



SERVICE CHARTER 2017



13th July 2017

Table of Contents

1. OVERVIEW	3
2. WHO WE ARE.....	3
3. OUR SERVICES	4
4. OUR STAKEHOLDERS.....	5
5. OUR COMMITMENT TO YOU	5
6. OUR SERVICE STANDARDS	6
7. HOW WE HANDLE COMPLAINTS.....	7
8. HOW YOU CAN HELP US.....	8
9. HOW TO CONTACT US.....	8

1. OVERVIEW

The Service Charter for the Office of the Regulator informs you about:

- WHO WE ARE
- OUR SERVICES
- OUR CLIENTS
- OUR COMMITMENT TO YOU
- OUR SERVICE STANDARDS
- HOW WE HANDLE COMPLAINTS
- HOW YOU CAN HELP US
- HOW TO CONTACT US

2. WHO WE ARE

We are the Office of the Regulator (OOTR) and our purpose is to regulate the telecommunications, broadcasting, postal and electricity sectors in Samoa.

Our Vision:

A society where all consumers and participants experience the benefits of well-regulated ICT, postal and electricity services

Our Mission:

To facilitate and promote the best interests of consumers and participants in the ICT, postal and electricity sectors through the best combination of competition and effective regulation.

Our Structure:

Our five (5) Operational Divisions are:

- Consumer & Regulatory Division** – which undertakes regulatory oversight, market analysis and consumer affairs functions in the sectors within the mandate of the organization (telecommunications, broadcasting, electricity and postal). For these sectors the responsibilities of the division include overseeing licensee compliance, market monitoring, managing issues arising from anti-competitive behaviour, price regulation, access and interconnection, consumer complaint resolution, quality of service and universal access.
- Electricity Sector Supervision Division** – is responsible for electricity industry licensing, electricity tariff determination, establishing and monitoring electricity technical standards, developing and enforcing appropriate electricity sector regulations.
- Spectrum & Technical Services Division** – undertakes all spectrum management and technical duties of the organisation associated with the communications sectors, including the monitoring of spectrum usage, interference complaints management, equipment type approval and numbering management.

- iv. **Corporate Services Division** – provides support in administration, accounting, human resources and other corporate services to the Office.
- v. **Legal Services Division** – which ensures that the legal requirements in the various legislation are complied with and provides legal advice on all matters relating to the Office and to act as the repository for all legal documents and licences.

3. OUR SERVICES

In the telecommunications, broadcasting, postal and electricity sectors, it is the role of the Regulator to ensure that consumers and other users have their rights protected and that they receive assured service quality, fair and reasonable prices. In the sectors which are competitive, it is the role of the Regulator to ensure that competition is facilitated and that it is fair in accordance with the rules laid down in various Acts and Regulations.

We are here to:

- Safeguard the interest of the public in Samoa in the telecommunications, electricity, broadcasting and postal sectors through promotion of competition and effective regulation
- Implement the objectives as set out in Section 3 of the Telecommunications Act 2005, Section 3 of the Broadcasting Act 2010, Section 3 of the Postal Services Act 2010 as well as Section 3 of the Electricity Act 2010 which include:
 - Facilitating the development for the telecom and broadcasting sectors
 - Promoting universal access to telecom and broadcasting services at affordable prices
 - Promoting efficient and reliable provision of telecom and broadcasting services
 - Promoting the introduction of advanced and innovative ICT and broadcasting technology
 - Encourage and promote local production and broadcasting of public service programs
 - Encouraging the sustainable investment in the telecom sector
 - Establish a framework for controlling anti-competitive conduct in the telecom and broadcasting sectors
 - Promoting efficient interconnection arrangements
 - Protecting the interests of customers of telecom services
 - Defining and clarifying the institutional framework for policy development for regulation of the telecom sector
 - Promoting efficient management and use of radio spectrum for both telecom and broadcasting sectors

- Establishing a fair, objective and transparent licensing regime
- Establishing an efficient approval regime for telecom equipment
- Establishing measures to enforce the implementation of the Telecommunications Act and prohibit certain types of conduct contrary to the orderly development and regulation of the telecommunications sector
- Establishing measures to enforce the implementation of the Broadcasting Act and prohibit certain types of conduct contrary to the orderly development and regulation of the broadcasting sector
- Separating governance and operational responsibilities in the electricity sector
- Promoting economy, efficiency, reliability and affordability of electricity provided by service licensees
- Promoting efficient use of electricity by consumers
- Promoting competition in the generation of electricity
- Promoting the use of new technology by service licensees to generate, transmit or supply electricity
- Creating a financially sound electricity sector capable of meeting the needs of consumers and the Samoan economy
- Protecting consumers, responsiveness to public concerns and effective dispute resolution in the electricity sector
- Assuring the safeguarding of the environment
- Promoting the prevailing national energy policies
- Promoting the prevailing national policies on combating climate change

4. OUR STAKEHOLDERS

Our clients are essential to our success. They include:

- Telecommunications Licensees
- Radio Spectrum Licensees
- Broadcasting Licensees
- Electricity Licensees
- Government of Samoa Ministries and Corporations
- Members of the public

5. OUR COMMITMENT TO YOU

We are dedicated to providing you with the highest standard of service delivery. We will listen to and work with you to make sure that you get the assistance you require. In delivering our services, we are committed to the following:

- Smile and greet everyone we meet
- Know our jobs and the Organisation
- Treat your concern as our concern
- Treat everyone with respect and courtesy
- Communicate to you in a courteous manner
- Assist you and be responsive to your needs
- Treat you professionally
- Provide timely and acceptable services
- Protect your information and only use it for the right reasons
- Make it easy for you to contact us

6. OUR SERVICE STANDARDS

The following represents our Service Standards:

i. Telephone

Service Principles	Service Standards
Our telephones will be answered promptly	We will respond to your calls within four (4) rings
We will be courteous, professional and helpful	When answering the telephone, we will listen to your needs and assist you in a professional manner When we call you, we will provide you with our name and work area and tell you the reason why we are calling
We will be accessible by telephone during normal working hours	All Divisions will have telephone service options during normal working hours We will respond to your telephone message within one (1) working day.

ii. In person

Service Principles	Service Standards
We will assist you promptly	We will serve you within ten (10) minutes of your arrival
We will be courteous, professional and helpful	We will wear ID cards to identify ourselves We will be neatly dressed and well presented
We will be accessible	All Divisions will have staff in the office at all times for service delivery Our offices will be clean and comfortable, have clear signs and have current, relevant information on display.

iii. Written Communication

Service Principles	Service Standards
We will respond to your correspondence promptly	<p>We will reply to all correspondence timely, using the most appropriate contact method – telephone, in person or in writing.</p> <p>We will acknowledge E-mail requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response</p>
We will be courteous, professional and helpful	<p>We will provide accurate, helpful and timely responses that are relevant to your needs</p> <p>We will provide contact details in our written correspondence</p> <p>We will record all of your correspondence on OOTR database and filing system</p>
We will be accessible	<p>All Divisions will have staff contacts attending to correspondences at all time</p> <p>We will use out-of-office E-mail messages when away from office, and provide you with alternative contact details</p>
Services	Issuance of a New License
Telecom License	120 Days
Broadcasting License	120 Days
Numbering	7 Days
Type Approval	7 days
Spectrum License	14 days
Renewal of Spectrum	14 days
Tariff Approval	90 days
Promotion Approval	14 days
Public Complaints	30 days
	<p>***[Provided that all documents are completed]</p> <p>** [Urgent Request – 1 or 2 days]</p>

7. HOW WE HANDLE COMPLAINTS

We will always strive to provide the best service delivery we can offer, but we also recognise that we may not be able to meet our client's expectations.

We have the following procedures in place in relation to complaints about us:

- a) You submit an official letter addressed to the Regulator identifying:
 - Who or what you are complaining about
 - What do you think was done wrong
 - Details of your complaint including but not limited to date and cause of issue

- b) Upon receipt of a complaint, we will:
 - Acknowledge receipt of complaint
 - Consider your complaint carefully
 - Keep you informed of the progress
 - Write an official response detailing decision and action taken
 - Use complaint to improve our service delivery

8. HOW YOU CAN HELP US

In ensuring excellent service delivery, we ask that you treat our staff respectfully and provide us with the relevant and accurate information we need for service delivery.

9. HOW TO CONTACT US

Visit Us:

Main Office
OOTR Building
Mulinuu
Apia
Samoa

Contact Us:

Telephone: +685 30282
+685 30287
+685 30289

Facsimile: +685 30281

E-mail Us:

admin@regulator.gov.ws

Our Website:

www.regulator.gov.ws

