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Office of Utilities Regulation

Telecommunications Markets: Information Requirements



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ABSTRACT

The Office of Utilities Regulation (OUR) has a duty to regulate the telecommunications markets in Jamaica, in accordance with the Telecommunications Act (2000) (the Act). Consistent with the OUR's functions of promoting competition and protecting the interest of consumers, the OUR is required to collect, analyze and publish information on the various telecommunications markets. Additionally, in executing its regulatory function such as determining dominance in telecommunications markets, the OUR will require data that will allow it to determine the level of competition in the relevant telecommunications market.

Pursuant to Section 4(4) of the Act, "Where the Office has reasonable grounds for so doing, it may for the purpose of its functions under this Act, require a licensee to furnish, at such intervals as it may determine, such information or documents as it may specify in relation to that licensee's operations and the licensee shall be given a reasonable time within which to furnish the information." In undertaking its function of collecting and publishing information, the OUR will seek to minimise the burden on operators. Such information will be related to the regulatory needs of the OUR in respect of the requirements of the Act and the public interest.

The intention is to formalize the collection, use and distribution of relevant information on the telecommunications industry, markets and the performance of the Licensed Operators that provide specified services and related services.

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COMMENTS FROM INTERESTED PARTIES

Persons who wish to express opinions on the issues in this document are invited to submit their comments in writing to the OUR.

Responses to this Document should be sent by post, fax or e-mail to: -

Patrick K. Williams

P.O. Box 593, 36 Trafalgar Road, Kingston 10

Fax: (876) 929-3635

E-mail: pwilliams@our.org.jm

Responses

Responses are requested by October 10, 2003. Any confidential information should be submitted separately and clearly identified as such. In the interests of promoting transparent debate, respondents are requested to limit as far as possible the use of confidentiality markings. Respondents are encouraged to supply their responses in electronic form, so that they can be posted on the OUR's Website.

The OUR's objective in issuing this document is to inform telecommunications licensees of its intention to regularize the supply and use of market information, and to observe reasonable standards of procedural fairness in the regulatory process. Responses may take the form of either correcting a factual error or putting forward counter arguments.

Arrangements for viewing responses

To allow responses to be publicly available, the OUR will keep the responses that it receives on files, which can be viewed by and copied for visitors to the OUR's Information Centre. Individuals who wish to view the responses should make an appointment by contacting Lesia Gregory by one of the following means: -

Telephone: (876) 968 6053 (or 6057)

Fax: (876) 929 3635

E-mail: lgregory@our.org.jm

The appointment will be confirmed by a member of the OUR's staff. At the pre-arranged time the individual should visit the OUR's offices at:

3rd Floor, PCJ Resource Centre, 36 Trafalgar Road, Kingston 10

The individual will be able to request photocopies of selected responses at a price, which reflects the cost to the OUR. Also, copies of this document may be downloaded from the OUR's Web site at <http://www.our.org.jm>

Timetable

The timetable is summarized in the table below. This includes an indicative timing for the Determination Notice.

<i>Event</i>	<i>Date</i>
Document Publication	September 16, 2003
Responses	October 10, 2003
Determination & Data Request	By October 24, 2003

Related documents

The OUR indicated its intention to issue this document on the data collection in its Consultative Document Dominant Public Voice Carrier No. 3:

<http://www.our.org.jm/PDF-FILES/pubvoicecarerapril2003.pdf> (See paragraph 2.9)

CHAPTER 1: INTRODUCTION

Legislative framework

- 1.0 The Jamaican Telecommunications Act (2000) (the Act) recognizes that in the interest of developing and sustaining competition, the Office Of Utilities Regulation (OUR), the Minister responsible for telecommunications and the public should have access to relevant information on the telecommunications industry, markets and the performance of the Licensed Operators.
- 1.1 One of the primary objectives of the Act is to promote and protect the interest of the public by –
- (i) promoting fair and open competition in the provision of specified services and telecommunications equipment;
 - (ii) promoting access to specified services;
 - (iii) ensuring that services are provided to persons able to meet the financial and technical obligations in relation to those services;
 - (iv) providing for the protection of customers;
 - (v) promoting the interests of customers, purchasers and other users (including, in particular, persons who are disabled or the elderly) in respect of the quality and variety of telecommunications services and equipment supplied.

In promoting and protecting the interest of the consumers and promoting fair and open competition, the regulator must have relevant and sufficient information in order to make appropriate decisions. Further, a prerequisite for competitive markets is the supply of relevant data to facilitate informed decisions by market participant, including consumers.

- 1.2 According to Section 4(4) of the Act, "Where the Office has reasonable grounds for so doing, it may for the purpose of its functions under this Act, require a licensee to furnish, at such intervals as it may determine, such information or documents as it may specify in relation to that licensee's

operations and the licensee shall be given a reasonable time within which to furnish the information.” Additionally, based on Section 10(1) of the Office of Utilities Regulation Act (1995), “The Office may require a licensee or specified organization to furnish such information or submit such returns at such intervals as the Office may require in relation to the operations of that licensee or specified organization.”

1.3 In relation to the publication of confidential information, this is addressed under Section 7 of the Act. According to Section 7(3), confidentiality restriction shall not apply where:

“(a) the confidential information is disclosed -

- (i) with the consent in writing of a licensee or an applicant for a licence;
- (ii) on the written directions of the Minister to the police who require such disclosure for purpose of the investigation of a criminal offence;
- (iii) to the Minister, an agent of the Office or the Fair Trading Commission; or
- (iv) subject to paragraph (b), to any person who is authorized by the office to receive it;

(b) in the opinion of the Office or the Minister, disclosure is necessary in the public interest, so, however, that before such disclosure is made, the Office or the Minister shall give not less than fourteen days’ notice of the proposed disclosure to the applicant or licensee concerned who shall, upon receipt of that notice, be entitled to apply to a Judge in Chambers for an order prohibiting the disclosure on the ground that it would be harmful to the interest of the applicant or licensee;

(c) subject to subsection (4), pursuant to a court order.”

Consistent with Section 10(1) of the OUR Act, the OUR will disclose information that is deemed confidential, if the Office considers that the publication of such information is in the public interest. In doing so, the OUR will observe reasonable standards of procedural fairness.

Type of Information and Statements Required

1.4 The OUR requires information from licensees in relation to prices, quantities supplied and revenue from specified services. These specified services include:

(a) Fixed Access

- (i) Business access: This includes installation, rental of ordinary business lines, direct inward dialling (DID), relocation and reconnection.
- (ii) Residential access: This includes installation, rental of ordinary residential lines, relocation and reconnection.
- (iii) Digital Subscriber Lines (DSL) and all variations of this product.

(b) Domestic Retail Services

- (i) Intra-parish Calls: These are calls originating from a fixed access line (residential or business telephone) in one parish to a fixed access line in the same parish.
- (ii) Inter-parish Calls: These are calls originating from a fixed access line (residential or business telephone) in one parish to a fixed access line in another parish.
- (iii) Public Pay Phones
- (iv) Other Domestic Retail: These include call waiting, three way dialling, call forwarding, automatic busy redial, priority ring, automatic call back, selective call rejection, selective call forwarding, directory assistance and freephone services.

(c) International retail services

- (i) Outgoing International Calls: These are calls on a fixed access line and wholesale minutes (including sales to mobile service providers) to points outside of Jamaica.
- (ii) Incoming International Calls

- (d) Mobile Network Services
- (e) Mobile Retail Services
- (f) Internet Facilities
- (g) Internet Services

1.5 The OUR also requires information on interconnection services in addition to directory enquiries (domestic and international) service and other products that are offered by a licensee or specified organization but in some instances are not classified as specified products. These services include:

JOINING SERVICES:

- Footway Box Joining Service
- Non-Footway Box Joining Service
- Small Capacity Joining Service

TERMINATION SERVICES:

- PSTN Terminating Access Service
- PLMN Terminating Access Service
- Incoming International Call Termination Service
- 1 64khz Unrestricted And Speech Terminating Service

SPECIAL ACCESS SERVICES:

- 119 Emergency Services Access Service
- 110 Emergency Services Access Service
- Fault Reporting Access Service
- National DQ Service
- International DQ Service
- 1-888 XXX XXXX Access Service
- National Freephone Service Access Service
- International Freephone Service Access Service
- National Collect Service
- Outgoing International Collect Service
- Home Country Direct Collect Service
- Incoming International Collect Service
- Special Rate Service Access Service
- Single Number Connection Access Service
- Personal Number Connection Access Service
- National DQ Database Number Inclusion Service

TRANSIT SERVICES:

- PSTN Transit Service

- 1.6 Each licensee is also required to submit its Financial Statements (Profit and Loss Account and Balance Sheet with explanatory notes) as well as prices (along with changes and effective dates) for each product. The financial statements are due three months after the end of the Company's financial year. Information on price changes effective within a quarter must be submitted with quarterly data for that period. However, only non-transitory prices should be reported.
- 1.7 The OUR has looked at other National Regulatory Authorities in order to ascertain "best practice" relevant to the provision of and publication of information supplied by licensees or specified organizations. Based on the European Union (EU) Directives, the UK's Office of Telecommunications (OFTEL) has a well-developed system of reporting¹. Cable and Wireless Jamaica (C&WJ) is the only telecommunications licensee that currently submits a quarterly report on its activities to the OUR. However, this information is not considered adequate.

Purpose of this Document

- 1.8 The intention is to formalize the collection, use and distribution of relevant information on the telecommunications industry, markets and the performance of the Licensed Operators that provide specified services and related services.
- 1.9 The rest of this Document is organised as follows:
- Principles
 - Categories of Licensees
 - Type of operators
 - Mandatory reporting
 - Information reporting
 - Methodology
 - Reporting
 - Auditing
 - Publication of Information
 - Mechanism
 - Timing

¹ See various publications by OFTEL at http://www.oftel.gov.uk/publications/market_info/index.htm.

CHAPTER 2: PRINCIPLES

2.0 The following are the principles on which the programme for obtaining and using information on the telecommunications industry, markets and the performance of the Licensed Operators will be developed:²

- The requirement to collect and publish information will seek to minimise the burden on operators, and will be related to the regulatory needs of the OUR in respect of the requirements of the Act and the public's interest.
- The definition of any quantitative parameters should be sufficiently exact to ensure comparability, but otherwise allow operators flexibility to use any existing systems and procedures for generating such measurements.
- Additional information may be required of dominant carriers, dominant service providers, and carriers designated as universal service providers, and in particular, information on the service provided to interconnection seekers and service providers should be separately identified from that provided to retail customers. Any other operators with specific obligations may be required to provide additional information relating to such obligations.
- Data and other information that are published should seek to enable the public to make comparisons between companies and between time periods. In cases where information is deemed confidential, the information will be published in an aggregate form.
- Data and other information relating to carrier's or service provider's effectiveness in keeping its promises to customers will also be published. This will be measured against the carrier's or service provider's terms and conditions of service and/or any quality of service standards established by the OUR and/or the carrier/service provider.
- Data and other information received by the OUR for specific regulatory purposes will not be considered as satisfying the needs identified in this document unless agreed on by the carrier/service provider and the OUR. Where calculations are required, these will be stipulated and agreed on.

² The principles outlined here are based on those stated in the Irish Regulators consultation on "Measuring Licensed Operator Performance". See <http://www.ccreg.ie/docs/Toc473609855>.

- Carriers/service providers will have the opportunity to review and propose reasoned corrections to results prior to publication.

Type of operators

- 3.0 The OUR will endeavor to ensure that the reporting requirements are not burdensome to licensees. In this regard, a significant amount of the information required by the OUR will be similar to that which the licensees collect for their own purposes.
- 3.1 The OUR considers that there will be two categories of licensees. Dominant carriers or service providers and other carriers or service providers. The definition of dominant entities will be consistent with the definition of dominant position set out at Section 19 of the Fair Competition Act (FCA).
- 3.2 It is envisaged that additional requirements may be imposed on dominant carriers or services providers. These will be consistent with the provisions of the Act and may include the submission of regulatory accounts.

Mandatory reporting

- 3.3 The OUR proposes that both categories of licensees will report on the proposed set of parameters. These will cover revenues from directly connected customers, call volumes, other service volumes, transactions with other carriers or service providers and revenues from these carriers or service providers. Details of the information required are provided in the Appendix to this document.

CHAPTER 4: INFORMATION REPORTING

Reporting

4.0 As noted before, the OUR wishes to minimize the burden placed on Licensees in relation to the collection of accurate and timely information. The reporting of the information to OUR is an essential part of the overall programme for regulating telecommunications licensees, and in deciding on the frequency of the reporting, the OUR is mindful to balance the burden on the Licensees with the needs of the OUR. The OUR proposes that:

- All statistics be provided within four weeks of the end of every quarter in each calendar year (i.e., the periods ending March, June, September and December).
- Although reporting is quarterly, the data should be disaggregated on a monthly basis.
- Reports should be in standard electronic documents (that is, using an Excel notebook).

Auditing

4.1 One of the purposes of conducting this exercise is to agree on a procedure for the collection and publication of the results. An integral part of the process is to ensure that adequate procedures are in place to confirm the accuracy of the information provided. Four weeks prior to publication, the OUR will provide each operator with a statement³ identifying all data from that operator that is to be published and information on any calculations carried out on the data supplied. The OUR will review, and as appropriate amend, the document intended for publication with respect to any reasoned corrections proposed by the licensee provided that it is supplied to OUR no later than two weeks prior to the scheduled publication date.

³ The document to be published may constitute the statement.

CHAPTER 5: USING AND PUBLISHING INFORMATION

Mechanism

- 5.0 In relation to the use of information for the assessment of dominance or for other investigative purposes, the OUR will use its best endeavour to ensure that the publication of sensitive information is minimized. Where possible information will be averaged or published in an aggregate form.
- 5.1 Regarding the regular supply of information to the general public, the OUR proposes to collate all information provided to it and separately publish such information in an aggregate form, covering all licensees. It is proposed to publish this quarterly information every six months. Each publication will incorporate the previous calendar year's results. This will provide the public with a rolling review of the performance of the industry.
- 5.2 Publication will take the form of:
- An electronic mail to all service providers;
 - Posting on the OUR's website (www.our.org.jm) which will facilitate free downloads;
 - A press release from OUR;
 - Hard copies available from the OUR's Information Centre.

Timing

- 5.3 It is proposed that the OUR will publish the first industry and market survey in September 2004. The first survey will be conducted for the third calendar quarter of 2003⁴. The survey forms will be issued with the Determination Notice or within a week after the Notice is issued. This will include a request for information for that quarter and previous quarters dating back to the first calendar quarter of 1999 (where applicable). The information for the previous quarters will facilitate comparison before and after the start of the liberalization process.

⁴ That is, the quarter ending September 2003.

APPENDIX

Quarterly Market Information Forms and Notes for the Completion of these forms

The forms that were designed and included in this document are similar to those that are currently used by OFTEL. The forms can be viewed by clicking on the hyperlink in each section below.

Fixed Operators

[See Excel notebook for fixed network operators' information requirement sheets]]

Fixed Operators' Notes for Completion

Sheet one

Revenue generated during the period (\$ thousands)

Include revenues specified elsewhere in the return and any additional revenues from related products and services not covered.

Sheet two

Revenues from directly connected customers

Directly connected retail call revenues by type of call by type of customer

Include revenues from directly connected retail customers (including PSTN, ISDN and wireless local loop). Report in thousands of dollars before netting out any interconnection payments. Where possible, separate call revenues by type of customer and type of call. If this is not possible include the revenue in the total and include notes as appropriate.

Definitions:

Calls to mobile: Include all calls to cellular networks made by directly connected customers.

Premium rate services: Include all call to 976-xxxxx numbers.

DQ/IDQ: Calls to directory enquiry and international directory enquiry

Calls from public payphones: Include calls from managed payphones

Other calls: Include all calls that cannot be place in any of the other categories

Retail access: installation and rental - network operators

Show all retail installation charges and rental revenues for directly connected customers. ISDN lines should be shown separately from standard exchange lines.

Direct access over leased circuits

Where your customers have a direct link between their premises and your switch using a private leased circuit.

Sheet 3

Call volumes

Calls from Directly Connected Customers

Include directly connected call volumes in thousands of minutes (Tmins) relating to the revenues on the first table on sheet two. Where possible, separate call volumes by type of customer and type of call. If this is not possible include the revenue in the total and include notes as appropriate.

Other Service

Include call volumes for wholesale services provided to other service providers

Sheet 4

Access and enhanced services - volumes by service

Numbers, connections and discontinued by service - network operators

Record volumes at beginning of the period, gross additions (including reconnections), discontinuation of service (including for reasons of non-payment) and the resulting volume at the end of the period using the units specified. Report ISDN separately from standard exchange lines.

Business Standard ISDN

Report number of channels, i.e. 2 for each line

Business ISDN Primary Rate Interface (PRI) lines

Report number of channels, i.e., 23 for each line. If the number of channels per line is greater than 2 but less than or greater than 23, please indicate.

Sheet 5

Transactions with other operators

Revenues from other operators

Do not include any rental or installation charges

Origination

Include revenues from other operators for Indirect Access calls originated on your network. [This requirement may or may not be relevant depending on the outcome of the Consultation on indirect access].

Termination

Include revenues from other operators for call termination

Transit

Include revenues from other operators for call transit

Revenues from other operators - associated minutes

Include call volumes associated with the revenues from other operators specified above.

Payments to other operators

Origination

Include payments to other operators for Indirect Access call origination. [This requirement may or may not be relevant depending on the outcome of the Consultation on indirect access].

Termination

Include payments to other operators for call termination

Transit

Include payments to other operators for call transit

Payments to other operators - associated minutes

Include call volumes associated with the payments to other operators specified in the table above.

Sheet 6

Dial-Up Internet

Subscribers

Fully unmetered subscribers: Include fully un-metered subscribers of your own ISP division. That is, customers with unlimited access.

Partially unmetered subscribers: Include partially un-metered subscribers of your own ISP division. That is, customers who receive a specific time for free usage and pay a time-based rate for usage beyond the free usage time.

Pay-as-you-go subscribers: Include all pay-as-you-go or prepaid subscribers of your own ISP division. That is, customers that are not allotted any free access time.

Revenues (£m)

Revenues from fully unmetered ISP subscribers: Include call charges for fully unmetered subscribers of your own ISP division.

Revenues from partially unmetered ISP subscribers: Include metered and call charges for partially unmetered subscribers of your own ISP division. Call charges will be a subset of the call revenues given on sheets 2.

Revenues from pay-as-you-go ISP subscribers: Include metered and call charges for pay-as-you-go subscribers of your own ISP division. Call charges will be a subset of the call revenues given on sheet 2.

Originating traffic data

Internet traffic to your own ISP originating on your network: Include all Internet traffic to your own ISP division that originates on your network.

Estimate of Internet traffic to other ISPs originating on your network.

Estimate of Internet traffic originating on your network and terminating with an ISP other than your own.

Terminating traffic data

Internet traffic terminating on your own ISP: Include all traffic terminating at your own ISP division, regardless of originating operator.

Internet traffic terminating on your network for other ISPs: Include all Internet traffic terminating on your network for ISPs other than your own ISP division, regardless of originating operator.

Revenues from Internet traffic termination: Include all revenues from terminating Internet calls from any ISP.

Payments to other ISPs for Internet traffic termination: Include details of payments to ISPs in respect to terminating Internet traffic.

Other services

Revenues from web hosting

Include revenues from web hosting services generated by your own ISP division.

Sheet 7

Broadband Internet

Subscribers (actual)

Record volumes at beginning of the period, gross additions (including reconnections), discontinuations of service (including for reasons of non-payment) and the resulting volume at the end of the period using the units specified.

Revenues (\$'000)

Show all retail connection charges (including set up fees) and rental revenues.

Traffic

Units

1 Terrabyte = 1,048,576 MB

Sheet 8

Private Leased Circuits & associated revenues

Inland Circuits

This table collects the number of Inland Private Leased Circuits at the start and end of the quarter and revenues collected for each circuit type. Include information on Jamaica Private Leased Circuits supplied to customers, that is un-switched circuits with both ends at customer premises within the Jamaica. This should include circuits supplied to other operators and service providers. Exclude any circuits supplied to other parts of your business and circuits leased from other operators, except where they are resold to end-users. Please give information separately on analogue circuits and digital circuits, with digital circuits classified by capacity. Where circuits are leased on an annual or other long-term basis the rental should be apportioned equally between each of the periods of the contract.

International Circuits

As above, but for International Private Leased Circuits, that is un-switched half circuits with one end at customer premises within the Jamaica. Exclude any circuits supplied to other parts of your business and circuits leased from other operators, except where they are resold to end-users. Revenues should be for Jamaica half circuits.

Mobile Operators

[See Excel notebook for mobile network operators' information requirement sheets]

Mobile Notes 2003/03

1) Retail Services (Sheet 2)

Please include information on retail call minutes and call revenues from customers of your service. Do not include handset revenues.

Include calls originating on your network to other mobiles on your network.

Include calls originating on your network and terminating on other Jamaican mobile networks.

Include calls to your voicemail service.

Include calls to destinations outside Jamaica (including overseas mobile networks).

Include calls to and from Jamaican subscribers whilst they are roaming on networks overseas.

Other calls within Jamaica (please specify what is included).

2) Retail Messaging Service

Please include information on retail messages and revenues from all customers (including business customers).

Wholesale Services (Sheet 3)

Please include information on wholesale (collected by network business) call minutes and call revenues from all Service Providers. Include minutes and revenues resulting from customers of overseas operators roaming on your network. Do not include handset revenues.

3) Wholesale call revenues and associated call minutes

The classifications used are the same as on sheet two.

4) Wholesale Messaging Services

Please include information on wholesale messages and revenues from all Service Providers.

Subscribers and Connections (Sheet 4)

5) Subscriber numbers (actual)

Show the number of subscribers at the start and end of the period along with the gross number of connections and disconnections.

6) Retail connection, one-off/set-up revenues (\$thousands)

Show revenues from subscribers for connecting to the network, with other one-off charges shown separately (please specify what is included and DO NOT include handset costs).

WAP & Mobile Internet Access

7) GPRS

Other Subscribers: Customers without mobile phone subscription.

Transactions With Other Operators (Sheet 5)

8) Revenues and related minutes

Show all revenues from all other local operators for terminating domestic calls on your network and the associated minutes.

Show all revenues from all other operators for terminating international calls on your network and the associated minutes.

Show revenues from overseas operators for calls made by their subscribers whilst roaming on your network.

Show all revenues from terminating SMS messages on your network and the associated messages.

9) Payments and related minutes

Show payments made to Jamaican operators. Calls while roaming abroad should show payments to overseas mobile operators for calls originated by your subscribers roaming on their networks.

Off-Net SMS Messages

Show payments with respect to SMS messages terminating on other mobile networks and the associated message volumes.

International Operator

[See Excel notebook for International network operators' information requirement sheets]]

International Notes 2002/03

INTERNATIONAL TRAFFIC

International traffic carried out of and into Jamaica via facilities owned by your company.

The information required should:

- Be for IDD calls only
- Classify outgoing traffic by final destination (i.e. irrespective of whether or not it has been routed via a third country or re-filed⁵).
- Not include traffic carried under an International Simple Voice Resale licence.

*International Simple Resale (ISR)*⁶

Where it is not possible to split traffic by route a total will suffice.

International simple voice resale is defined as a call that is conveyed by means of all three of the following:

- (i) a Public Switched Network in Jamaica;
- (ii) an International Private Leased Circuit (IPLC);
- (iii) the equivalent of a Public Switched Network overseas.

⁵ A type of call re-origination service which exploits differences in the collection charge and/or the settlement rate between countries in order to route via the least cost path. In particular, this form of alternative calling exploits asymmetric accounting rates between countries. See <http://www.itu.int/newsarchive/press/WTPF98/Glossarytechnterms.html>.

⁶ Now permitted in a growing number of countries and on particular bilateral connections. The principle behind ISR is that a PTO or private company can gather traffic to a particular destination from a variety of different customers and then route it via an international leased line. The company offering the service is thus able to charge its clients per minute while paying only a fixed-rate fee to the operator from whom it leases the line. The service requires the ability to lease lines from the PTO which can be connected to the public switched network at one or both ends. See <http://www.itu.int/newsarchive/press/WTPF98/Glossarytechnterms.html>.

This should only cover traffic which you convey internationally yourselves. Calls should be shown by "route", where the route is the far end country of the International Private Leased Circuit even if this is not the initial origin of an incoming call or the final destination of the outgoing call. For example a call to Canada which is carried by you to the USA and then passed to a US operator for termination in Canada should be counted under the USA not Canada.

Exclude outbound traffic that you receive (either from interconnecting operators or your own customers) which you pass on to another operator within the Jamaica, and traffic that originated overseas but is passed to you in the Jamaica by an interconnecting operator. Packet switched traffic; such as Internet traffic should not be included.

Inbound

Include incoming traffic conveyed by you into Jamaica using an International Private Leased Circuit, whether the call is to be terminated by you or an interconnecting operator.

Outbound

Include all outbound traffic conveyed by you from Jamaica using an International Private Leased Circuit, including both traffic received from Jamaican customers and Jamaican interconnecting operators.

ACRONYMS

CWJ	-	Cable and Wireless Jamaica Limited
DID	-	Direct Inward Dialling
DQ	-	Directory Enquiry
DSL	-	Digital Subscriber Lines
FCA	-	Fair Competition Act
OFTEL	-	Office of Telecommunications (UK)
OUR	-	Office of Utilities Regulation
PSTN	-	Public Switched Telephone Network
PLMN	-	Public Land Mobile Network

OUR QUARTERLY INFORMATION REQUIREMENTS: FIXED NETWORK OPERATORS & SERVICE PROVIDERS

2003/09 Q3

July to Sept. 2003

TICK RELEVANT BOX TO INDICATE INFORMATION SUPPLIED

- | | |
|--|--------------------------|
| 1 Revenue from directly connected customers
Relevant to fixed network operators (wired and wireless)
with directly connected customers (PSTN & ISDN) | <input type="checkbox"/> |
| 2 Call Volumes
Relevant to all operators | <input type="checkbox"/> |
| 3 Access and enhances services - volumes by service
Relevant to all operators | <input type="checkbox"/> |
| 4 Transactions with other operators
Relevant to all operators | <input type="checkbox"/> |
| 5 Dial-up Internet
Relevant to all operators & Internet Service providers (ISPs) | <input type="checkbox"/> |
| 6 Broadband Internet
Relevant to all operators & Internet Service providers (ISPs) | <input type="checkbox"/> |
| 7 Private Leased Circuits
Relevant to operators offering leased line services | <input type="checkbox"/> |

Fill in the forms as completely as possible. If you are unable to split out certain services indicate this in the covering letter when you submit the data. If estimates of certain splits are made this should also be indicated. If you do not offer a service, write not applicable. Please keep a copy of the form to help when queries are raised, or if the original is lost.

The forms should cover all PSTN services including ISDN.

Revenues should be reported in thousands of Jamaican dollars and volumes should be reported in the units shown (NB. Tmins indicates thousands of minutes).

Revenues from directly connected customers

2003/09-Q3

Directly connected retail call revenues by type of call by type of customer

	<i>Units</i>	Residential	Business	Total
Local calls	<i>\$thousands</i>			
National calls	<i>\$thousands</i>			
International calls	<i>\$thousands</i>			
Calls to mobile	<i>\$thousands</i>			
Premium rate services	<i>\$thousands</i>			
DQ/IDQ	<i>\$thousands</i>			
Calls from public payphones	<i>\$thousands</i>			
Other calls	<i>\$thousands</i>			
TOTAL	<i>\$thousands</i>			

Retail access: installation and rental - network operators

	<i>units</i>	Installation	Rental	Total
Business exchange lines	<i>\$thousands</i>			
Residential exchange lines	<i>\$thousands</i>			
Business Standard ISDN	<i>\$thousands</i>			
Business ISDN Primary Rate				
Interface(PRI) lines	<i>\$thousands</i>			
Direct access over leased circuits	<i>\$thousands</i>			
Other	<i>\$thousands</i>			
Total	<i>\$thousands</i>			

Call volumes

2003/09 Q3

Calls from Directly Connected Customers

	<i>Units</i>	Residential	Business	Total
Local calls	<i>Tmins</i>			
National calls	<i>Tmins</i>			
International calls	<i>Tmins</i>			
Calls to mobile	<i>Tmins</i>			
Freephone calls	<i>Tmins</i>			
Premium rate services	<i>Tmins</i>			
DQ/IDQ	<i>Tmins</i>			
Calls from public payphones	<i>Tmins</i>			
Other calls	<i>Tmins</i>			
TOTAL	<i>Tmins</i>			

Access and enhanced services - volumes by service

2003/09 Q3

Numbers, connections and discontinued by service - network operators

	Units	Start of period	Connections	Discontinued	End of period
Residential exchange lines	<i>actuals</i>				
Business exchange lines	<i>actuals</i>				
Private payphone exchange lines	<i>actuals</i>				
Public payphones	<i>actuals</i>				
Managed payphones	<i>actuals</i>				
Business Standard ISDN	<i>channels</i>				
Business ISDN Primary Rate					
Interface(PRI) lines	<i>channels</i>				
Direct access over leased circuits	<i>2Mbit/s equivs</i>				

Transactions with other operators

2003/09 Q3

Revenues from other operators

	units	Origination	Termination	Transit	Total
Jamaican fixed operators - inland calls	\$thousands				
Jamaican cellular operators - inland calls	\$thousands				
Revenues from Jamaican operators - outbound international calls	\$thousands				
Revenues from overseas operators - inbound international calls	\$thousands				
Revenues from overseas operators - inbound international calls	\$thousands				

Revenues from other operators - associated minutes

	units	Origination	Termination	Transit	Total
Jamaican fixed operators - inland calls	Tmins				
Jamaican cellular operators - inland calls	Tmins				
Revenues from Jamaican operators - outbound international calls	Tmins				
Revenues from overseas operators - inbound international calls	Tmins				

Payments to other operators

	units	Origination	Termination	Transit	Total
Jamaican fixed operators - inland calls	\$thousands				
Jamaican cellular operators - inland calls	\$thousands				
Payments to Jamaican operators - outbound international calls	\$thousands				
Payments to overseas operators - outbound international calls	\$thousands				

Payments to other operators - associated minutes

	units	Origination	Termination	Transit	Total
Jamaican fixed operators - inland calls	Tmins				
Jamaican cellular operators - inland calls	Tmins				
Payments to Jamaican operators - outbound international calls	Tmins				
Payments to overseas operators - inbound international calls	Tmins				

Subscribers (actuals)		Total
Fully unmetered subscribers at start of period		
Connections during period		
Disconnections during period		
Number of subscribers at end of period		
Partially unmetered subscribers at start of period		
Connections during period		
Disconnections during period		
Number of subscribers at end of period		
Pay-as-you-go at start of period		
Connections during period		
Disconnections during period		
Number of subscribers at end of period		

Revenues (\$thousands)	Metered charges	Call charges
Revenues from fully unmetered ISP subscribers	n/a	
Revenues from partially unmetered ISP subscribers		
Revenues from pay-as-you-go ISP subscribers		

Originating traffic data	Units	Total
Internet traffic to your own ISP originating on your network	Tmins	
Estimate of internet traffic to other ISPs originating on your	Tmins	

Terminating traffic data	Units	Total
Internet traffic terminating on your own ISP	Tmins	
Internet traffic terminating on your network for other ISPs	Tmins	
Revenues from internet traffic termination	\$thousands	
Payments to other ISPs for internet traffic termination	\$thousands	

Other services	Units	Total
Revenues from web hosting	\$thousands	

Broadband Internet

2003/09 Q4

Subscribers (actuals)	Start of period	Connections	Discontinued	End of period
Residential DSL				
Business DSL				
Residential Wireless Access Line				
Business Wireless Access Line				

Revenues (\$thousands)	<i>units</i>	Connection	Rental
Residential DSL	<i>\$thousands</i>		
Business DSL	<i>\$thousands</i>		
Residential Wireless Access Line	<i>\$thousands</i>		
Business Wireless Access Line	<i>\$thousands</i>		

Traffic	<i>units</i>	Total
Residential DSL	<i>Terra Bytes</i>	
Business DSL	<i>Terra Bytes</i>	
Residential Wireless Access Line	<i>Terra Bytes</i>	
Business Wireless Access Line	<i>Terra Bytes</i>	

Private Leased Circuits & associated revenues**2003/09 Q3****Inland Circuits**

	Number at start of period (actuals)	Number at end of period (actuals)	Rental & connection revenues (\$'000)
Analogue circuits			
Digital less than 1 Mbit/s			
Digital 1 Mbit/s			
Digital less than 2 Mbit/s			
Digital 2 Mbit/s			
Digital 4 Mbit/s			
Digital greater than 4 Mbit/s			
Total			

International Circuits

	Number at start of period (actuals)	Number at end of period (actuals)	Rental & connection revenues (\$'000)
Analogue circuits			
Digital less than 1 Mbit/s			
Digital 1 Mbit/s			
Digital 2 Mbit/s			
Digital 4 Mbit/s			
Digital greater than 4 Mbit/s			
Total			

OUR QUARTERLY INFORMATION REQUIREMENTS: MOBILE NETWORK OPERATORS

2003/09 Q3

July to Sept. 2003

TICK RELEVANT BOX TO INDICATE INFORMATION SUPPLIED

1 Retail call revenues and associated call volumes

Relevant to all operators

☐

2 Retail messaging services

Relevant to all operators

☐

3 Wholesale calls

Relevant to all operators

☐

4 Wholesale Messaging Services

Relevant to all operators

☐

5 Subscriber numbers (actuals)

Relevant to all operators

☐

6 Retail connection, one-off/set-up revenues (\$thousands)

Relevant to all operators

☐

7 WAP & Mobile Internet: GPRS

Relevant to all operators

☐

Transactions With Other Operators

8 Revenues and related minutes

Relevant to all operators

☐

9 Payments and related minutes

Relevant to operators

☐

Fill in the forms as completely as possible. If you are unable to split out certain services indicate this in the covering letter when you submit the data. If estimates of certain splits are made this should also be indicated. If you do not offer a service, write not applicable. Please keep a copy of the form to help when queries are raised, or if the original is lost.

Revenues should be reported in thousands of Jamaican dollars and volumes should be reported in the units shown (NB. Tmins indicates thousands of minutes).

MOBILE NETWORK OPERATORS

Retail Services

1) Retail call revenues and associated call volumes

	Contract		Pre-Pay		Total	
	Revenues (\$thousands)	Minutes (millions)	Revenues (\$thousands)	Minutes (millions)	Revenues (\$thousands)	Minutes (millions)
Calls to Jamaican (Ja) fixed telephones						
Calls to Ja mobiles on network						
Calls to Ja mobiles off network						
Calls to voicemail service						
Outgoing international calls						
Calls while roaming abroad						
DQ/IDQ calls						
Other calls						
Totals						

2) Retail messaging services

	Revenues (\$thousands)	Messages (millions)
Outgoing On-Net SMS		
Outgoing Off-Net SMS		
Outgoing On-Net MMS		
Outgoing Off-Net MMS		
Total		

MOBILE NETWORK OPERATORS

Wholesale Services

3) Wholesale calls

	Revenues (\$thousands)	Minutes (millions)
Calls to Ja fixed telephones		
Calls to Ja mobiles on network		
Calls to Ja mobiles off network		
Calls to voicemail service		
Outgoing international calls		
Calls while roaming abroad		
DQ/IDQ calls		
Other calls		
Totals		

4) Wholesale Messaging Services

	Revenues (\$thousands)	Messages (millions)
Outgoing On-Net SMS		
Outgoing Off-Net SMS		
Outgoing On-Net MMS		
Outgoing Off-Net MMS		
Total		

MOBILE NETWORK OPERATORS

Subscribers and Connections

5) Subscriber numbers (actuals)

	Total
Postpaid subscribers at start of period	
Connections during period	
Disconnections during period	
Number of subscribers at end of period	
Prepaid subscribers at start of period	
Connections during period	
Disconnections during period	
Number of subscribers at end of period	

6) Retail connection, one-off/set-up revenues (\$thousands)

	Total
Connection revenues	
Other charges	

WAP & Mobile Internet

7) GPRS

	Total
Volume of data transferred (Terra Bytes)	

Subscribers (actuals)	Total
Postpaid subscribers at start of period	
Connections during period	
Disconnection during period	
No. of subscribers at end of period	
Prepaid subscribers	
Connections during period	
Disconnection during period	
No. of subscribers at end of period	
Other subscribers	
Connections during period	
Disconnection during period	
No. of subscribers at end of period	

Revenues (\$thousands)	Connection Charges	Usage charges
Postpaid subscribers		
Prepaid subscribers		
Other subscribers		

Originating traffic data	Units	Total
Internet traffic to your own ISP originating on your network	Terra bytes	

Terminating traffic data	Units	Total
Internet traffic terminating on your own ISP	Terra bytes	
Internet traffic terminating on your network for other ISPs	Terra bytes	
Revenues from internet traffic termination	\$thousands	
Payments to other ISPs for internet traffic termination	\$thousands	

MOBILE NETWORK OPERATORS

Transactions With Other Operators

8) Revenues and related minutes

	Revenues (\$thousands)	Minutes (millions)
Domestic Call termination		
Incoming International call termination		
Overseas roaming on Jamaican network		

	Revenues (\$thousands)	Messages (millions)
Incoming SMS from other mobile operators		

9) Payments and related minutes

	Payments (\$thousands)	Minutes (millions)
Calls to Jamaican fixed: Termination		
Calls to Jamaican fixed: Transit		
Off-Net Mobile Voice call termination		
Outgoing International		
Calls while roaming abroad		
Other calls		

	Payments (\$thousands)	Messages (millions)
Off-Net SMS Messages		

OUR QUARTERLY INFORMATION REQUIREMENTS: INTERNATIONAL NETWORK OPERATORS

2003/09 Q3

July to Sept. 2003

TICK RELEVANT BOX TO INDICATE INFORMATION SUPPLIED

International Traffic

- 1 Inbound
Relevant to all operators

☐

- 2 Retail Outbound
Relevant to all operators

☐

- 3 Wholesale Outbound
Relevant to all operators

☐

International Simple Voice Resale

- 4 Inbound
Relevant to all operators

☐

- 5 Outbound
Relevant to all operators

☐

International Traffic: Revenue

- 6 Inbound
Relevant to all operators

☐

- 7 Retail Outbound
Relevant to all operators

☐

- 8 Wholesale Outbound
Relevant to all operators

☐

International Simple Voice Resale: Revenue

- 9 Inbound
Relevant to all operators

☐

- 10 Outbound
Relevant to all operators

☐

Fill in the forms as completely as possible.

If estimates are used, this should be clearly indicated. If you do not offer a service, write not applicable. Please keep a copy of the form to help when queries are raised, or if the original is lost.

Revenues should be reported in millions of Jamaican dollars and volumes should be reported in the units shown (NB. Tmins indicates thousands of minutes).

INTERNATIONAL NETWORK OPERATORS

Please follow the format as set out below, providing one total figure for each country.
Any additional countries not listed should be included in the Others category.

	International Traffic (Tmins)			ISVR Traffic (Tmins)	
	Inbound	Retail Outbound	Wholesale Outbound	Inbound	Outbound
Total (all routes)					
Afghanistan					
Albania					
Algeria					
Andorra					
Angola					
Anguilla					
Antarctica					
Antigua					
Argentina					
Armenia					
Aruba					
Ascension Island					
Australia					
Austria					
Azerbaijan					
Azores					
Bahamas					
Bahrain					
Bangladesh					
Barbados					
Belarus					
Belcel					
Belgium					
Belize					
Benin					
Bermuda					
Bhutan					
Bolivia					
Bosnia and Herzegovina					
Botswana					
Brazil					
Brunei					
Bulgaria					
Burkina Faso					
Burundi					
Cambodia					
Cameroon					
Canada					
Cape Verde Islands					
Cayman Island					
Central African Republic					
Chad					

Chatham Islands					
Chile					
China					
Christmas & Cocos Islands					
Cocos Islands					
Colombia					
Comoros Islands					
Congo					
Cook Islands					
Costa Rica					
Cote d'Ivoire (Ivory Coast)					
Croatia					
Cuba					
Cyprus					
Czech Republic					
Denmark					
Diego Garcia					
Djibouti					
Dominica					
Dominican Republic					
Ecuador					
Egypt					
El Salvador					
Equatorial Guinea					
Eritrea					
Estonia					
Ethiopia					
Falkland Island					
Faroe Islands					
Fiji Island					
Finland					
France					
French Guiana					
French Polynesia					
Gabon					
Gambia					
Georgia					
Germany					
Ghana					
Gibraltar					
Greece					
Greenland					
Grenada					
Guadeloupe					
Guam					
Guantanamo					
Guatemala					
Guinea					
Guinea-Bissau					
Guyana					
Haiti					
Honduras					

Hong Kong					
Hungary					
Iceland					
India					
Indonesia					
Iran					
Iraq					
Ireland					
Israel					
Italy					
Japan					
Jordan					
Kazakhstan					
Kenya					
Khabarovsk					
Kirgizstan					
Kiribati					
Korea, North (DPR of)					
Korea, Republic of					
Kuwait					
Laos					
Latvia					
Lebanon					
Lesotho					
Liberia					
Libyan Arab People's Rep.					
Liechtenstein					
Lithuania					
Luxembourg					
Macau					
Macedonia					
Madagascar					
Madeira					
Malawi					
Malaysia					
Maldives					
Mali					
Malta					
Marshall Islands					
Martinique					
Mauritania					
Mauritius					
Mayotte					
Mexico					
Micronesia					
Midway					
Moldova					
Monaco					
Mongolia					
Montserrat					
Morocco					
Mozambique					

Myanmar					
Nakhodka					
Namibia					
Nauru					
Nepal					
Netherlands					
Netherland Antilles					
New Caledonia					
New Zealand					
Nicaragua					
Niger					
Nigeria					
Niue					
Norfolk Island					
North Mariana Islands					
Norway					
Oman					
Pakistan					
Palau					
Panama					
Papua New Guinea					
Paraguay					
Peru					
Philippines					
Pitcairn					
Poland					
Portugal					
Puerto Rico					
Qatar					
Reunion Island					
Rodriguez Islands					
Ross Island					
Romania					
Russia					
Rwanda					
Saipan					
Sakhalin					
St. Helena					
St. Kitts					
St. Lucia					
St. Pierre and Miquelon					
St. Vincent					
Sao Tome & Principe					
Samoa (American)					
Samoa (Western)					
San Marino					
Saudi Arabia					
Senegal					
Seychelles					
Sierra Leone					
Singapore					
Slovak Republic					

Slovenia					
Solomon Island					
Somalia					
South Africa					
Spain					
Sri Lanka					
Sudan					
Suriname					
Swaziland					
Sweden					
Switzerland					
Syrian Arab Republic					
Taiwan					
Tajikistan					
Tanzania					
Tatarstan					
Thailand					
Togo					
Tonga					
Trinidad & Tobago					
Tristan Dacunya					
Tunisia					
Turkey					
Turkmenistan					
Turks & Caicos					
Tuvalu					
UAE (Emirates)					
Uganda					
UK					
Ukraine					
Uruguay					
USA (inc. Hawaii & Alaska)					
Uzbekistan					
Vanuatu					
Vatican City					
Venezuela					
Vietnam					
Virgin Islands (American)					
Virgin Islands (British)					
Wake Island					
Wallis & Futuna					
Yemen Arab Republic					
Yugoslavia (Serbia)					
Zaire/Congo					
Zambia					
Zimbabwe					
Other					

Please follow the format as set out below, providing one total figure for each country.
Any additional countries not listed should be included in the Others category.

These revenues relate to international traffic and ISVR traffic on sheet two.

	International Revenue (\$millions)			ISVR Revenue (\$mil)	
	Inbound	Retail Outbound	Wholesale Outbound	Inbound	Outbound
Total (all routes)					
Afghanistan					
Albania					
Algeria					
Andorra					
Angola					
Anguilla					
Antarctica					
Antigua					
Argentina					
Armenia					
Aruba					
Ascension Island					
Australia					
Austria					
Azerbaijan					
Azores					
Bahamas					
Bahrain					
Bangladesh					
Barbados					
Belarus					
Belcel					
Belgium					
Belize					
Benin					
Bermuda					
Bhutan					
Bolivia					
Bosnia and Herzegovina					
Botswana					
Brazil					
Brunei					
Bulgaria					
Burkina Faso					
Burundi					
Cambodia					
Cameroon					
Canada					
Cape Verde Islands					
Cayman Island					
Central African Republic					
Chad					
Chatham Islands					

Chile					
China					
Christmas & Cocos Islands					
Cocos Islands					
Colombia					
Comoros Islands					
Congo					
Cook Islands					
Costa Rica					
Cote d'Ivoire (Ivory Coast)					
Croatia					
Cuba					
Cyprus					
Czech Republic					
Denmark					
Diego Garcia					
Djibouti					
Dominica					
Dominican Republic					
Ecuador					
Egypt					
El Salvador					
Equatorial Guinea					
Eritrea					
Estonia					
Ethiopia					
Falkland Island					
Faroe Islands					
Fiji Island					
Finland					
France					
French Guiana					
French Polynesia					
Gabon					
Gambia					
Georgia					
Germany					
Ghana					
Gibraltar					
Greece					
Greenland					
Grenada					
Guadeloupe					
Guam					
Guantanamo					
Guatemala					
Guinea					
Guinea-Bissau					
Guyana					
Haiti					
Honduras					
Hong Kong					

Hungary					
Iceland					
India					
Indonesia					
Iran					
Iraq					
Ireland					
Israel					
Italy					
Japan					
Jordan					
Kazakhstan					
Kenya					
Khabarovsk					
Kirgizstan					
Kiribati					
Korea, North (DPR of)					
Korea, Republic of					
Kuwait					
Laos					
Latvia					
Lebanon					
Lesotho					
Liberia					
Libyan Arab People's Rep.					
Liechtenstein					
Lithuania					
Luxembourg					
Macau					
Macedonia					
Madagascar					
Madeira					
Malawi					
Malaysia					
Maldives					
Mali					
Malta					
Marshall Islands					
Martinique					
Mauritania					
Mauritius					
Mayotte					
Mexico					
Micronesia					
Midway					
Moldova					
Monaco					
Mongolia					
Montserrat					
Morocco					
Mozambique					
Myanmar					

Nakhodka					
Namibia					
Nauru					
Nepal					
Netherlands					
Netherland Antilles					
New Caledonia					
New Zealand					
Nicaragua					
Niger					
Nigeria					
Niue					
Norfolk Island					
North Mariana Islands					
Norway					
Oman					
Pakistan					
Palau					
Panama					
Papua New Guinea					
Paraguay					
Peru					
Philippines					
Pitcairn					
Poland					
Portugal					
Puerto Rico					
Qatar					
Reunion Island					
Rodriguez Islands					
Ross Island					
Romania					
Russia					
Rwanda					
Saipan					
Sakhalin					
St. Helena					
St. Kitts					
St. Lucia					
St. Pierre and Miquelon					
St. Vincent					
Sao Tome & Principe					
Samoa (American)					
Samoa (Western)					
San Marino					
Saudi Arabia					
Senegal					
Seychelles					
Sierra Leone					
Singapore					
Slovak Republic					
Slovenia					

Solomon Island					
Somalia					
South Africa					
Spain					
Sri Lanka					
Sudan					
Suriname					
Swaziland					
Sweden					
Switzerland					
Syrian Arab Republic					
Taiwan					
Tajikistan					
Tanzania					
Tatarstan					
Thailand					
Togo					
Tonga					
Trinidad & Tobago					
Tristan Dacunha					
Tunisia					
Turkey					
Turkmenistan					
Turks & Caicos					
Tuvalu					
UAE (Emirates)					
Uganda					
UK					
Ukraine					
Uruguay					
USA (inc. Hawaii & Alaska)					
Uzbekistan					
Vanuatu					
Vatican City					
Venezuela					
Vietnam					
Virgin Islands (American)					
Virgin Islands (British)					
Wake Island					
Wallis & Futuna					
Yemen Arab Republic					
Yugoslavia (Serbia)					
Zaire/Congo					
Zambia					
Zimbabwe					
Other					