



Newsletter

Telecommunication and Post

Dutch Caribbean

Dear reader,

This is the second Newsletter of the year 2013, through which Radiocommunications Agency Netherlands (the Radiocommunications Agency) and the Authority Consumer and Market (ACM) inform the residents of the Dutch Caribbean and telecommunications and postal parties in the market of sector-specific facts, events and developments.

Points to note following the working visit

During the working visit of the Radiocommunications Agency and ACM from 16 through 22 April 2013 to the islands of the Dutch Caribbean the concession holders, authorization holders and governing councils were spoken to and heard. It was important for the Radiocommunications Agency and ACM to learn from the parties involved what their plans are and where they felt the Radiocommunications Agency or ACM might play a role.





Possible bottlenecks that were detected, are being evaluated by the Radiocommunications Agency and ACM and where possible are solved as soon as possible.

As a result of this visit and the talks that were held, the Radiocommunications Agency and ACM will evaluate the current structure and the level of the fees in the coming period. Furthermore, it will also be investigated how the intention to reduce the administrative burden for authorization holders and concession holders can be realized concretely.

On the other hand, the Executive Councils were also carefully listened to. From these talks it can be deduced that in a number of areas, it must be seen to that the interests of the society and its residents are safeguarded. In this scope for example, it will be seen to pro-actively that service providers apply clear conditions for what they offer the consumer and that they comply with them, and that the offer technically complies with the requirements.

With regard to the continuity of postal services on the BES islands, it is worth mentioning that the Ministry of Economic Affairs is working on a structural solution starting from 2014.

International Direct Dialing

With the implementation of the North American Numbering Plan (NANP) by the country Sint Maarten and the efficient use of telephone numbers in the country Curaçao and the public bodies Bonaire, Sint Eustatius and Saba, it is important for concession holders to maintain the international guidelines and the national numbering plan for making phone calls.

For example, the proper procedure for calling from a telephone connection in Bonaire to a number in:

- Bonaire: xxx-xxxx
- Saba & Sint Eustatius: 0-xxx-xxxx or 00599-xxx-xxxx
- Curaçao: 0-9-xxx-xxxx or 00599-9-xxx-xxxx

- Sint Maarten: 001-721-xxx-xxxx
- The Netherlands (fixed-line): 0031-xx-xxx-xxxx
- The Netherlands (mobile): 0031-6-xxxx-xxxx

When programming numbers in a mobile phone, it is recommended to enter the entire international number, while exchanging the prefix '00' for the prefix '+'. This prefix '+' is used internationally to indicate that the international country code is to be used (for example +1-721-xxx-xxxx or +599-9-xxx-xxxx).

Radio exams

The Radio Exams to obtain a certificate allowing for the operation of radio transmitter equipment in the shipping industry will be conducted in the month of November 2013. Those interested in taking Radio Exams may register in advance for the next exams, at the Office of the "Bureau Telecommunicatie en Post" in Bonaire. The registration form may also be requested there.

The exact dates for the next exams to be conducted will be announced in the local newspapers. Persons who have registered will be informed of the date directly.

Contact information

Requests, questions, complaints, recommendations and all other correspondence can be sent to the office address of the "Bureau Telecommunicatie en Post" in Bonaire and addressed to:

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