



Regulatory  
Authority  
of Curaçao

## PRESS RELEASE

- Willemstad
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### **Modernization of Telecommunication Services in Curaçao**

A significant change has recently come into effect: the National Decree on Designated Telecommunication Services has been modernized. This decree requires telecom companies in Curaçao to offer certain basic services for a fee. The previous decree, dating back to 1995, only covered telephony, telex, and telegraph services. Since the internet has now become an essential service, it has been officially added as a mandatory telecommunication service. At the same time, telex and telegraph services have been discontinued.

Thanks to this modernization, rules and quality standards now also apply to the internet, just like for other telecommunications services. This means that the regulator, the Regulatory Authority of Curaçao (RAC), can monitor and enforce the quality of internet services. Additionally, the Minister can take action if providers fail to meet the required standards.

If a customer experiences issues with their internet connection, the telecom provider is the first point of contact. If the problem persists, the customer can file a complaint with RAC via [www.rac.cw](http://www.rac.cw). This website provides information on how to submit a complaint, including the procedure and steps that must be followed before filing. Note: Since internet quality is influenced by various factors, RAC requires customers to complete the step-by-step process before submitting a complaint. Once a complaint is filed, RAC will contact the telecom provider to investigate the issue and work toward a possible solution.

Another important change is the introduction of number portability. This means that customers can keep their phone number when switching to a different telecom provider. The technical implementation of this process will take a few more months, but once number portability becomes available, RAC will provide further information.



With this modernization, Curaçao is taking a step forward in improving the availability and quality of telecommunication services for all users.

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**Note for the editor:** For more information about this press release contact The Regulatory Authority of Curaçao on +599 9 463 1700.