



ICTA

INFORMATION & COMMUNICATION
TECHNOLOGIES AUTHORITY



ICTA Consumer Guide: The Internet



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The aims and objectives of Consumer Guides

This Consumer Guide on the Internet is meant to provide Mauritian consumers of ICT products and

services relevant information to help them better know their rights and responsibilities.

It is important to underline that this guide should not be regarded as a manual for handling the Internet. It is first and foremost a guide.

And it is the first guide of its sort being published by the Authority. The Authority is committed to publishing more guides of this sort on issues of interest and concern to the consumer in particular. The Authority is convinced that it is important for consumers to know their rights as well as their responsibilities when it comes to ICTs and such a powerful and pervasive tool like the Internet.

This guide must be regarded as a tool to enable consumers to make a more informed choice and develop the skills and knowledge to benefit from the use of ICT products and services.

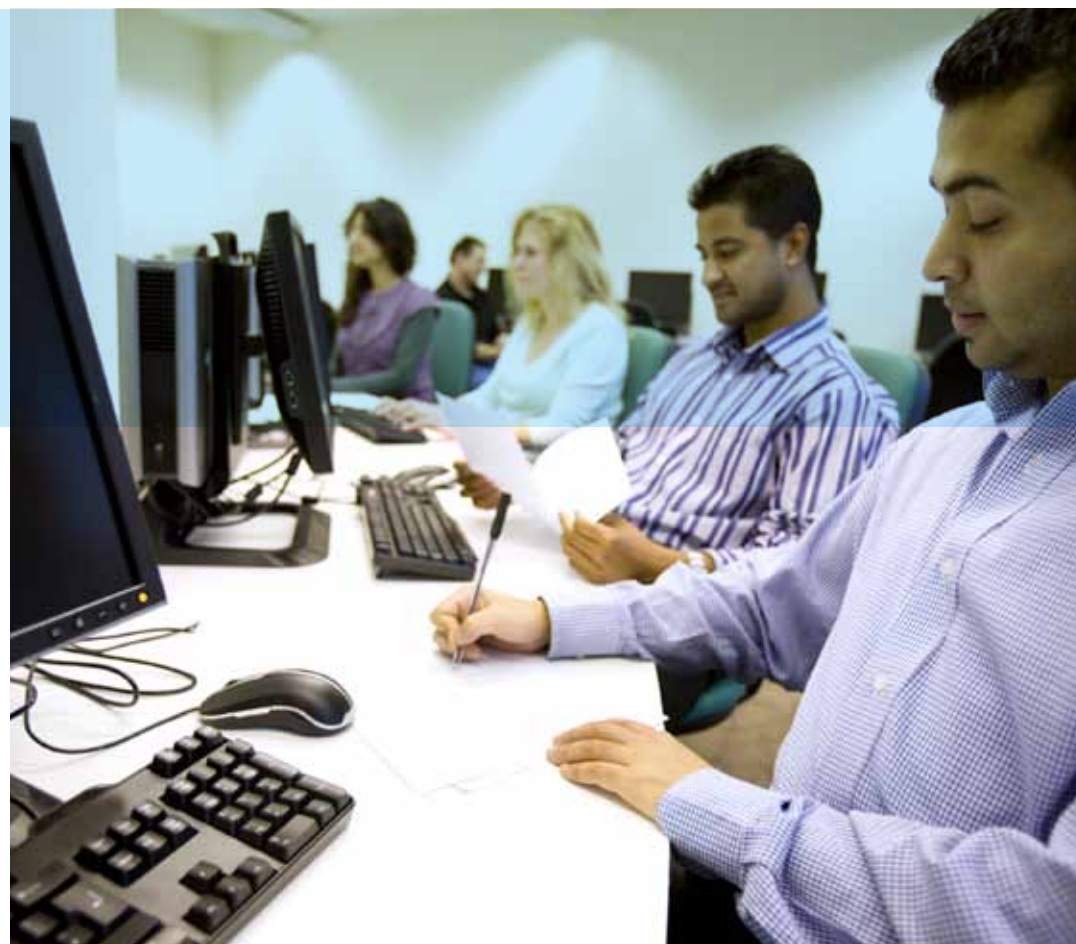
The ICT Authority is committed to promoting Digital Media Literacy: that is the ability of an individual to access, understand, participate and create using digital media. One of the ICTA's aims when it comes to consumers is to empower Mauritians to become Digital Citizens and to make ICTs accessible to all at affordable prices. The Authority does so by acting according to its mandate under the ICT Act.

The guide provides information on the following:

- the ICT Authority's mandate and role
- guidance to consumers about how to get the most from their service providers and how to use the Internet safely
- information about the mechanism to address a complaint to the regulator
- information about projects of the ICTA related to its mandate on technical regulation, in particular projects related to the Internet
- a glossary that explains terms found in this guide and terms commonly used when referring to the Internet with a view to making it easier for the consumer to understand

The Mandate and Role of the ICT Authority

The ICT Authority is the national regulator for the ICT sector and Postal Services in Mauritius and was established by an Act of Parliament in 2001. It regulates an entire sector which is the fifth pillar of the economy. The ICT Authority is also the Controller of Certification Authorities (CCA) which certifies the technologies, infrastructure and practices of all the Certifying Authorities licensed to issue Digital Signature Certificates.



The Main Areas of Regulatory Functions of the Authority under the ICT Act 2001 (as amended) are:

- Telecommunications
- Radiocommunications
- The Internet
- Postal Services
- Digital Signatures



Technical Regulation

This area concerns the regulation of the standards for telecommunication and radiocommunication networks to ensure that such networks operate safely and according to their technical functions. For example, many types of equipment are imported for use in ICT services or sold as an ICT product, including the mobile phone. Importers must show proof that such equipment meet industry standards and are safe for public use.

Any person or body corporate must apply for a Dealer's Licence if they intend to sell, expose or offer for sale or hire a radio communication or telecommunication apparatus or device and also apply for a Type Approval Certificate to ensure compliance with required standards.

Telecommunications involve a numbering system; for example telephone numbers are allocated to operators who run networks and offer services. The management and allocation of these numbers is one other function of the Authority. The Radio Frequency (RF) Spectrum also falls under technical regulation. RF Spectrum is a national resource which is required by operators offering wireless services. The ICT Authority must also look after national interests internationally regarding the use of RF spectrum, standards and satellite communication.

Economic Regulation

The Authority ensures that there is competition in the ICT industry. With effective competition, consumers enjoy a variety of services at lower costs and better quality. By setting a low Interconnection Usage Charge, it is possible for consumers to have Internet dial up services at affordable prices; in this way the Authority promotes penetration of Internet for Mauritians and helps in democratizing access to the Internet.

The Authority has systematically approved decreases in IPLC and wholesale ADSL rates over the years to enable the comparative decrease in the retail prices of ADSL. The consumer is the one who has been benefiting as a result of these decisions.

In 2006, Internet penetration stood at 11.41%; by 2010 this had nearly doubled to 22.14 %.



IT Regulation

Consumers use the Internet for many reasons. This may be to communicate, to learn, to shop and to do business or for entertainment. Under IT regulation the Authority is concerned with taking measures to promote information security in electronic communications so that transactions and exchanges online are secure and safe. It is also mandated to curtail harmful and illegal content on the Internet and other information and communication services.

Regulation for the Consumer

All the measures and decisions of the ICT Authority as the national regulator for ICT must at the end of day benefit the citizen and the end user. Amongst the Authority's functions is that of handling complaints from consumers; ensuring that operators are kept informed about decisions and measures and ensuring that ICT services are accessible and affordable. The Authority is mandated to set up a Universal Service Fund to generate projects to benefit society. The Authority is also mandated to ensure that service providers and operators develop a code of practice for consumers.



The ICTA and Consumer Protection

Under section 18 (m) of the ICT Act, one of the functions of the Authority is to “take steps to regulate or curtail the harmful and illegal content on the Internet and other information and communication services”.

Under section 18 (o) another of the many functions of the Authority is “to entertain complaints from consumers in relation to any information and communication service in Mauritius and, where necessary, refer them to the appropriate authorities”.

Categories of Complaints

The Authority is sent many categories of complaints. Amongst the complaints are those which pertain to the Internet.

Complaints about ISPs

The Internet-related complaints from consumers can be divided into two broad areas of concern:

- The quality of service in relation to the commercial aspect: Internet Service Providers, that is the operators licensed to provide Internet services to the public, whom consumers feel do not disclose or do not explain the contractual clauses binding them to the public and vice-versa to consumers. Consumers consider that they are not provided with sufficient information about the Internet services and products they are purchasing; or they don't understand their contract conditions because these are too technical.
- The quality of service in relation to the technical aspect: here consumers complain about the Internet speed and the failure of ISPs to provide them with the level and quality of service advertised; there are also complaints about poor customer care from ISPs characterized by inaccurate or contradictory information. Disputes over billing (related to the Internet package) and disconnection of service without sufficient notice are other types of complaints received from consumers.

Illegal and Harmful Internet Content

The second broad area of focus concerns the receipt of complaints by the ICT Authority pertaining to the Internet with regards to content and netiquette/behaviour of online users which may be causing inconvenience and prejudice to the complainants. Examples include anonymous emails; online harassment; hacking; online impersonation and harmful and illegal content.

The ICT Authority deals with these complaints by referring them to the Police as they may constitute an offence under the ICT Act or other laws of Mauritius. It is important to note that the Authority has no mandate to enquire into such cases. On other occasions, the complainants are advised to avail themselves of the complaint mechanisms contained in the websites they refer to in their complaints as these websites fall outside the jurisdiction of the ICT Authority except in instances where national security is at stake. A common example of websites referred to in consumer complaints would be social networking sites.

The Consumer Complaints Mechanism of the ICT Authority :

The ICT Authority has a Consumer Complaints Mechanism:
(http://www.icta.mu/consumer/complaints_mech.htm)

How to Make a Complaint under this Mechanism

Complaints must be made in writing.

Give your full particulars i.e. name, address and contact details (phone number and e-mail address where available). Anonymous complaints are not entertained by the Authority.

Address the complaint to the Executive Director, ICT Authority, Level 12, Celicourt, Celicourt Antelme St, Port Louis.

Envelopes should be clearly marked with the ICTA address and that of the complainant's on the reverse side.

Complaints can also be emailed to icta@intnet.mu

Attach photocopies of relevant documents, e.g bills, subscription agreements/contracts.

Retain your original documents.

It is strongly recommended that consumers provide evidence that they have indeed sought redress vis à vis the operator. Details such as the time and date and name of customer care personnel handling a complaint can help fast track the process.

Annex copies of letters or emails sent to the operators to show that all means to resolve the complaint with the operator have been used.

Explain your complaint clearly stating the facts. Provide an idea of what you want the complaint to achieve for you in terms of expected outcome.

Complaints may be submitted in Mauritian Kreol if necessary.

If complaints are handwritten make sure the handwriting is legible.

A complaints form is available on the website for all complaints.

But for Radio Frequency Interference complaints, use the specific form available .

Hard copies of both these forms can be picked up from the Customer Support Desk of the Authority or at the Reception Desk on the 12th Floor.

Do bear in mind that the Authority will respond to your complaint promptly but the outcome will also depend on the category of complaint and the level of customer care of the service provider.

Some further practical advice:

You may also call or visit the Consumer Support Desk where you can obtain guidance about making a complaint.

The Authority will examine the complaint and if necessary refer it to the appropriate Authority for example, this could be the service provider or the Police.

It is important for you to have explored and exhausted all means to settle the complaint with the operator or service provider.

When looking for an Internet service provider or operator, compare the different offers available and select the package that best suits your needs and budget.

Ask about the type of service, for example is it a bundled service offering Internet along with other services like films and music or is it a stand alone service offering just Internet?

Try to get maximum information before signing your contract. Make sure you understand the terms and conditions: this may include clauses about billing; surcharges or return of equipment associated with the service.

The Internet is a popular space for people to use the services of social network sites. These sites also provide a service based on terms and conditions. You need to know these terms and conditions.

Users of these sites often encounter problems of other users behaving in an objectionable or offensive manner. This may even be illegal or harmful to other users online. It is important to learn how to use these services in a responsible and safe manner. In cases where an illegal transaction or behaviour online has been reported to the Authority, the Authority will refer the matter to the appropriate authorities which could be the Police in accordance with provisions under Section 18 (m) and Section 18 (o) of the ICT Act.

The Authority has more advice to give on Staying Safe in Cyber Space; this link provides more advice <http://www.icta.mu/mediaoffice/2010/cyber youth.htm>

It is advisable to give as little personal information about yourself as possible. Check the Privacy Settings and activate features to protect your personal information. For example, you are not obliged to post a photo of yourself. Remember that any information about yourself that you upload is at your own risk.

Social networking websites have links where you can report abusive behaviour; get to know how to use these links as some social networking websites have improved their procedures to ensure good netiquette is observed.

If you shop online, ensure that you use a secure website and you are dealing with reputable companies.

Beware of spammers trying to 'phish' personal information like your bank details.

As a regulator and in accordance with its mandate, the ICTA has undertaken a number of projects which concern the Internet.

IPv6 deployment strategy for Mauritius

The Internet is a very popular means of communicating and doing business. To sustain its growth and ensure that the Mauritian public get better access and benefits from the Internet, the ICTA is advocating the Transition of IPv4 to IPv6 amongst local stakeholders. IPv4 is now almost completely used up. IPv6 will enable the expansion of the available space on the Internet to meet future demand for Internet addresses. Any device we use to connect to the Internet must have an IP address.

The ICT Authority has published a Public Consultation Paper on its website (www.icta.mu) on issues pertaining to the transition from IPv4 to IPv6 in Mauritius. In this paper the ICT Authority invited views and comments from the public and stakeholders:

- to assess our readiness in Mauritius as well as the need for any regulatory intervention, and the extent to which it should be in the transition from IPv4 to IPv6
- to assess the need for the setting up of a neutral agency to manage IP addresses within Mauritius
- to take stock from the local ISPs on the status of the uptake of IPv6 in Mauritius;
- and to assess the need for any enabling policy initiatives

Public Key Infrastructure – PKI

With the increase in e-commerce and other types of online transactions, the ICT Authority initiated the Public Key Infrastructure project to enable the use of electronic signatures and make online transactions safe.

Under section 18 (z) of the Information and Communication Technologies Act 2001, the ICT Authority is the Controller of Certification Authorities in Mauritius. The ICT Authority, in the exercise of its statutory function as Controller of Certification Authorities, is the apex body of the Mauritian PKI. The Controller of Certifying Authorities as the "Root" Authority certifies the technologies, infrastructure and practices of all the Certifying Authorities (CA) licensed, recognized and approved to issue Digital Signature Certificates.

E-Security

In view of protecting online users with regard to cybercrime, the National Cybercrime Prevention Committee was set up under the aegis of the ICT Authority and chaired by the chairperson of the ICTA. Examples of Cybercrime are identity theft, financial fraud and intellectual property theft. The NCPC was set up in September 2009 and dismantled in July 2010.

The National Cybercrime Prevention Committee (NCPC) was a statutory Committee. The Committee was mandated under section 11 of the ICT Act 2001 to:-

- provide advice for and support the promotion of a national culture of cybersecurity to minimize cybercrimes;
- facilitate the establishment of international cooperation on cybercrimes;
- streamline roles, responsibilities, linkages, procedures and cooperative arrangements necessary for an enhanced national approach for combating cybercrimes in coordination with the law enforcement communities;
- and strengthen Government-Industry partnerships to effectively combat cybercrimes.

The report of the NPCP was forwarded to the parent Ministry for implementation of different projects by stakeholders.

Online Content Filtering of CSA Sites

One of the functions of the ICT Authority is to “take steps to regulate or curtail harmful and illegal content on the Internet and other information and communication services”. To fulfil this mandate, the ICT Authority came up with a centralised Online Content Filtering solution to filter access to child sexual abuse (CSA) sites for Internet users in Mauritius. The deployment of this filtering system aims at reducing the availability and circulation of child abuse images in Mauritius.

This CSA filtering set up is currently hosted at the ICT Authority and is connected to all local ISPs providing Internet access to the public in Mauritius. Each time a Mauritian Internet user tries to access a CSA website, an ICTA block page is displayed instead. Before the launch of the project in February 2011, the number of daily hits to CSA websites by Internet users in Mauritius stood at around 1200. Over a period of three months, the number of daily hits fell drastically to an average of less than 100 hits.

Forthcoming projects

The ICT Authority has earmarked a number of other projects related to the Internet.

Internet traffic management practice (ITMP) Regulatory Framework

An increasing number of Internet applications consume more and more bandwidth. Examples of these are P2P, and video streaming ISPs tend to put in place Internet Traffic Management Practice (ITMP) to prioritise traffic and avoid bottlenecks on their networks.

Setting up of an ITMP framework by the ICTA

The ICTA's objective in setting up an ITMP Framework is to strike the appropriate balance between the freedom of Mauritian Internet users to use the Internet for a variety of purposes against the legitimate interests of ISPs to manage the traffic generated on their networks. The Framework will also aim to be consistent with legislation, including privacy legislation and to ensure that net neutrality is not compromised.

Consultation process on Quality of Service (QoS) Framework

The ICTA future projects is the establishment of a quality of service (QoS) framework to measure the level and quality of service end users are obtaining from the services they have subscribed to. The QoS framework will allow operators to set their service levels which will include the Internet. This project will also enable consumers to know exactly the level of service they are obtaining for the price they are paying.

This project will purport to define an Internet Quality of Service assessment framework whereby service availability, service quality and reliability, adequate and equitable bandwidth access to consumers in Mauritius will be measured and assessed. The purpose of the Internet Quality of Service assessment framework will be to provide insights into aspects of the performance consumers are experiencing in using their Internet service.

Glossary for the Consumer

To help Mauritian consumers make an informed choice, a glossary of commonly used terms when referring to the Internet and using services and accessing information and data online is included in this guide. An effort has been made to maintain the legal meaning of these words where they have been legally defined; where they have not, their definitions refer to the meaning ascribed to them in the ICT sector in the local context.

ADSL: (Asymmetric Digital Subscriber Line); a modem technology that converts twisted-pair telephone lines into access paths for multimedia and high-speed data communications. The bit rates transmitted in both directions are different.

Avatar: an illustration that you use to represent yourself online such as on your profile on a social networking website; an illustration can be a drawing or picture.

Bandwidth: the volume of data that can be carried per second by your Internet connection.

Blog/Blogger: a blogger is someone who keeps an online personal diary depicting their thoughts and opinions- this could be on any topic

Broadband: a permanent high-speed Internet connection. Broadband connections receive digital information much faster than dial up modems.

Browser: a software programme that enables files to be viewed over the Internet

Bundled Service: is a combination of services offered by an operator like the Internet, telephone and television content; they are “bundled,” or purchased together. The opposite is a Stand Alone Service when the consumer decides to purchase a package for Internet service only; or fixed line voice only or mobile only.

Byte: one of the smallest units of data that can be measured. Usually, a byte consists of eight ‘bits’. A byte is measured by the amount of data required to save just one character of text.

Content: any significant information on the Internet - for example, an article/blog post, still or moving images

Cybercrime: any crime committed over the Internet, this includes computer related

crimes like hacking, viruses and others, defamation, copyright infringement, fraud and other criminal acts.

Cyberspace: this is the electronic medium of computer networks, in which online communication takes place.

Cached/caching: when your browser saves information from web pages to help them; this makes it quicker to load the same pages next time you visit them.

Charges: bills/costs incurred from using a service.

Convergence: this is an important term to understand; convergence is when different types of ICT services like voice, data, multimedia are integrated so that they can be accessed on one device. One such device can be a mobile phone; another a Personal Computer.

Dial-up: an old-fashioned way of connecting to the Internet through a conventional phone line

Digital Certificate: a Digital Certificate establishes your credentials when doing business and other transactions online. Digital certificates are issued by what is called a Certification Authority (CA). It contains the name of the user, a serial number, expiration dates, a copy of the certificate holder’s public key (used for encrypting messages and digital signatures), and the digital signature of the certificate-issuing authority so that a recipient can verify that the certificate is real.

DNS: Domain Name System: the method through which readable web addresses are re-directed to the IP address; a Domain Name is another word for a web address

DoS (Denial of Service) attack: a malicious attempt to make a website stop functioning, usually by bombarding it with web traffic.

Dotcom: a company which operates solely (or mainly) from the Internet.

Digital Rights Management: DRM controls how different types of files are used: eg, music you buy via one company’s software/music player might not be playable by other types of software/devices.

Email: emails are used to send messages from one person to another via electronic means; the message may be in the form of a text or text and graphics elements sent as attachments.

Firewall: a piece of hardware or software that controls what information passes from your computer to the Internet, and who or what can access your computer while you're online.

GB: Gigabytes: in the context of Internet services, this is the volume of data downloaded from the Internet. A gigabyte is 1,000,000,000 bytes.

Grooming: this is when someone makes friends with somebody else under false pretences in order to lure them into a difficult or dangerous situation.

Hacker: someone who attempts to access secure information over the Internet without permission.

Host: s computer or server connected to the internet.

ICT: "information and communication technologies" means technologies employed in collecting, storing, using or sending out information and include those involving the use of computers or any telecommunication system.

ICT Laws: laws pertaining to Information and Communication Technology; e.g Data Protection Act 2004; Computer Misuse and Cyber-Crime Act 2003; Postal Services Act 2002; Information and Communication Technologies Act 2001 (as amended); The Electronic Transaction Act 2000; The Electronic Transactions (Amendment) Act 2009; Independent Broadcasting Authority Act 2000 and Copyright Act 1997; these laws can be viewed on the ICTA website; and the list is not an exhaustive one.

Internet: a network of computers (and the data stored on them) around the world connected together by telephone lines, cables or satellites.

IP/IP address: internet Protocol, the numerical address that every computer has on the internet. Any device wishing to connect to the Internet needs to have an IP address.

IPLC: (International Private Leased Circuit) is a point-to-point private line used by an organization to communicate between offices that spread out in different geographical regions. An IPLC can be used for Internet access, business data exchange and video conferencing.

IPv4; IPv6: internet Protocol version 6 (IPv6) is a version of the Internet Protocol (IP) that is designed to succeed Internet Protocol version 4 (IPv4). IPv4 is today the most widespread version of the Internet Protocol, that is, the protocol used across the Internet for all kinds of communication. However, IPv4 is now fully depleted.

On 3rd February 2011, the Internet Assigned Numbers Authority (IANA) allocated the final five /8 blocks of IPv4 address space (that is, 5x16,777,216 individual IP addresses) to the five Regional Internet Registries. The Internet's growth has created a need for more addresses than IPv4 is capable of. IPv6 deployment would allow for vastly more numerical addresses.

IPTV: Internet Protocol television: a way of viewing live TV and TV on demand on your TV through an Internet connection.

ISP (Internet Service Provider): a licensee of the ICTA which provides access to an Internet connection.

Interconnection Usage Charge: interconnection enables the linking of telecommunication networks so that users of one operator can communicate with users of another supplier and to access services of the other supplier.

To supply these services, the telecommunications or operators use their own networks or have to use the networks of other companies to terminate calls. Therefore, to terminate the call on another network, the operator pays what is called the Interconnect Usage Charge (IUC).

Kbps: kilo byte per seconds

Link: a piece of text, image or other item on a website which, when clicked on, takes you to a different web page.

Modem: hardware that allows your computer to connect to the Internet.

Moderator: someone who monitors message boards and other online forums for inappropriate content and deletes it.

Netiquette: this is acceptable and polite behaviour on line and which is understood by the majority of Internet users. For example, typing everything in CAPITAL LETTERS is equivalent to shouting at someone.

Net Neutrality: the net neutrality principle is based on the premise that ISPs should treat all data equally and that the data should be equally accessible to the users of the Internet. The proponents of Net Neutrality are the founding fathers of the Internet, like Vint Cert and Tim Berners-Lee. Consumer groups and content providers also favour net neutrality.

Network: a group of computers communicating together via a server along cables or wirelessly.

Online attackers: people on the Internet who might want to attack your computer or gain access to your data.

Opt-in: to choose to do something/be involved with something.

Opt-out: to choose not to do something/be involved with something.

Packet: when files are sent along the Internet the data in them is divided into lots of small packets which are then reassembled in the correct order at the other end.

Password: a secret combination of letters and numbers (and sometimes other characters) which protects personal information. It is good to use strong passwords i.e. one which contains a mixture of upper and lower case letters and numbers.

Phish/phishing: this is when someone tries to get you to give them your private information over the Internet by pretending to be a reputable company or person or institution like a bank. Another word for phishing is spoofing.

Platform: a combination of hardware and software which software can run on. Mobile phones, computers and PDAs are all different platforms on which operators offer ICT services

PKI: PKI stands for Public Key Infrastructure. At the heart of the PKI is that sensitive documents and data are exchanged between two parties where confidentiality, integrity of data and authentication services are enabled through the use of digital signatures, a system of pairs of keys known as a public key and a private key. PKI is considered the most secure way to send information online. PKI ensures that no one can tamper with the information involved in a transaction.
(http://www.icta.mu/mediaoffice/2009/PKI_Imp.htm)

Point-to-point: this generally refers to a connection restricted to two endpoints.

Portal: a page on the internet full of links to and information about other web pages. The government portal is an example, www.gov.mu

Privacy software: software which helps to keep your information safe

Profile page: a page on a social networking website which lists information about someone - like their name, interests and location.

Protocol: a set of rules that tell computers how to transfer data between themselves.

Proxy server: a server on the Internet that acts as an intermediary. For example, it can be used to hide your real IP address, or to temporarily store information about websites you visit so that it can be loaded more quickly.

Register: to sign up for a service by providing your contact details (such as your email address, and a password).

Router: a piece of hardware which decides the next network point to which a packet of data on the internet should be sent on its journey towards its final destination.

Search engine: a very large searchable database of links to different websites, created by robots which trawl the Internet looking for information. Google, Yahoo, MSN are examples.

Server: a very large computer used for doing one or two set tasks - such as storing large amounts of information and making it available to the Internet.

SIM card: a small flat memory card which goes inside your mobile phone to tell it basic information like your phone number, and to help it connect to mobile phone networks. It can also include telephone numbers you have stored to your mobile phone's address book.

SMS: Short Messaging Service (also known as text messaging) - a way of sending short text messages from one mobile phone to another through a traditional mobile phone network.

Social networking website: this is a website which allows you to make friends online. Examples are Facebook, MySpace and Twitter.

Spam: this is unsolicited email, that is, email you did not wish or expect to receive

Spam filter: software or code attached to your inbox which sorts spam emails from legitimate emails.

Wireless: a way of getting access to a network (such as the Internet) without having to use a cable: the information is transmitted through the air, like with mobile phones.

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Information & Communication Technologies Authority

Level 12, The Celicourt
6, Sir Celicourt Antelme Street, Port louis, Mauritius

Tel: (+230) 211 5333/4 | Fax: (+230) 211 9444
E-mail: icta@intnet.mu | Website: www.icta.mu

