



PRESS RELEASE

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Regulatory Authority of Curaçao to measure connection quality across the island

Willemstad - The Regulatory Authority of Curaçao (RAC) is launching an intensive campaign to assess connection quality (Quality of Service) in order to independently verify the performance of mobile data and telephone service providers, and to ensure that consumers receive the level of service that operators have committed to deliver. This initiative forms part of RAC's mandate to monitor and enforce compliance with Quality-of-Service obligations.

Over the coming weeks, RAC inspectors will visit various neighborhoods and households to conduct independent service quality tests. The campaign will begin in the western region of the island. The data collected will be evaluated and compared against the performance standards that licensed telecommunications providers are required to meet.

To keep the public informed, RAC will announce in advance which neighborhoods will be inspected through both newspapers and its official social media platforms.

The results of this exercise will be compiled into a service quality report, which will be published. If discrepancies are identified between the service promised and the service delivered, RAC will take appropriate regulatory action to ensure compliance and protect consumer rights. Licensed providers are expected to meet established service standards at all times.

“Our responsibility as a regulator goes beyond relying on reported data; it requires independent verification,” said Curt Belfor, CEO of RAC. “Every customer who pays for internet



or telephone services is entitled to receive exactly what was promised. This campaign underscores RAC's commitment to upholding that principle.”

RAC inspectors will be easily recognizable by their official uniforms and identification badges during their visits. Participation is voluntary, and all collected data will remain strictly anonymous.

Customers experiencing persistent service quality issues that have not been resolved by their provider are encouraged to submit a complaint by completing the online complaint form available at rac.cw.

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Note to Editors: For more information regarding this press release, please contact the Regulatory Authority of Curaçao at: +(599-9) 463-1700.