	150,114	78%	22%
Madang	797807	605,360	192,447	76%	24%
Morobe	1139789	890,933	248,856	78%	22%
West Sepik	421470	277,362	144,108	66%	34%
Islands	1761841	1,349,467	412,374	77%	23%
AROB	641431	474,800	166,631	74%	26%
East New Britain	457169	383,519	73,650	84%	16%
Manus	74547	57,269	17,278	77%	23%
New Ireland	232351	151,762	80,589	65%	35%
West New Britain	356343	282,118	74,225	79%	21%
Southern	2412736	1,712,977	699,759	71%	28%
Central	362768	280,896	81,872	77%	23%
Gulf	201388	118,824	82,564	59%	41%
Milne Bay	748196	367,466	380,730	49%	51%
NCD	513918	513,918	0	100%	0%
Northern (Oro)	271193	190,798	80,395	70%	30%
Western	315273	241,075	74,198	76%	24%

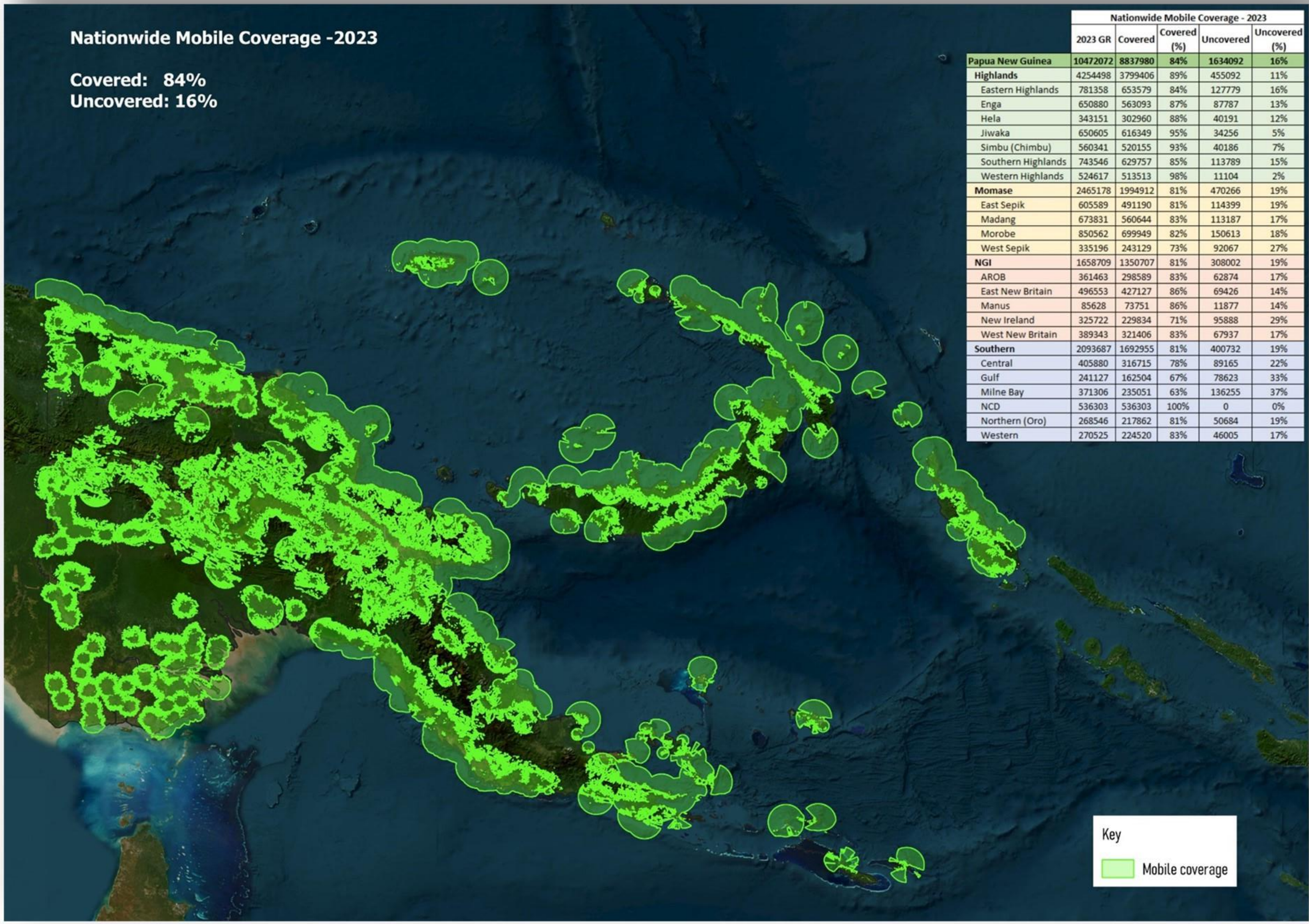

2G Towers
2G Mobile Coverage

3G Network Coverage as at 31st December 2024					
Area	**2021 NSO**	**Covered**	**Uncovered**	**Covered (%)**	**Uncovered (%)**
Papua New Guinea	**11781559**	**8,997,288**	**2,784,271**	**76%**	**24%**
Highlands	4,566,398	4,018,937	547,461	88%	12%
Chimbu	535457	490,873	44,584	92%	8%
Eastern Highlands	784535	704,942	79,593	90%	10%
Enga	571060	457,394	113,666	80%	20%
Hela	765142	636,906	128,236	83%	17%
Jiwaka	451496	412,054	39,442	91%	9%
Southern Highlands	927306	798,713	128,593	86%	14%
Western Highlands	531402	518,054	13,348	97%	3%
Momase	3,040,584	2,089,322	951,262	69%	31%
East Sepik	681518	507,760	173,758	75%	25%
Madang	797807	524,509	273,298	66%	34%
Morobe	1139789	791,649	348,140	69%	31%
West Sepik	421470	265,404	156,066	63%	27%
NGI	1761841	1,358,779	403,062	77%	23%
AROB	641431	488,864	152,567	76%	24%
East New Britain	457169	377,232	79,937	83%	17%
Manus	74547	52,878	21,669	71%	29%
New Ireland	232351	144,732	87,619	62%	38%
West New Britain	356343	295,072	61,271	83%	17%
Southern	2412736	1,530,249	882,487	63%	37%
Central	362768	285,216	77,552	79%	21%
Gulf	201388	109,422	91,966	54%	46%
Milne Bay	748196	211,142	537,054	28%	39%
NCD	513918	513,918	0	100%	0%
Northern (Oro)	271193	175,173	96,020	65%	35%
Western	315273	235,377	79,896	75%	25%


3G Towers
3G Mobile Coverage

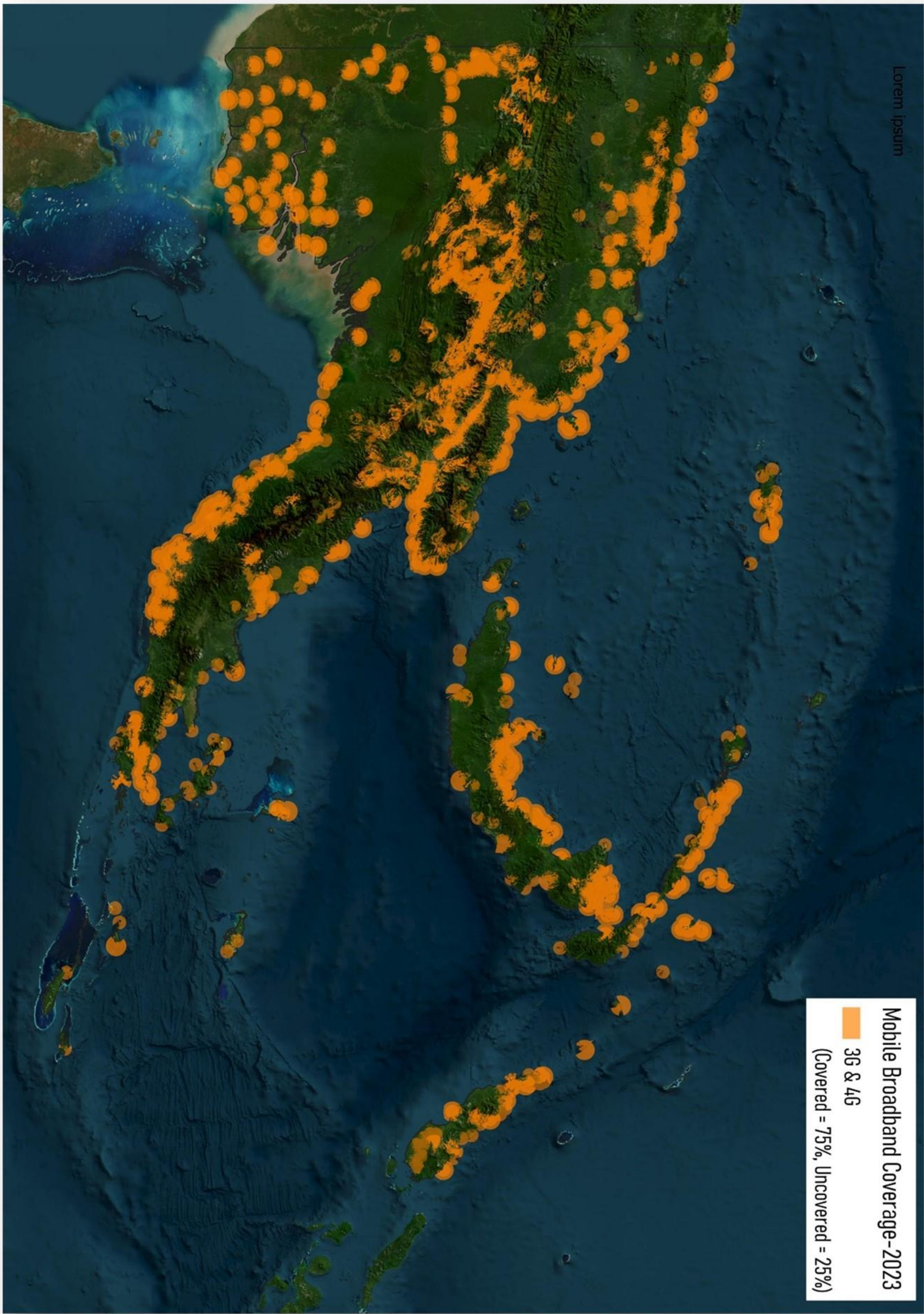
4G Network Coverage as at 31st December 2024					
Area	**2021 NSO**	**Covered**	**Uncovered**	**Covered (%)**	**Uncovered (%)**
Papua New Guinea	**11781559**	**7382793**	**4,398,766**	**70%**	**30%**
Highlands	4,566,398	4,066,716	499,682	89%	11%
Chimbu	535457	495,829	39,628	93%	7%
Eastern Highlands	784535	668,890	115,645	85%	15%
Enga	571060	497,470	73,590	87%	13%
Hela	765142	669,662	95,480	88%	12%
Jiwaka	451496	414,282	37,214	92%	8%
Southern Highlands	927306	801,687	125,619	86%	14%
Western Highlands	531402	518,895	12,507	98%	2%
Momase	3,040,584	2,033,958	1,006,626	67%	33%
East Sepik	681518	455,431	226,087	67%	33%
Madang	797807	540,784	257,023	68%	32%
Morobe	1139789	825,384	314,405	72%	28%
West Sepik	421470	212,359	209,111	50%	50%
NGI	1761841	1,307,572	454,269	74%	26%
AROB	641431	479,132	162,299	75%	25%
East New Britain	457169	364,366	92,803	80%	20%
Manus	74547	48,582	25,965	65%	35%
New Ireland	232351	143,435	88,916	62%	38%
West New Britain	356343	272,056	84,287	76%	24%
Southern	2412736	1,588,576	824,160	66%	34%
Central	362768	253,124	109,644	70%	30%
Gulf	201388	120,357	81,031	60%	40%
Milne Bay	748196	291,600	456,596	39%	61%
NCD	513918	513,918	0	100%	0%
Northern (Oro)	271193	195,494	75,699	72%	28%
Western	315273	214,084	101,189	68%	32%


4G Towers
4G Mobile Coverage



Nationwide Mobile Coverage - 2023

	2023 GR	Covered	Covered (%)	Uncovered	Uncovered (%)
Papua New Guinea	10472072	8837980	84%	1634092	16%
Highlands	4254498	3799406	89%	455092	11%
Eastern Highlands	781358	653579	84%	127779	16%
Enga	650880	563093	87%	87787	13%
Hela	343151	302960	88%	40191	12%
Jiwaka	650605	616349	95%	34256	5%
Simbu (Chimbu)	560341	520155	93%	40186	7%
Southern Highlands	743546	629757	85%	113789	15%
Western Highlands	524617	513513	98%	11104	2%
Momase	2465178	1994912	81%	470266	19%
East Sepik	605589	491190	81%	114399	19%
Madang	673831	560644	83%	113187	17%
Morobe	850562	699949	82%	150613	18%
West Sepik	335196	243129	73%	92067	27%
NGI	1658709	1350707	81%	308002	19%
AROB	361463	298589	83%	62874	17%
East New Britain	496553	427127	86%	69426	14%
Manus	85628	73751	86%	11877	14%
New Ireland	325722	229834	71%	95888	29%
West New Britain	389343	321406	83%	67937	17%
Southern	2093687	1692955	81%	400732	19%
Central	405880	316715	78%	89165	22%
Gulf	241127	162504	67%	78623	33%
Milne Bay	371306	235051	63%	136255	37%
NCD	536303	536303	100%	0	0%
Northern (Oro)	268546	217862	81%	50684	19%
Western	270525	224520	83%	46005	17%


Lorem ipsum
Mobile Broadband Coverage-2023
3G & 4G
(Covered = 75%, Uncovered = 25%)

ANNEX G LEGISLATION

NICTA performs its roles and fulfills its obligations and responsibilities under the following legislation.

Law
National Information and Communications Technology Act 2009
National Information and Communications Technology (Operator Licensing) Regulation, 2010
National Information and Communications Technology (Radio Spectrum) Regulation, 2010

NICTA also develops and implements mandatory instruments including Rules, Declarations, Determinations, Guidelines, Standards, Codes, Licences and others.

For a full list of mandatory instruments including determinations and declarations are available on NICTA's public register at its website. Please visit www.nitca.gov.pg.

ANNEX H JUDICIAL AND ADMINISTRATIVE DECISIONS

There were no decisions or judicial and administrative decisions made in 2024.

NICTA UNAUDITED FINANCIAL STATEMENTS FOR 2024

The financial statements for 2024 as presented in this report are unaudited pending annual audit by the Office of the Auditor General.