



Notice of Proposed Rule Making:

Quality of Service Standards and

Consumer Protection Guidelines for the Telecommunications Sector

The Telecommunications Act and the Office of Utilities Regulation Act establish as objectives for the Office of Utilities Regulation ('OUR'), encouraging competition and protecting the interests of consumers. The OUR, in its capacity as the utility regulator, has prepared the captioned Notice of Proposed Rule Making ('NPRM') for public discussion. Interested persons may view the document on the OUR website: <http://www.our.org.jm>.

Proposals in this NPRM cover quality standards for fixed telephony, mobile telephony and Internet access as well as procedures for handling of consumer complaints. It also includes a General Consumer Code of Practice, which sets out proposed consumer protection guidelines for the telecommunications sector.

Responses are requested by Tuesday, December 16, 2014

Responses which are not confidential pursuant to sections 7(6) and 7A of the Telecommunications Act, will be posted to the OUR's website. Respondents are therefore requested where possible to supply their responses in electronic form to facilitate such postings.

Individuals and organisations are invited to submit their comments on the NPRM in writing to the OUR by post, delivery, facsimile or email addressed to:

THE OFFICE OF UTILITIES REGULATION

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

Attention: Evona Channer

Email: echanner@our.org.jm ♦ Tel: 968- 6053 ♦ Fax: (876) 929-3635

Toll-Free: 1-888-CALL-OUR (2255-687)

Website: www.our.org.jm

Issued by the Office of Utilities Regulation on December 8, 2014