EXECUTIVE COUNCIL

PUBLIC

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Report Author:	Chloe Freeman, Communications Regulator
Portfolio Holder:	MLA Jack Ford
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1. Recommendations

Honourable Members are recommended:

(a) To note the Annual Report of the Communications Regulator for 2025
(b) To provide any policy direction which is considered appropriate; and
(c) To request that the Chief Executive lay the report on the table at the next meeting of the Legislative Assembly.

2. Additional Budgetary Implications

2.1 There are no additional budgetary implications arising from this report.

3. Executive Summary

3.1 There is a statutory requirement for the Communications Regulator to produce an annual report and for this report to be submitted to the Governor in Council and to the Legislative Assembly. This report seeks to discharge this obligation.

3.2 The purpose of the report is to set out what activities have been undertaken in the previous calendar year. It also sets out the areas of work that the outgoing Communications Regulator considers priorities for further development in 2026.

4. Background

4.1 The work of the Communications Regulator supports the electronic communications objectives and follows the regulatory principles as set out in the Communications Ordinance 2017.

4.2 The activities undertaken in 2025 are described in the report as are suggested priorities for 2026. The Communications Regulator will continue to work alongside the Government on the consideration of options for the future of telecommunications.

5. Consultation

5.1 This report was prepared by the outgoing Communications Regulator.

6. Resource Implications

6.1 Financial Implications: There are no financial implications arising from this report

6.2 Human Resource Implications: There are no human resource implications arising from this report. An incoming Communications Regulator has been appointed and is in post.

6.3 Other Resource Implications: There are no other resource implications.

7. Legal and Legislative Implications

7.1 There are no legal or legislative implications

8. Equalities and Human Rights Implications

8.1 There are no equalities or human rights implications

9. Environmental & Sustainability Implications

9.1 There are no environmental or sustainability implications.

10. Camp Implications

10.1 There are no implications for Camp,

11. Significant Risks

11.1 There are no significant risks arising from this report.

12. Publicity

12.1 The Annual Report of the Communications Regulator 2025 will be published on the Regulator's website.

13. Reasons for Recommending Preferred Option

13.1 There is a statutory requirement for the report to be presented to the Governor in Executive Council, and for the report to be laid on the table at the Legislative Assembly; no other options have been considered.

Falkland Islands
Communications Regulator

Annual Report 2025

The report is submitted in accordance with the Communications Ordinance.

"The Regulator must submit an annual written report to the Governor and to the Legislative Assembly about the exercise of the Regulator's functions during each calendar year. An annual report must be made as soon as reasonably practicable, and in any case not later than 3 months after the end of the calendar year to which it relates. The Regulator must include in the report information of any attempts by any person or authority to improperly direct or control the Regulator in the exercise of the powers specified in subsection (1)." Communications Ordinance (2017) Part 3 section 7 (3-6).

Foreword from the Communications Regulator

I am pleased to present the 2025 Annual Report of the Communications Regulator, prepared in accordance with the statutory duties set out in the Communications Ordinance 2017.

Throughout 2025, I have exercised the functions of the Regulator independently, as required by law, while having regard to the electronic communications objectives, the regulatory principles and the Falkland Islands Government's (FIG) changing policy objectives. At no point in 2025 did I experience any improper attempts to direct or control the performance of my statutory responsibilities. However, 2025 has demonstrated clearly that the reach of Sure's exclusive licence, and the extent of its contractual arrangements and longstanding relationship with FIG, can significantly shape the regulatory environment and impact the decision making of the Regulator.

The introduction of Starlink brought these complexities to the forefront. The process of licensing a new provider required careful navigation of legal risks arising from Sure's exclusive rights against the backdrop of a public campaign to use services from a new provider. These factors created a challenging environment in which to carry out independent regulatory functions and at times risked delaying decisions that were necessary to facilitate consumer access to innovative, high-quality services. As FIG considers future regulatory and legislative reforms, it will be essential to ensure that the framework supports regulatory independence and the timely adoption of new technology for consumers, without exposing the public to unnecessary legal or financial risk.

Despite these challenges, 2025 has been a year of progress. In addition to the licensing of a new provider, a new online VSAT licensing system has been introduced as well the introduction of Broadband Support Packages for vulnerable households. There have been improvements in spectrum management and preparatory work ahead of future expected spectrum developments as well as regular reporting of Sure's Quality of Service. The year also saw continued collaboration with regional partners in South Georgia and the South Sandwich Islands and the British Antarctic Territory and improvements in record-keeping and licensing for amateur radio and ship stations. Public engagement was strengthened through well-attended public meetings across the Islands, renewed use of online communication channels, consistent briefings with the media and enhanced transparency in the publication of regulatory data.

I extend my thanks to the Falkland Islands Government, Sure, Starlink, Ofcom, and the many residents and businesses who have contributed to the work of the Regulator throughout 2025. Their cooperation has been essential to navigating a period of considerable change and laying the groundwork for a more resilient and responsive telecommunications sector.

As I prepare to hand over to my successor in 2026, I am confident that they will bring fresh perspective to the next phase of regulatory work. The Falkland Islands telecommunications landscape is evolving rapidly, and it will be vital for the regulatory and legal framework to evolve accordingly.

SUMMARY

1. The table below summarises regulatory actions taken during 2025

2. The actions are set out in the table are explained further in the remainder of the report under the regulatory objectives of Governance, Supervision of National Assets, Regulation and Compliance, and Consumer Safeguards

Regulatory objective	Actions proposed in 2024 Annual Report	Output proposed in 2024 Annual Report	Actions taken in 2025
Governance	Publish 2024 Annual Report	Annual Report	Report published
	Consult on a 2025 Business Plan	Consultation on and publication of a business plan	No business plan published.
	Hold a public meeting	At least one public meeting	Five public meetings were held.
Supervise national assets	Manage the .fk domain name	Efficient domain name management	.fk domain has been managed
	Manage the phone number system	Efficient numbering management	Phone number system has been managed
	Issue amateur radio licences	Efficient amateur radio licensing	Licences issued, administrated by regulatory team and transparency increased
	Review the National Frequency Allocation Table (NFAT)	Report including updated and reissued NFAT	Potential changes to NFAT identified but not reissued.
Regulation and compliance	Regularise access to low earth orbit services	New regulatory framework established for consumers to use LEO services	VSAT licences re-opened, VSAT broadband connectivity licence issued and consumers accessing LEO services
	Negotiate with Sure and consult on a price cap until 2027	Price Cap consultation and published price cap documentation	Price Cap negotiated, consulted on and published
	Track complaints submitted to the Regulator	Spreadsheet tracking complaints. Numbers reported in future annual reports	Complaints tracked and information stored
Consumer safeguards	Publish 2024 Quality of Service Report	Report	Published in June 2025
	Publish 2024 Price Cap Compliance Report	Report	Published in June 2025
	Run a customer satisfaction/user habits survey	Report	Not completed.
Administration	Review active delegations	Review delegations	Delegations reviewed, renewed and revoked as necessary
	Keep website up-to-date	Keep website up-to-date	Website kept up to date and traffic increased

GOVERNANCE

Annual Report

1. The Communications Regulator's 2024 Annual Report was presented to Executive Council on 25 March 2025 (Paper number 51/25). The report was published on the Communications Regulator's website on 31 March 2025.

Business plan

2. No business plan was published for 2025. Throughout the year, the Communications Regulator focused on addressing ongoing policy matters and progressing tasks that had accumulated during the period without a permanent regulator in post. While a formal public consultation on a business plan was not carried out, early in 2025, the Regulator engaged proactively with stakeholders to help inform and establish priorities for the year ahead. The timelines for several key workstreams were heavily reliant on the cooperation of external parties, which made the development of a meaningful and deliverable business plan impractical.

3. A business plan is not proposed for 2026 for similar reasons. The annual report provides an appropriate and sufficient vehicle for outlining progress made during the preceding year and for demonstrating accountability for completed work.

Public meetings

4. Five public meetings were held in Q4 of 2025 across the following locations: Stanley, Mount Pleasant, Goose Green, Port Howard and Fox Bay. All the public meetings involved a presentation and Q&A sessions with members of the public to discuss the changes to VSAT licensing and the availability of Starlink services (described in more detail below).

5. All meetings were advertised on regulatorfi.org.fk, Falkland Islands Radio Station, BFBS 1, in the Penguin News and on the Falkland Islands Community Boards on Facebook. Attendance was recorded at all public meetings, with the highest turnout—as anticipated—at Mount Pleasant, Stanley, and Port Howard. For future meetings held in Camp, more targeted promotion may be required. This could include direct engagement with local community members, as well as written notices to residents and businesses in advance, to help ensure strong participation.

SUPERVISION OF NATIONAL ASSETS

The .fk Domain

6. As of December 2025, a total of 178 .fk domain names were registered. During 2025, there were 10 new registrations and 10 retirements.

7. Applications for .fk domain registrations are submitted by completing the form available on regulatorfi.org and sending it to Sure, which provides web-hosting

services in the Falkland Islands. Sure then forwards all applications to the Regulator for approval. While this process is straightforward, some consumers have noted that it can be slow and more time-consuming than in larger jurisdictions where domain registrations are processed instantly.

8. Several domain name applications were declined in 2025 on the basis that they did not meet the requirements of the current .fk Domain Management Policy. In at least one instance, this prevented a local resident from offering services to the wider community. A review of the policy in the coming years would be advisable to ensure it remains fit for purpose, proportionate, and supportive of the continued use and growth of the .fk domain.

9. It is possible that a number of existing .fk domain registrations are no longer active, and work is required to confirm their status. Anecdotal evidence suggests an increasing preference among Falkland Islands residents and businesses to use alternative domain names rather than .fk. The underlying reasons for this trend should be examined, and consideration given to the long-term strategy and future direction of the .fk domain.

10. Domain name management activities were carried out efficiently in 2025 and in line with current policy; however, the Regulator currently has limited capacity and specialist expertise to consider broader strategic questions regarding the future direction of the .fk domain. This also constrains the ability to review existing policies or streamline processes to ensure they remain effective and aligned with international best practice.

Amateur radio licences

11. Ten amateur radio licences were issued in 2025. Two 'full lifetime' licences for residents and eight 'full temporary' licences for visitors.

12. The administration and issuing of amateur radio licences was previously undertaken by an administrator in the Treasury by letter of delegation. Given the recruitment of a legal and telecoms assistant, a decision was made to end the delegation and amateur radio licences are now administrated by the regulatory team.

13. Amateur radio licensing has suffered from record management problems over the last few decades but efforts have been made to ensuring licensing decisions are more transparent with lists of amateur radio callsigns published quarterly on regulatorfi.org.fk. Additionally new licence documentation has been provided to local residents where records allow but licences have been lost.

Support to South Georgia and the South Sandwich Islands (SGSSI) and the British Antarctic Territory (BAT) Governments

14. In 2020, Executive Council confirmed that it was content for the Communications Regulator to provide regulatory support to the Governments of South Georgia & the South Sandwich Islands (SGSSI) and the British Antarctic Territory (BAT),

particularly in relation to amateur radio licensing. During 2025, the Regulator issued four amateur radio licences on behalf of SGSSI and provided technical and regulatory assistance to ensure that Starlink obtained the necessary approvals to operate within the Territory.

15. During 2025, the Regulator continued constructive discussions with the Government of BAT regarding future arrangements for the administration of VP0 amateur radio callsigns and an agreement has been drafted but not yet signed. BAT spent much of 2025 preparing the relevant legislation required to delegate these responsibilities appropriately. As a result, an agreement enabling the Communications Regulator to undertake amateur radio licensing functions on behalf of BAT is expected to be finalised in 2026.

National Frequency Allocation Table

16. The National Frequency Allocation Table (NFAT) was not updated in 2025. The table was reviewed alongside the outcomes of the last International Telecommunications Union (ITU) World Radiocommunication Conference (WRC) which took place in 2023. Whilst its undoubtable that the NFAT should be fully reviewed and amended if necessary to ensure continued international compliance, this requires extensive specialised work that is not currently resourced for.

17. The next WRC will take place in October and November 2027. The Falkland Islands are represented through Ofcom and the Regulator works with Ofcom to raise radiocommunication related issues or concerns that have emerged. The NFAT should be reviewed fully and all changes should be reported after 2027.

18. The NFAT underpins effective spectrum management across the Falkland Islands. During 2025, work was undertaken to ensure that spectrum records were updated, consolidated, and stored in a more accessible format, enabling quicker identification of licence holders when addressing new spectrum requests or investigating reports of interference. Despite this progress, further work and additional resource are required to strengthen the completeness and reliability of spectrum data. While telecommunications and broadcasting providers, including Sure and BFBS, hold accurate and up to date radiocommunications licences, there remains a need to improve understanding and oversight of spectrum use by private individuals, businesses, and FIG departments. Development of a National Frequency Allocation Database was ongoing in 2025 but substantial further work will be necessary over the coming years before it becomes a robust and authoritative regulatory asset**.**

19. The current NFAT contains no formal allocation for military spectrum use, despite the Ministry of Defence being one of the most significant users of spectrum in the Falkland Islands. Work during 2025 focused on identifying a suitable spectrum allocation framework that could be managed effectively by the Ministry of Defence. This work is ongoing, with decisions expected to be presented to FIG during 2026.

20. In 2025, Ofcom notified the Communications Regulator of an interference report. The matter has continued into 2026 and has required regular liaison with Ofcom and the Ministry of Defence. Efforts to resolve the interference are ongoing, with all parties cooperating constructively and maintaining a collaborative approach to remediation.

Numbering

21. A total of 8322 commercial telephone numbers is in use, of which 5963 are mobile, and 2359 are fixed line. Number usage representants 16.6% of all the available phone numbers within the +500 international country code for the Falkland Islands.

Number block	Number in service (2025)	Change from previous year
20000-29999	1606	-25.6%
30000-39999	643	+8.6%
40000-49999	110	-22%
50000-59999	4735	+1.1%
60000-69999	1228	-3%
Totals	8322	+5%

REGULATION AND COMPLIANCE

VSAT licences

22. The Communications Regulator is responsible for issuing radiocommunications licences, including VSAT licences, which allow consumers to self-provide broadband services. Strong community interest in Starlink's low-latency, high-speed broadband services continued to grow throughout 2023 and 2024, resulting in increased applications for VSAT licences as well as rising levels of unlicensed use.

23. In 2025, the Falkland Islands Government reviewed and approved significant changes to the VSAT policy, including reducing the annual licence fee from £5,400 to £180 and adopting a revised approach making it easier and more affordable for the public to use services from Starlink so long as they held a VSAT licence.

24. VSAT licensing was paused in December 2024 and remained paused for much of 2025, longer than originally anticipated, while FIG completed its review of the VSAT policy. Following the adoption of the revised policy in June 2025, a substantial programme of work was undertaken to draft, negotiate, and agree an operating licence for Starlink. A new licence, the 'VSAT Broadband Connectivity Licence' was designed. This was a major regulatory undertaking, requiring sustained engagement across FIG, Starlink, and other stakeholders over several months. The operating licence was finalised in October 2025, marking not only the completion of a significant piece of work, but also the first time the Falkland Islands telecommunications sector has seen regulated competition.

25. During this process, the Regulator identified a significant legal risk in reopening VSAT licensing or issuing an operating licence to Starlink before a compensation agreement had been concluded between FIG and Sure. Throughout 2025, the

Regulator worked diligently, while remaining appropriately independent, to support and encourage both parties toward a timely resolution. This facilitation was essential to ensure that the transition to a more competitive telecommunications environment was managed responsibly and matters between Sure and FIG did not escalate to a legal dispute.

26. The pause on VSAT licensing therefore remained in place until 1 November 2025, ensuring that all regulatory decisions were taken only when the legal risk had been addressed. If the Falkland Islands moves towards a future telecommunications model that permits services from competing operators, it is vital that regulatory and licensing frameworks continue to evolve to accommodate competition, provide clarity for new entrants, and minimise the risk of disputes with the incumbent operator(s).

27. Following the reopening of VSAT licensing, a total of 1,008 licences were successfully issued during November and December alone, demonstrating both the effectiveness of the new system and the sustained level of demand for high-performance broadband services.

VSAT Broadband Connectivity Licence

28. As described in the section above, a new electronic communications licence was issued to Starlink in 2025. Ensuring Starlink's compliance with its licence conditions was a key factor in maintaining stability in the telecoms market going forward. Under the terms of the licence, Starlink is permitted to provide services only to users who hold a valid VSAT licence.

29. A compliance mechanism was developed collaboratively between Starlink and the Regulator (with input from other stakeholders) where customers can access Starlink services only if they present a VSAT licence issued by the Regulator. Starlink then reports its active users to the Regulator. Where a customer does not hold a valid licence, Starlink removes their service. This compliance process appears to be working well, with estimated compliance levels exceeding 99%

Complaints

30. Complaints to the Regulator are formally recorded and reported within this Annual Report. In 2025, the Regulator received nine formal complaints relating to services provided by Sure. Two of these concerned Sure's failure to follow its own complaints procedure as set out in its Code of Practice. The remaining seven complaints related to service issues across mobile, broadband, email, and billing.

31. The Regulator handles complaints about Sure on a case-by-case basis, as each issue typically requires a tailored response. In many cases, the Regulator's role involves facilitating clearer communication between Sure and the complainant, enabling issues to be resolved or helping both parties better understand each other's position and reach a mutually acceptable outcome. Some complaints, such as those concerning Sure's Horizon email service, relate to matters outside the Regulator's powers. The Regulator will continue to monitor both formal and informal complaints across all

operators throughout 2026 to ensure that emerging consumer issues are identified and addressed wherever possible.

Price Cap 2024-2027

32. During 2025, the Regulator undertook and completed the work necessary to negotiate a new price cap regime for Sure covering the period 2024–2027. Although this work should ideally have taken place across 2023 and 2024, the Regulator progressed it at pace in early 2025. Price caps restrict the extent to which Sure can increase prices in the absence of competition, protecting consumers from undue price rises. While broadband was initially intended to be brought under the price cap at the end of 2023, this was judged inappropriate given the substantial shift in the broadband market caused by growing consumer uptake of Starlink through VSAT licences.

33. In Q1 and Q2 of 2025, the Regulator negotiated a revised price cap with Sure, consulted publicly on the proposals, and ultimately agreed that broadband would remain outside the price cap for the 2024–2027 period. For consistency, the new price cap was backdated to the start of 2024. Although this approach carried some regulatory risk at the time, developments in Q3 and Q4 2025 demonstrated its suitability as FIG and Sure reached agreement on new broadband pricing, leading Sure to introduce improved broadband packages, including higher speeds and unlimited data for customers.

CONSUMER SAFEGUARDS

Price cap

34. Each year Sure is required to complete a template Excel workbook detailing compliance with the Price Cap requirements. Sure is allowed to increase its prices, or required to reduce its prices, by the Retail Price Index, adjusted for the contribution to RPI which derives from broadband service tariffs.

35. The Sure compliance table for 2024 was submitted on time. The compliance report for the Price Cap 2024 was published by the Regulator in June 2024.

36. Sure was fully compliant with the Price Cap. In 2024 the retail prices index (RPI) was 8.6% which means Sure could have increased prices by a total of £196,311 but did not increase any prices and introduced some price reductions for its mobile service packages towards the end of the year. The effect of these price changes was that Sure's price cap regulated revenues fell by £22,171 and consumers were collectively £218,481 better off compared with the maximum prices that Sure could have set under the price cap for 2024.

37. A report on Sure's compliance with the price cap for 2025 will be published in Q2 of 2026.

Quality of Service

38. Sure submits quarterly data to the Regulator on customer faults and complaints and on service reliability, using a standard template. The 2024 Quality of Service report was published in June 2025.

39. The 2024 Quality of Service report found that Sure met most of its targets during 2024, but the number of faults and the fault repair times in Stanley for residents and businesses were higher than acceptable for the second year running.

40. In 2023, Sure was issued with a penalty for not meeting their KPI on fault numbers and refunded customers in Stanley £5 in December 2024 (totalling approximately £11,000). For 2024 performance, the Regulator chose not to issue a financial penalty. Instead, the Regulator and Sure agreed that Sure would fund the full cost of installing new network probes during 2025 (discussed below).

41. The Communications Regulator's Annual Report 2024 set out that the previous network probes were jointly funded by FIG and Sure but were producing unreliable data and had not been value for money. Requiring Sure to fully fund replacement probes, rather than issuing another round of compensation to customers, was considered by the Regulator to be in the wider long-term interests of consumers. Reliable, transparent data about network performance is essential for effective oversight and future KPI development.

42. All of the 2025 quality of service data has been received from Sure. The Regulator will publish an analysis of the data in the Annual Quality of Service Report for 2025 later this year.

Network Probes

43. As described above, in lieu of issuing a penalty for Sure's 2024 performance, the Regulator and Sure agreed that Sure would fully fund the installation of new network probes during 2025. These new probes were installed across Sure's network in October 2025 and were designed to provide independent, accurate monitoring of broadband performance. From October to December, the probes entered a testing phase to ensure their reliability. Beginning January 2026, the new measurement data will be included in Sure's published Quality of Service reports. The probes are configured to operate as if using the Unlimited115 package (15Mbps speeds and unlimited data) and will measure availability, latency, download speeds, and HTTP performance.

44. Probes have been deployed across multiple technologies and locations, including ADSL (Stanley and Fox Bay), LTE (Stanley, March Ridge, Goose Green), Fixed Wireless Access (Mount Kent and Fox Bay), and Telrad (Stanley and Mount Kent). While Sure's only current KPI remains the 95% availability measure, data collected during 2026 will be analysed to inform consideration of a future speed-based KPI for 2027.

Broadband Support Packages

45. Following the introduction of Starlink and the changes to Sure's broadband offer in 2025, the Regulator worked closely with FIG and Sure to design the framework through which support could be delivered to low-income households ahead of the December 2025 broadband package changes. The changes to the telecommunications market in 2025 saw the withdrawal of Sure's XMSL and SML broadband packages at £16 and £39 a month respectively and the introduction of the new lowest price broadband package of £50 a month.

46. This work included seeking Executive Council approval for the introduction of Broadband Support Packages, establishing clear eligibility parameters in line with existing FIG financial assistance schemes and agreeing operational arrangements with Sure so that the packages could be implemented quickly and reliably. The priority was to ensure that the withdrawal of Sure's legacy low-cost products did not leave vulnerable households without affordable access to the internet while maintaining a coherent regulatory approach in a rapidly changing market.

47. By the end of 2025, the Regulator had overseen the development of a practical delivery mechanism whereby eligible households would pay £20 per month for Sure's £50 package, with FIG covering the remaining £30. This outcome provided a targeted and administratively efficient means of protecting connectivity for low-income households. Around 30 applications for Broadband Support Packages were submitted to the Regulator in 2025.

48. In 2026, the Regulator will need to review the Broadband Support Packages to ensure that no household is left behind when it comes to internet access and ensuring that the support is reaching the right people.

49. The Regulator will report on the number of households in receipt of Broadband Support Packages, alongside the associated budgetary implications, in the 2026 Annual Report.

Consumer Satisfaction Survey and User Habits Survey

50. The Regulator last conducted a Customer Satisfaction Survey in 2021, a report on this was published in June 2021. A user habits survey was last carried out by the Regulator in 2021. Two reports were produced on business user habits and customer user habits.

51. No surveys were undertaken by the Communications Regulator during 2025. This was due to the uncertainty around broadband provision and packages throughout most of 2025 and the changes that followed towards the end of the year.

52. Looking forward, now the telecommunications market has stabilised there is an opportunity to survey consumers to understand what products they are using from which operators and how satisfied they are with their prices and services. Any survey would need to be adapted from earlier iterations to ensure consumers views were captured on both Sure and Starlink.

Understanding Young People's Online Habits and Safety

53. In 2025, after liaison with FIG's Social Services and Education departments, the Regulator ran a survey of young people and their parents at Falkland Islands Community School (FICS). This community conversations and media coverage that suggested that the significant increase in the availability of high speed and/or unlimited internet was impacting the experiences of young people online. The survey aimed to gather evidence that could support future policy development across FIG, the Regulator, and internet service providers. A full report on the survey's findings will be published in 2026.

ADMINISTRATION

Recruitment

54. In 2025, a new legal and telecoms assistant was recruited. Their support has been invaluable in supporting, developing and progressing regulatory priorities.

55. A recruitment campaign was successfully launched at the end of 2025 for a successor to the current Communications Regulator. There will be a two-month handover period from February until April 2026.

Delegations

56. A number of tasks are delegated from the Communications Regulator to departments in the Falkland Islands Government, where appropriate. In 2025, the delegation to the Falkland Islands Maritime Authority (FIMA) was renewed to ensure FIMA can continue to administrate ship station licences to vessels. The delegation to Treasury to issue amateur radio licences was revoked and these are now issued by the regulatory team.

Communications Regulator website

57. The Regulator's website (www.regulatorfi.org.fk) received significantly more traffic in 2025 than in previous years. In 2025, there were 9933 visited pages (+134%), from 3957 unique visitors (+268%), who came to the site 5928 times (+237%). The amount of time users spend on the site remains high at around 14 minutes per visit. The majority of visitors to the website came from the Falkland Islands (1216), then the UK (1087) followed by the USA (1033).

58. 73% of visitors to the website accessed the site via desktop or laptop but 2025 saw the percentage of visitors accessing on a smartphone increase from 13% to 24% and similarly for those who accessed via a tablet device has gone from just 1.5% in 2024 to 3% in 2025. This must be taken into account when considering online availability of information into 2026.

59. Aside from the website homepage, popular areas of the website to visit include information on the .fk domain, VSAT licences, broadcasting and spectrum.

60. The Regulator resumed use of the 'Falklands Regulator' Facebook page in 2025. The Regulator has posted on Facebook when documents or news items are added to the website. It would appear that is has been successful in directing more traffic to the website. The Facebook page has grown to have 200 followers but is lagging behind the social media presence of other key telecommunications stakeholders in the Falkland Islands such as Sure and FIG.

VSAT licensing website

61. Another major focus of 2025 was modernising and streamlining the VSAT licensing process. The Regulator worked closely with the FIG IT team to design and implement a dedicated online VSAT licensing portal, enabling applicants to submit requests and make payments digitally. This can be viewed at vsat.gov.fk. This significantly reduced administrative burdens and ensured applicants could obtain licences quickly and efficiently. The system was tested with members of the community prior to launch, received positive feedback, and has since required minimal regulatory intervention.

Appeals

62. In 2025, there were no complaints or appeals against the Regulator. A 2024 appeal which was outstanding into 2025 was concluded without further action.

ACTION PLAN FOR 2026

63. A new Communications Regulator will be taking over in 2026 and should not be bound by the priorities of their predecessor. However, without doubt the Communications Regulator will need to adapt their strategic priorities around government decision making concerning Sure's Individual Operating Licence which can now be terminated with two years notice by either party.

64. Other areas of work that would benefit from further attention in 2026 would include rolling out a consumer satisfaction survey, developing the Regulator's spectrum management capabilities, reviewing the broadband support package programme and continued engagement with Sure on their quality of service performance.

65. Many thanks to FIG, Sure, Starlink and residents and businesses in the Falkland Islands who have engaged with and supported the work of the Communications Regulator throughout 2025.

Chloe Freeman
March 2026