
AN ACT

To require all commercial wireless service providers in the Republic of Palau to produce and make readily available service coverage maps for consumers; to provide a penalty for noncompliance; and for other related purposes.

THE PEOPLE OF PALAU REPRESENTED IN THE OLBIIIL ERA KELULAU DO ENACT AS FOLLOWS:

1 Section 1. Legislative findings.

2 The Olbiil Era Kelulau finds that wireless services are of increasing importance
3 for the communication in the Republic of Palau and worldwide. They have become a
4 replacement for traditional telephone service for many residents of the Republic of Palau.
5 With the increasing use of wireless services by individuals and businesses, many
6 consumers depend on a wireless provider's promise of coverage in a particular state or
7 area of the Republic. A growing number of consumer complaints indicate that some
8 wireless service providers are misrepresenting or not adequately disclosing their
9 geographic coverage and that no service map with specific coverage data is readily
10 available for consumers. As a result, many consumers only learn about the limited
11 coverage after they have subscribed to a certain provider's services, which in some
12 instances is not reversible. The Olbiil Era Kelulau seeks to protect the people of the
13 Republic of Palau as consumers of wireless services. The Olbiil Era Kelulau therefore
14 finds that each commercial wireless service provider must have an adequate service
15 coverage map readily available for its consumers. Such map shall clearly indicate the
16 areas which are covered by the specific wireless provider. The Olbiil Era Kelulau finds
17 that with this Act, the people of the Republic can enter into informed agreements with
18 wireless service providers, should they wish to do so.

19 Section 2. Establishment of Wireless Service Coverage Maps.

20 (a) All commercial wireless service providers are required to generate a map of
21 the geographic scope in which the provider is licensed and able to provide
22 commercial wireless service in the Republic of Palau.

23 (b) Each Wireless Service Coverage Map shall depict the outdoor service coverage
24 area of the provider as well as any known outdoor service coverage gaps.

1 Section 3. Specificity Required.

2 (a) Each commercial wireless service provider shall generate at least one
3 coverage map as required under Section 2 of this Act using predictive modeling and
4 mapping techniques commonly used by radio frequency engineers in the commercial
5 wireless service industry to depict approximate outdoor service coverage based on
6 signal strength for the applicable commercial wireless service technology and signal
7 strength confidence levels under normal operating conditions on such provider's
8 network.

9 (b) Variables that impact radio service generally shall be disclosed as material
10 limitations in commercial wireless service depiction and availability.

11 (c) The coverage map generated under this section shall be updated at
12 reasonable regular intervals and all updates shall be forwarded to the Ministry of
13 Public Infrastructure, Industries and Commerce. The Ministry must publish the
14 maps on its website within thirty (30) days of receipt.

15 (d) The coverage map generated under this section shall be in sufficient detail to
16 identify:

17 (1) General geographic areas where the wireless service provider offers
18 full and reliable coverage;

19 (2) General geographic areas where the wireless service provider predicts
20 that wireless service is not regularly available; and

21 (3) General geographic areas where the wireless service provider offers
22 no coverage.

23 (e) The coverage map generated under this section shall be clear, easy to read
24 and understand, and include color schemes for the areas set forth under subsection
25 (d)(1)-(3) of this section.

26 (f) The coverage map must prominently display the month and year of the date
27 that the map was completed.

28 Section 4. Disclosure to Consumers.

1 Each commercial wireless provider in the Republic of Palau shall provide a
2 service coverage map as required by this Act:

- 3 (a) to every consumer upon request of the consumer;
4 (b) to any consumer who enters into a new wireless service plan; and
5 (c) to existing customers.

6 Section 5. Online Access and Physical Display.

7 Each commercial wireless provider in the Republic of Palau shall make a service
8 coverage map as required by this Act:

- 9 (a) available on the provider's website;
10 (b) publically displayed at any physical location where the service provider sells or
11 promotes its services; and
12 (c) publically displayed at the main office or headquarters of the service provider.

13 Section 6. Penalty for noncompliance.

14 Any commercial wireless service provider that does not comply with the
15 requirements in Sections 2 through 5 of this Act shall be guilty of a violation and shall pay
16 a fine of \$100.00 per day the commercial wireless service provider is found to be out of
17 compliance. The Ministry of Public Infrastructure, Industries and Commerce shall be
18 responsible for determining the compliance of a commercial wireless service provider
19 and any perceived violations shall be forwarded to the Attorney General to initiate action
20 against the commercial wireless service provider.

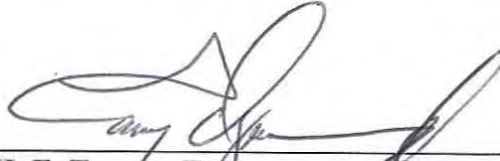
21 Section 7. Regulations.

22 The Ministry of Public Infrastructure, Industries and Commerce shall
23 promulgate rules and regulations in accordance with this Act within ninety (90) days of
24 the effective date of this Act.

25 Section 8. Effective date. This Act shall take effect upon its approval by the
26 President of the Republic of Palau, or upon its becoming law without such approval.

PASSED: March 14, 2017

Approved this 29th day of March, 2017



H. E. Tommy E. Remengesau, Jr.
President of the Republic of Palau