
Office of Utilities Regulation

TECHNICAL REQUIREMENTS TELECOMMUNICATIONS LICENCES APPLICATION

REVISED

Guidelines



OFFICE OF UTILITIES REGULATION

2023 February 15

DOCUMENT TITLE AND APPROVAL PAGE

1. DOCUMENT NUMBER: 2023/TEL/001.GUI.001

2. DOCUMENT TITLE: Technical Requirements for Telecommunication Licences Application - Revised

3. PURPOSE OF DOCUMENT

This document provides the revised technical requirements for Telecommunications licences application.

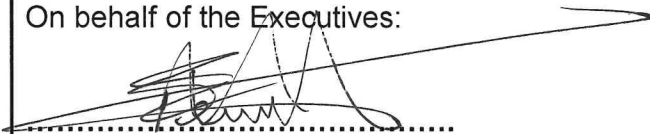
4. ANTECEDENT PUBLICATIONS

Publication Number	Publication Title	Publication Date
2020/TEL/016/GUI.001	Technical Requirements for Telecommunication Licenses Application	2020 September 1

5. Approval

This document is approved by the Office of Utilities Regulation and becomes effective on the date of approval.

On behalf of the Executives:



Ansord E. Hewitt
Director-General

2023 February 15

A. Introduction

The requirements outlined herein are in fulfilment of Section F of the Application for a Carrier or a Service Provider Licence (“the Application”) and should be submitted as a separate document attached to the Application. Where the information is being submitted electronically, it should be provided in a searchable format.

The information to be provided by an Applicant will be determined by the type of Licence required by that Applicant. There are two major licence categories:

1. Carrier Licence: Under Section 9 of the Telecommunications Act (“the Act”), this type of licence is required by persons seeking to own or operate a “facility” in Jamaica. The Act defines a facility as:
“any physical component of a telecommunications network (other than customer equipment) including—
 - (a) *wires, lines, poles, ducts, sites, towers, satellite earth stations or any other apparatus using the radio spectrum;*
 - (b) *submarine cables and other tangible resources used in the provision of a specified service.*
2. Service Provider Licence: Under Section 9 of the Act, this type of licence is required by persons seeking to provide specified services to the public by means of a facility. The Act defines a specified service as *“a telecommunications service or such other service as may be prescribed”*.

An Applicant who is seeking to acquire a Carrier Licence shall provide the applicable information in Parts C, D and E below.

An Applicant who is seeking to acquire a Service Provider Licence shall provide the applicable information in Parts B and E below.

B. Description of the Proposed Service

The Applicant shall identify the telecommunications service(s) for which the licence application is being made. The service description should also indicate:

1. How customers will access the service (i.e., types of customer premises and end-user devices).
2. Whether the Applicant will be deploying its own network to provide the service(s) or if it will rely primarily on wholesale facilities of other Licensees.

3. Where the Applicant does not intend to operate its own network and will therefore rely **solely** on the network of another Licensee to provide its service(s), it should describe how the services will be delivered end-to-end and the services that will be acquired from other entities to ensure end-to-end delivery of the service(s).

Note that where the proposed services will be provided over a network owned by the same entity as the one applying for the licence, the information should be presented as if the network operator is a third party.

C. Network Diagram

The Applicant shall submit an appropriately labelled high-level diagram illustrating the major elements in the network proposed to be deployed end-to-end (i.e., from points of origination to points of destination). The network elements illustrated in the network diagram must be **sufficiently identified** to allow for a determination of their functionalities. To the extent practicable, the high-level network diagram shall be presented in a manner that the following can be clearly identified:

1. The network connection paths, for the proposed telecommunications services, from points of origination (subscribers, networks, etc.) to the destination points (subscribers, networks, etc.). This should show the path that a call or a data session will travel through a network and the major network elements which will be utilized along that path. Where applicable, customer premises equipment must be shown on the network diagram.
2. The main switching/service hosting sites, gateways and other points of presence.
3. The transmission medium — wired (copper or fibre) or wireless (microwave radio, cellular radio, satellite).
4. The billing systems and the DNS and DHCP functionalities (where applicable).
5. Where appropriate, any facilities/infrastructure in the proposed network that will not be owned by the Applicant.
6. If the proposed network will be interconnected/connected with/to other public telecommunications networks.
7. Where network facilities are located (within or outside of Jamaica).

D. Network Description

The Applicant shall provide a **high-level** description of how the major elements illustrated in the network diagram will function together (interact/interface) to provide each of the proposed service(s) end-to-end. The network description shall also indicate:

1. Where applicable, the facilities/infrastructure utilized in the proposed network that will not be owned by the Applicant.
2. The type of radio spectrum to be used (if applicable).
3. If the service will be provided directly or indirectly from outside the borders or airspace of Jamaica.
4. The implementation schedule, in the case of licences, which the Minister has restricted the number to ten or less. This category includes mobile carrier and submarine cable landing stations licences.

E. Ability to Comply with Regulatory Obligations

1. The Applicant shall describe the customer care processes which it intends to implement with respect to the proposed service(s). Where more than one type of service is being proposed, the Applicant shall indicate whether it intends to implement separate customer service processes for the different services.
2. If the Applicant intends to provide voice services, it shall outline the steps which it will take to ensure that its customers can reasonably and reliably reach:
 - a. emergency services in accordance with section 48(a)(i) of the Telecommunications Act ("the Act").
 - b. directory assistance services in accordance with section 48 (a)(ii) of the Act.
3. Where an Applicant intends to provide services, which are subject to the Universal Service Levy (USL) and the Special Telephone Call Tax (STCT) it shall describe the systems, which will be implemented to ensure the collection and remittance of the USL and the STCT.
4. An Applicant for a domestic carrier or an international carrier licence shall describe the systems which will be implemented to ensure that it will be able to perform its number portability related responsibilities as outlined in the Telecommunications (Number Portability) Rules, 2014.