



Newsletter

Telecommunication and Post

Dutch Caribbean

Dear reader,

This is the first Newsletter of the year 2014, through which the Radio Communications Agency and the Authority for Consumers and Markets (ACM) provide the people of the Dutch Caribbean and the parties in the telecommunications and postal market with up-to-date information on the facts, events and developments specific to the sector.

Consumer interest

The ACM has for its mission to improve the opportunities and options for companies and consumers: opportunities for innovation, new products, services and businesses and options for consumers from a range of services by providers that are clear about what they are offering. Consistent with this mission, as key objective for the telecommunication and postal market on the BES islands, the ACM will warrant continuous good quality of the service provision from the providers to the consumer and it will make consumers aware of their rights relative to the various services from providers.

As far as the postal market is concerned, the ACM maintains close contact with Flamingo Express Dutch Caribbean and supervises this concession holder, which has been providing the postal services on the BES islands since the start of 2014. The supervision is aimed at updating the universal postal services on the BES islands to a level as laid down in the concession as soon as possible and maintaining that level. As part of the supervision, the ACM will perform random tests to measure the transmission time of local letters.

In the field of telecommunication, all providers of telephone services, internet and cable television on the BES islands were requested to submit the general terms and conditions of the services in question for further evaluation. Upon submitting these general terms and conditions, a large number of providers has indicated that new versions are in the making. The ACM considers it important that the interest of the consumer is properly warranted. For the consumer it must be clear in advance what the service entails and what rights and obligations the consumer has upon concluding an agreement with a telecommunication service provider. The general terms



and conditions form an essential part of proper service provision.

ACM already confronts providers if the quality of the service provision is insufficiently maintained at a continuous pace. Several users of mobile telephone services on the BES islands have observed that they cannot be reached or that their calls are cut off at random moments and for unclear reasons. ACM has received a number of complaints about this and has observed this in itself. Further analysis of these complaints point towards the mobile networks, which may be insufficiently equipped to serve large numbers of smartphones. Considering the global market developments, it may well be expected that the use of smartphones will increase further. In that respect, the ACM has ordered the providers of mobile telephone services on the BES islands to investigate these complaints and/or limitations in their mobile networks, to solve the problems and to inform ACM of the date upon which the limitations have been remedied.

Distribution of numbers ranges, call signs and network codes

In order to properly serve the further development of the telecommunication markets on Curaçao, St. Maarten and the Dutch Caribbean, it is important to reach agreement in advance on the blocks of number ranges, call signs and network codes and assign these to the various areas. In connection with this, the Bureau Telecommunications and Post of St. Maarten, the Radio Communications Agency and the Directorate General for Energy, Telecom and Competition have laid down in writing the procedures between parties for the distribution of number ranges, call signs and network codes.

Call signs will be issued based on the provisions laid down in article 19 of the ITU Radio Regulations and, for example, will contain call signs for fixed stations on land (like radio broadcasting stations), stations on vessels and pleasure cruisers and stations of radio amateurs for permanent use or during special events.

In case of number ranges, apart from the telephone number, for instance for fixed, mobile and satellite phones, one should think of a Maritime Mobile Service Identity (MMSI) number, which is a unique, 9-digit number, identifying a radio station on a vessel or a group of stations. Number ranges shall also include the

network codes assigned to the telecommunications companies. For example, network codes shall include Mobile Network Codes (MNC), National Signaling Point (NSP) codes and International Signaling Point (ISP) codes. At first instance, distribution was based on the number ranges, call signs and network codes already issued, which in principle will remain with the organizations that they were first assigned to.

In a limited number of situations, for the sake of recognition of the area and for unambiguity during the issue, it was opted to revoke the current assignment to a user and to have this replaced by a new number or a new call sign. In the coming period, the authorization holders who encounter this will be informed about the migration to the new situation, which will in principle come into force as per 1 January 2015.

Radio Exams

The Radio Exams to acquire a certificate allowing for the operation of radio broadcasting systems in shipping are held twice a year. The next Radio Exams will be held in November 2014. Those who are interested in taking Radio Exams may start registering at the office of the Bureau Telecommunication and Post on Bonaire. The registration form may also be acquired there.

The exact dates for the next exams will be announced in local newspapers. Those who have already registered will receive personal notification of the dates.

Contact information

Requests, complaints, recommendations and all other correspondence can be sent to the office address of the Bureau Telecommunication and Post on Bonaire or by e-mail to bonaire@burtel.an addressed to:

The Radio Communications Agency
Attention mr B.T. van Duijvenvoorde

or

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