



Ministry of
**TOURISM, ECONOMIC AFFAIRS,
TRANSPORT, &
TELECOMMUNICATION**

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POLICY

dd.

Official English text

The Minister of Tourism, Economics Affairs, Transport and Telecommunications has decided the following:

- 1. That in light of the proper regulation of services offered by Telecommunications concession- and license holders guidelines must be established against which the quality of the service can be measured;*
- 2. That in this regard standards and norms have been developed to which the service providers listed below must comply:*
 - a. Telecommunications concession holders: (Mobile-, Long Distance- and Local Telecommunications concession holders)*
 - b. License holders: (Radio-, Television Broadcasting license holders and Data communication License holders)*
- 3. That standards and norms have been developed in line with international standards applicable to the service providers aforementioned;*
- 4. That through the implementation and applicability of the standards and norms for services to be provided by service providers a higher quality of service can be delivered as well as a higher customer experience can be attained by users of services in Sint Maarten;*
- 5. That the standards and norms developed were placed on consultation, permitting the service providers to comment on the policy document;*
- 6. That in accordance with the advice of the Bureau Telecommunications and Post St. Maarten, the attachments to this policy document contain those standards and norms, which after consultation, are eligible to be declared applicable;*

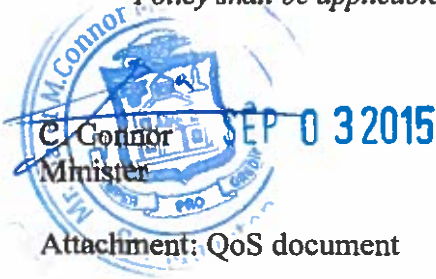
POLICY That in light of the aforementioned the attachments to this Policy shall be deemed forming an integral part of this policy and shall be deemed applicable as of February 1, 2016. That the Bureau Telecommunications and Post St. Maarten tasked with the oversight on service providers shall be tasked with the further notifications hereof to service providers as well as with the oversight compliance with the standards and norms herein set forth.

Elucidation

The decision to implement these quality and assessment standards and norms is taken after consideration of:

- a. The expressed grievances of consumers in St. Maarten, who are dependent on the services of these service providers;*

- b. The obligation of the Government to ensure the proper gratification of a service, for which payment has been rendered, can be attained;*
- c. Having read the advices from the Bureau Telecommunications and Post St. Maarten that in light of a proper regulation of the market standards and norms must first be established so service providers may be knowledgeable of the norms to which their service must conform, as well as based on which quality measurements can be undertaken of those services;*
- d. That ample time must be granted to the service providers to undertake the necessary network adjustments so that the assessment may be undertaken and so the date for commencement is deferred;*
- e. That as of the date of commencement these standards and norms set forth in the attachments to the Policy shall be applicable for all.*



Attachment: QoS document