



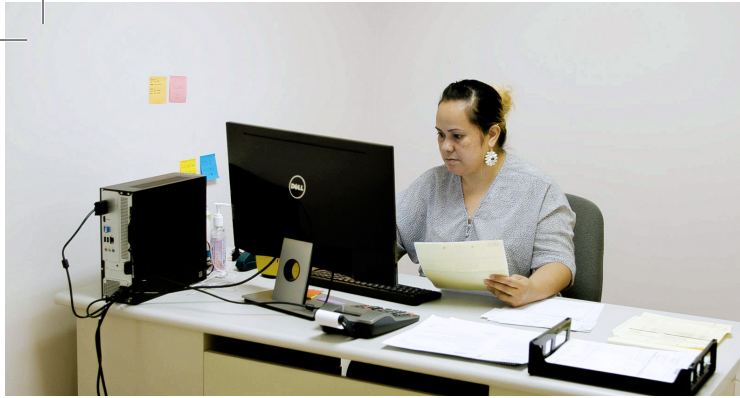
Improving Connectivity in FSM



“ TRA provides a regulatory framework for telecommunications ”

The FSM Connectivity Project aims to enhance and improve connectivity in FSM. The objective of the project is to enable the people of FSM to have affordable access to quality ICT services.

- Provides reliable high-speed internet
- Offers easy access to telecommunication services
- Increases customer capability and confidence in using online services
- Provides fiber optic cable to Government buildings, offices and residential homes throughout the main islands



Telecommunication Regulations Authority (TRA)

As the regulator of all telecommunication service providers, TRA provides a regulatory framework for service providers to provide good quality and affordable services.

TRA also ensures that the people in FSM have access to good quality internet, phones and other telecommunication services, at a good price.

What is TRA doing for you?

As a Service Provider	As a User
Provides clear rules that focus on promoting the long-term interests of users	Requires firms to tell you about the terms and prices of their services
Encourages new firms to provide telecommunication services	Requires firms to provide invoices showing clear and accurate information about your payments
Allows competition for the purposes of providing better services, better access and better prices	Allows you to have a choice as to which service provider you want
Establishes rules that promote competition	Requires service providers to offer a consumer complaint process

For any issue or complaint regarding your telecommunication services, you should first contact your telecommunication service provider.

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OFFICE HOURS

- Mon 09:00 am – 05:00 pm
- Tue 09:00 am – 05:00 pm
- Wed 09:00 am – 05:00 pm
- Thu 09:00 am – 05:00 pm
- Fri 09:00 am – 05:00 pm
- Sat Closed
- Sun. Closed

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