



# SERVICE CHARTER

**2017**

*Updated August 2021*

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** .....5
- 7. **HOW WE HANDLE COMPLAINTS**.....7
- 8. **HELP US TO HELP YOU** .....8
- 9. **HOW TO CONTACT US**.....8

## 1. OVERVIEW

The Service Charter for the Office of the Regulator ('OOTR') informs you about:

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

## 2. WHO WE ARE

We are responsible for the regulation of broadcasting, electricity, postal (Samoa Post) and telecommunications services. We work with the industry and government; including local and international organisations to promote robust competition, protect consumer interest, so service consumers enjoy the best services offered in the industries regulated by the OOTR.

### **Our Vision:**

*A connected, safe and secure Samoa*

### **Our Mission:**

*OOTR engages with consumers and the industry to improve availability, accessibility and affordability of services by applying the legal framework*

### **Our Structure:**

#### **Our five (5) Operational Divisions are:**

- i. **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 behavior, price regulation, access and interconnection, consumer complaint resolution, quality of service and universal access.
- ii. **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.
- iii. **Spectrum & Technical Services Division** – undertakes all spectrum management and technical duties of the organization associated with the communications sectors, including the monitoring of spectrum usage, interference complaints management, type

approval and numbering management.

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

### 3. OUR SERVICES

We are here to:

- Facilitate the development for the broadcasting, electricity, postal and telecommunication sectors
- Promote universal access to broadcasting, electricity, postal and telecommunication services at affordable prices
- Promote efficient and reliable provision of broadcasting, electricity, postal and telecommunication services
- Promote the introduction of advanced and innovative ICT and broadcasting technology including the use of technology by service licensees to generate, transmitter supply electricity
- Encourage and promote local production and broadcasting of public service programs
- Encourage the sustainable investment in the regulated sectors
- Establish a framework for controlling anti-competitive conduct in the telecom and broadcasting sectors
- Promote efficient interconnection arrangements
- Protect the interests of customers of broadcasting, electricity, postal and telecommunication services
- Define and clarifying the institutional framework for policy development for regulation of the regulated sectors
- Promote efficient management and use of radio spectrum for both telecom and broadcasting sector
- Establish a fair, objective and transparent licensing regime
- Establish an efficient approval regime for telecom equipment
- Establish measures to enforce the implementation of the all Acts and prohibit certain types of conduct contrary to the orderly development and regulation of regulated sectors
- Separate governance and operational responsibilities in the electricity sector
- Promote economy, efficiency, reliability and affordability of electricity provided by service licensees
- Assure the safeguarding of the environment
- Promote the prevailing national energy policies including policies combating climate change

## 4. OUR STAKEHOLDERS

Our clients are essential to our success. They include:

- All Service Providers
- International and Regional Partners
- Government of Samoa
- Consumers

## 5. OUR COMMITMENT TO YOU

All OOTR staff must comply with the Public Service values and code of conduct. It requires that staff are impartial, accountable and respectful.

We are committed to:

- treat you with respect and courtesy;
- provide prompt, professional service;
- make informed decisions and advise you of the decision in a timely manner;
- monitor and improve our services;

## 6. OUR SERVICE STANDARDS

The following represents our Service Standards:

### *i. Telephone*

<b>Service Principles</b>	<b>Service Standards</b>
Our telephones will be answered promptly	We will respond to your calls within three (3) 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***

<b>Service Principles</b>	<b>Service Standards</b>
We will assist you promptly	We will serve you within five (5) 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 office will be clean and comfortable, have clear signs and have current, relevant information on display.

***iii. Written Communication***

<b>Service Principles</b>	<b>Service Standards</b>
We will respond to your correspondence promptly	We will reply to all correspondence timely, using the most appropriate contact method – telephone, in person or in writing.  We will acknowledge E-mail requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response
We will be courteous, professional and helpful	We will provide accurate, helpful and timely responses that are relevant to your needs  We will provide contact details in our written correspondence  We will record all of your correspondence on OOTR database and filing system
We will be accessible	All Divisions will have staff contacts attending to correspondences at all time  We will use out-of-office E-mail messages when away from office and provide you with alternative contact details

<b>Services</b>	<b>Assessment of Applications</b>
Telecom Licence	21working days
Broadcasting Licence	21working days
Numbering	7 working days
Type Approval	7 working days
Spectrum Licence	21working days
Renewal of Spectrum	14 working days
Tariff Approval	21 working days
Promotion Approval	7 working days
Public Complaints ( <i>regulated services and products</i> )	30 working days
***[Subject to documents provided are complete and supporting documents are ] ** [Urgent Request – 1 or 2 days]	

## **7. HOW WE HANDLE COMPLAINTS**

We will always strive to provide the best service delivery we can offer, but we also recognize that we may not be able to meet our clients' expectations all the time.

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. HELP US TO HELP YOU

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

<p style="text-align: center;"><b><u>Visit Us:</u></b> Main Office, Level 1 and 2 MKR Building, Savalalo Apia Samoa</p>	<p style="text-align: center;"><b><u>Contact Details:</u></b> Telephone: +685 30282                   +685 30287                   +685 30289x Facsimile: +685 30281 Toll Free Number: 800-6687 Website: <a href="http://www.regulator.gov.ws">www.regulator.gov.ws</a> Email: <a href="mailto:admin@regulator.gov.ws">admin@regulator.gov.ws</a></p>
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