



Bureau Telecommunications
and Post St. Maarten



~ THE IRMA AFTERMATH ~

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SINT MAARTEN

- ▶ Smallest island in the world shared by two countries
 - ▶ Sint Maarten > Dutch
 - ▶ Saint Martin > French
- ▶ 37 Square Miles (16 Dutch/ 21 French)
- ▶ Part of the Kingdom of the Netherlands
- ▶ Autonomous status since on October 10th 2010
- ▶ Official Languages : Dutch & English
- ▶ Population : +/- 42.000
- ▶ Calling Code : 721 (North American Numbering Plan)
- ▶ Internet TLD : .SX



ECONOMY

- One pillar economy; mostly based on tourism (+/- 90%)
- +/- 2.2 million visitors per year (Cruise & Stayover)
- 36 beaches, hotels, restaurants, casino's, nightlife.



BUREAU TELECOM

- ▶ Independent regulatory authority for Telecom and Postal Industry on Sint Maarten.
- ▶ Execution of tasks on **OCTOBER 10TH 2010**
- ▶ Regulate & Develop Telecommunications and Post in Sint Maarten
- ▶ Mandated since 2017 to regulate utilities



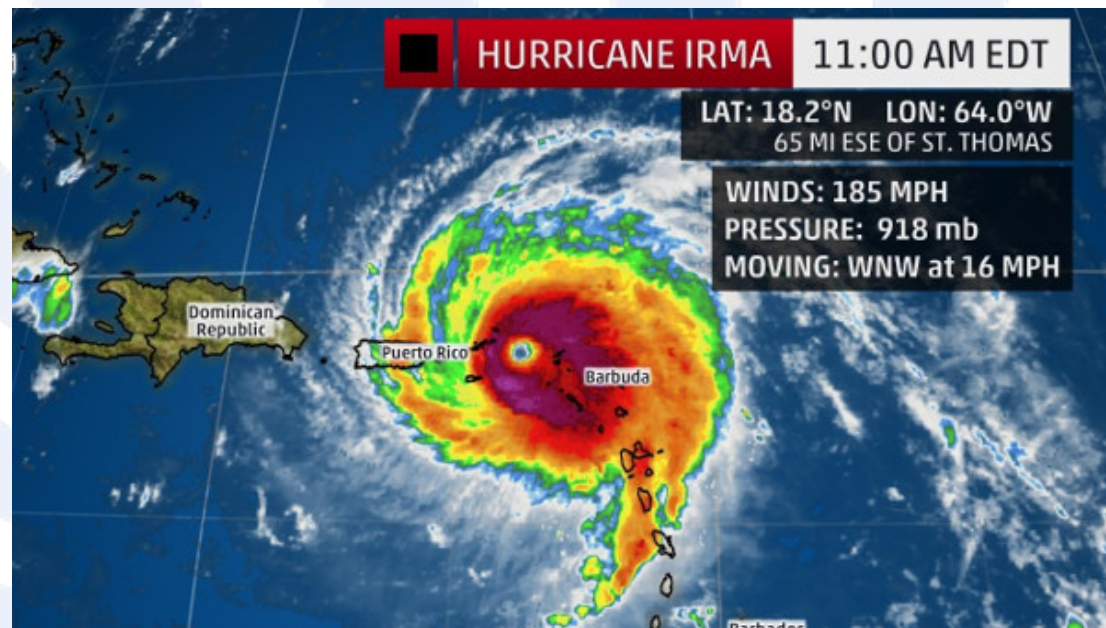
**Bureau Telecommunications
and Post St. Maarten**

MAIN RESPONSIBILITIES

- Preparation policies, rules, regulation, laws
- Implement and execute task established by the Minister
- Give advice to the Minister & Parliament
- Issuing licenses for radio frequencies and telecom equipment and infrastructure
- Managing of radio frequencies
- Issuance of numbers and managing the number plan
- Inspections and examination of telecom equipment and infrastructure
- Protection consumer interests
- **Head of ESF 2 (Emergency Support Function-Telecom):**
After a natural disaster we are in charge of the Telecom recovery for Sint Maarten

HURRICANE IRMA

- ▶ Category 5 Storm plus
- ▶ Sustained wind speeds of 185 mph and higher
- ▶ Full hitter; the eye passed right over Sint Maarten
- ▶ Made landfall exactly 22 years after Hurricane Luis (Sept. 5th 1995)



IRMA AFTERMATH

- Major devastation on Sint Maarten
- No communication in the immediate aftermath
- No water & electricity for weeks
- +/- 75% of the roofs lost
- Roads inaccessible
- Largest resorts severely damaged
- Lot of schools and government buildings destroyed
- Lay-off of thousands of workers
- 35 cell towers destroyed (53% of the Telco infra)
 - 13 Major “critical” Towers were compromised

IRMA AFTERMATH



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ISSUES TELECOM

- No communication in the immediate aftermath
- 53% of the critical infrastructure compromised
- Largest mobile provider out of business for almost a month (+/- 30K subscribers)
- Wireless internet services not available
- Limited availability fixed internet
- Most of the radio stations down - including Government Radio
- No TV Broadcasting
- Trunking services (used by police, ambulance, fire department) were not or limited available



REBUILDING OUR NATION

- ▶ BTP executed a full Network Assessment
 - ▶ BTP prepared legislation institute interisland roaming (zero rating)
 - ▶ Provisions were made to allow Government to communicate via SMS Broadcast
 - ▶ Relief packages were offered to clients (free credit)
 - ▶ BTP coordinated telecom relief goods, in collaboration with regulator from Curacao & Netherlands
 - ▶ BTP collaborated with the Vodafone Foundation to provide emergency communication
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BOUNCING BACK



BOUNCING BACK



FUTURE PLANS

- ▶ Electronic Communications disaster preparedness
- ▶ Promote the one infrastructure concept
- ▶ BTP monitoring the maintenance schedules logs and load factors of all telecom towers
- ▶ Decentralize the utilities plants (Water distribution & energy segment)
- ▶ Acquiring portable telecom infrastructure for emergency use only
- ▶ Provide training to key personnel within government on the use of emergency Telecom equipment such as Satellite Phones, mobile radio communication and amateur radio communications (HAM Radio communications)



THANK YOU!



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