

**29 August 2025**

**PRESS RELEASE**

**Collaboration to Address Internet Service Gaps in Fiji**

The Consumer Council of Fiji (CCoF), the Fijian Competition and Consumer Commission (FCCC), and the Telecommunications Authority of Fiji (TAF) have joined hands to address consumer concerns related to internet services in Fiji.

This comes, following a nationwide survey conducted by the Council earlier this year, which provided detailed insights into the frustrations of consumers. The key issues raised included fluctuating pricing structures, unreliable connectivity, slow speeds, inequitable access in rural and maritime areas, and unsatisfactory customer service and complaints handling. These findings confirm systemic problems that continue to undermine fair and reliable access to digital services in Fiji.

Consumer Council CEO, Seema Shandil, said the evidence gathered is already guiding collaborative work now in progress. “Internet is a fundamental enabler of education, business, and social connection. Our joint efforts are focused on the pressing issues identified by consumers, ensuring that service providers are held accountable, pricing structures are fair, and Fijians can rely on consistent connectivity. Consumers deserve value for their money and the confidence that their concerns will lead to meaningful improvements,” she stated.

Telecommunications Authority of Fiji Chief Executive Officer, Mr. Prit Chand said, “Internet and data services are now essential for every Fijian household, whether it’s for school, business, health, or simply staying connected with family. As the regulator, TAF’s responsibility is to ensure providers deliver what they promise, and that consumers get fair value for the money they spend. Through this collaboration, we are looking closely at service quality things like speed, reliability, and coverage to make sure they match what is advertised. We also want complaints resolved faster and billing to be more transparent. Our goal is not only to hold providers accountable but to lift the entire sector’s performance so that every Fijian can count on reliable internet. This collaboration with the Consumer Council of Fiji and FCCC is just the beginning of a sustained push for better digital services.”

FCCC CEO, Ms Senikavika Jiuta, added that reliable internet was no longer a luxury, but a necessity that underpins our economy and society, requiring oversight to protect Fijian consumers. “As the regulator, FCCC is committed to ensuring that pricing practices are transparent and competitive, while also safeguarding consumers from unfair treatment. This collaboration is about driving systemic change, making sure that providers not only meet their obligations but also deliver services that are accessible, affordable, and fair for all Fijians, whether in urban centres or rural and maritime communities,” said Ms Jiuta.

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Consumers who continue to face issues with internet connectivity or data pricing are encouraged to report their experiences. Complaints can be lodged through the National Consumer Helpline on toll-free number 155 or via email to [complaints@consumersfiji.org](mailto:complaints@consumersfiji.org).

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