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Office of Utilities Regulation

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# **Telecommunications Markets**

## **Information Requirements**

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### **Determination Notice**

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**OFFICE OF UTILITIES REGULATION**

April 8, 2004

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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 needs to collect, analyze and publish information on the various telecommunications markets. Additionally, in executing its regulatory functions such as determining dominance in telecommunications markets, the OUR will require data that will allow it to determine the levels of competition in the relevant telecommunications markets.

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 functions of collecting and publishing the information, the OUR will seek to minimise the burden on operators of preparing and submitting the required information. Such information will be related to the regulatory needs of the OUR in respect of the requirements of the Act and the public interest.

This Determination Notice sets out the Office's decisions regarding the collection, use and distribution of relevant information on the telecommunications industry, markets and the performance of the Licensed Operators that provide telecommunications services and related services.

## CHAPTER 1: LEGISLATIVE FRAMEWORK AND INFORMATION REQUIREMENTS

- 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 In undertaking its functions of collecting and publishing this 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. These requirements include the need to establish regulatory fees, the facilitation of universal service and the creation of a universal service fund, the efficient use of numbering resources, fulfilling licensing requirements and the assessment of market dominance.

### ***Regulatory Fees and Financial Statements***

- 1.2 Based on Section 16(1) of the Act, the Office may impose an annual regulatory fee in relation to all carrier licences and service provider licences issued under the Act. Further, according to Sub-section (3), in determining the amount of the regulatory fee payable by a licensee, the Office shall apportion regulation costs reasonably and equitably among licensees. The revenues earned by each licensee would assist in apportion regulation costs in a reasonably and equitably manner. However, a simple statement of the amount of revenue earned in a specified period will not suffice. The Office must be in a position to verify the figures submitted. Additionally, the Office must be able to compile and publish information on aggregate revenue and investment in different segments of the telecommunications industry. Therefore, a complete set of financial statements is required.

### ***Fulfilling Licensing Requirements***

- 1.3 In general, the supply of information on the telecommunications markets will allow the Office to assess the extent to which licensees are fulfilling their licensing requirements. It will allow the Office to determine if they are supplying the services specified in their licences.

- 1.4 Based on Schedule 2(1)(d) of the Mobile Service Provider Licence, “the licensee must ensure that at all times: ... the licensee satisfies any and all financial requirements, as imposed by the Minister, the Office of Utilities Regulation and the Spectrum Management Authority, to provide the services to the public associated with this licence.”
- 1.5 Any financial requirements established by the OUR for mobile or other licensees must be checked against the actual performance of the licensees. Therefore, the OUR must have access to the financial records of each licensee. Although the OUR has not yet specified any such requirements, the Office has a duty to regulate specified services and facilities to ensure that the interest of customers are protected. Therefore, the Office must ensure that each licensee is financially viable.
- 1.6 In accordance with Section 11(1)(d) of the Act, applicants for licences must “... satisfy the financial requirements for the construction and operation of the facility or the provision of the service to which the application relates.” Therefore, it follows that as a going concern, a licensee is expected to meet, at a minimum, its financial obligations.

### **Determination 1.0**

**Each licensee is required to submit a complete set of quarterly financial statements, including Profit and loss, Balance Sheet, Cash Flow and notes to the accounts and statements.**

### ***Universal Service/Access***

- 1.7 Licensees that are designated universal service providers shall be compensated for the net costs incurred in meeting this requirement. This net cost will be paid out of a universal service fund. Based on Section 42(2) of the Act, in relation to the modification of universal service obligation, the Office’s recommendations for modification of universal service obligation

“...shall be based on the most complete and reliable information reasonably available in relation to –

(a) The estimated net cost of fulfilling the universal service obligation in each subsequent year, not exceeding five per cent of the projected eligible revenues derived by licensees from provision of the relevant services for each year over a period of three years....”

To determine the projected eligible revenues expected to be derived by licensees from the provision of the relevant services, the Office requires the financial statements of each carrier and service provider to ascertain the historical revenues as the basis for such projections.

- 1.8 In relation to connection to the public voice network and the provision of Internet access, the Office must be in a position to determine the extent of penetration and price of supplying each service. Thus, data on the price and quantity supplied (example traffic minutes and call volume) are essential.

### ***Numbering and Subscriber Base***

- 1.9 Section 8(2)(d) of the Act requires that the Office promote the efficient use of numbers. To fulfill this requirement, the Office needs information on the amount of numbers assigned by carriers from their allotment on an on going basis. This will facilitate reports to the North American Numbering Council specifying the extent to which numbers are utilized. The supply of information on the number of subscriber on a regular basis will act as a cross-check on information supplied through ad-hoc applications to the OUR for additional assignment of numbering resources.

- 1.10 Additionally, the Office needs to provide information on sales volume and subscriber base (as well as prices) to statutory bodies like the Planning Institute of Jamaica as well as to educational institutions to facilitate independent assessments of the telecommunications markets. However, the Office will not publish any information that is deemed confidential. In this regard, information requests submitted by third parties will be satisfied where the information requested is classified as non-confidential.

1.11 In instances where third parties request information that is deemed confidential, the Office will only make a determination to publish such information where the interest of the public is deemed to outweigh the need to maintain confidentiality. This determination shall be consistent with the requirements of the Act.

### **Public Interest**

1.12 It is generally accepted by regulators in various jurisdictions that asymmetrical network and market information are among structural features that give rise to market power.<sup>1</sup> A major objective 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...<sup>2</sup>

In accordance with the objects of the Act (Section 4), "...the Office shall—

- ... (c) Promote the interests of customers, while having due regard to the interests of carriers and service providers;
- (d) Carry out, on its own initiative or at the request of any person, investigations in relation to a person's conduct as will enable it to determine whether and to what extent that person is acting in contravention of this Act;
- (e) Make available to the public, information concerning matters relating to the telecommunications industry;
- (f) Promote competition among carriers and service providers...."

1.13 In order to undertake the above listed functions, the Office must have access to the type of information identified in this document. The OUR commits to the publication of information acquired through this process in an aggregate form. However, in instances where a carrier or service provider is dominant or is the single provider of a product or service, this is not possible. Before the Office publishes any information in its proposed half-yearly publication, it will consult with licensees on the aggregation of information, format of the report and the type of information to be published.

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<sup>1</sup> For example, see [http://www.accc.gov.au/pubs/publications/utilities/telecommunications/anticomp\\_telecom.pdf](http://www.accc.gov.au/pubs/publications/utilities/telecommunications/anticomp_telecom.pdf).

<sup>2</sup> See Section 3 of the Act.

1.14 Additionally, the Office will only make a determination to publish information that is deemed confidential where the interest of the public is considered to outweigh the need to maintain confidentiality. The aforementioned determination shall be consistent with the requirements of the Act.

### **Determination 1.1**

**It is the Office's intention to publish data on the telecommunications markets in an aggregate form.**

### **Determination 1.2**

**The Office will only make a determination to publish information that is deemed confidential where the interest of the public is considered to outweigh the need to maintain confidentiality. Such determination shall be consistent with the requirements of the Act.**

### ***Quality of Service Standards***

1.15 The principle outlined in the Information Requirements Document (Document No.: TEL 2003/08) also applies to the supply of information on quality of service. Based on Section 44(2) of the Act, "The Office may make rules subject to affirmative resolution prescribing the quality standards for the provision of specified services in relation to all service providers or dominant service providers, as the case may be." Quality of service standards and data requirements in relation to such standards will be established via separate consultation(s) by the OUR.

### **Determination 1.3**

**The principle outlined in the Information Requirements Document (Document No.: TEL 2003/08) also applies to the supply of information on quality of service.**

### **Determination 1.4**

**The quality of service information currently submitted by Cable and Wireless Jamaica in its quarterly submission to the Office will be supplied along with the new data requirements. Particularly, the report should include data on the percentage of reported faults cleared within 24 hours, and 72 hours.**



### **Assessment of Dominance**

1.16 Based on Section 28 of the Act:

- (1) Subject to subsection (2), the Office shall determine which public voice carriers are to be classified as dominant public voice carriers for the purposes of this Act.
- (2) Before making a determination under subsection (1), the Office shall -
  - (a) invite submissions from members of the public on the matter; and
  - (b) consult with the Fair Trading Commission and take account of any recommendations made by that Commission.
- (3) A dominant public voice carrier may at any time apply to the Office to be classified as non dominant and the Office shall not make a determination in respect of that application unless it has invited submissions from members of the public on the matter and has taken account of any such submissions.

1.17 In order to conduct an assessment of dominance, the OUR requires information such as:

- Market share data (subscriber connections; traffic minutes; calls and other sales data);
- Product functionality;
- Prices, cost, revenue and profit over time;
- Inputs;
- Principal competitors; and
- Market entry conditions.

Collecting this data set only when required will result in delays in making a declaration of dominance. However, if market share data, prices, cost, revenue and profit are supplied on a regular basis, the time period for making this declaration could be reduced significantly.

## CHAPTER 2: OUR'S COMMENTS ON RESPONSES

2.0 The OUR received four responses to its Consultative Document, "Telecommunications Markets: information Requirements" (Document No. TEL 2003/08). The respondents are:

- (1) Reliant Enterprise Communications Ltd
- (2) Cable and Wireless Jamaica Limited
- (3) Mossel Jamaica Limited (Digicel)
- (4) Infochannel Limited

The concerns raised in these responses are addressed below.

2.1 According to one respondent, in a liberalized market, information relating to revenues, volumes, costing and even some pricing information outside of the regulated 'gazetted' rates are far more sensitive than they may have previously been. Similarly, another respondent indicated that some market information might be confidential and sensitive.

2.2 In the Information Requirements document, the OUR stated that "Four weeks prior to publication, the OUR will provide each operator with a statement<sup>3</sup> identifying all data from that operator that are 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 [the] OUR no later than two weeks prior to the scheduled publication date." If the Office does not agree with a suggested amendment, where the aggregate information is derived from information submitted under confidential cover, or where the information is not an aggregation and was submitted under confidential cover, the Office will abide by the legal requirements under the Act for dealing with such information. For the avoidance of doubt, before the Office publishes any information in its proposed half-yearly publication, it will first consult with licensees on the aggregation of information, format of the report and the type of information to be published. Further, before each publication, each licensee will be allowed two weeks to make reasoned correction to the draft publication. However, it is not the Office's intention that this process should be partial satisfaction of the Office's statutory obligation under

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<sup>3</sup> The document intended for publication may constitute the statement.

Section 7(3)(b) of the Act. Where the Office does not agree with a suggested amendment the licensee will be given fourteen days notice of the proposed disclosure, as indicated in Section 7(3)(b) of the Act.

### **Determination 2.0**

**Before each half yearly publication, each licensee that has supplied relevant data will be allowed two weeks to make reasoned correction to the draft publication.**

### **Determination 2.1**

**Where the Office does not agree with a suggested amendment to the proposed half yearly publication, the licensee will be given fourteen days notice of the proposed disclosure, as indicated in Section 7(3)(b) of the Act.**

- 2.2 One respondent indicated that agreements with other carriers or service providers explicitly state that some information is confidential and should not be published.
- 2.3 The Office notes that such agreements cannot supersede a licensee's obligations under its licence or under the Act.
- 2.4 In relation to the publication of individual company information, the Office has not taken any such decision or made any such suggestion. In cases where it is easy to discern individual company information, the Office will subject such aggregates to rounding.
- 2.5 Regarding CWJ's current data submission, the Office wishes to note that this submission is not redundant. In particular, the quality of service information in relation to telephone and data faults must form an appendix to the new report. (See Determination 1.4). Further, in relation to the adequacy of C&WJ's current submission, it does not have all the subscriber, quantity, and pricing data required by the OUR. For example, no information is submitted in this report on the provision of Internet services.

2.6 In addition to the continued supply of quality of service information, the Office requires that CWJ continue to submit:

- (i) Exchange capacity added
- (ii) Exchange pairs available
- (iii) Usable pairs added
- (iv) Installed lines by host
- (v) Number of new customers by region
- (vi) Working main lines by region
- (vii) Net main line gain
- (viii) Service order waiting list
- (ix) Held order status by customer type (residential and business)
- (x) Ceased lines

#### **Determination 2.2**

**As per the format of the current quarterly data submission by CWJ, CWJ is required to continue to submit:**

- (xi) Exchange capacity added;**
- (xii) Exchange pairs available;**
- (xiii) Usable pairs added;**
- (xiv) Installed lines by host;**
- (xv) Number of new customers by region;**
- (xvi) Working main lines by region;**
- (xvii) Net main line gain;**
- (xviii) Service order waiting list;**
- (xix) Held order status by customer type (residential and business) and**
- (xx) Ceased lines;**

**in addition to the requirements at Determination 1.4.**

- 2.7 One respondent claimed that the information requested in relation to the RIO is already in the public domain. However, it should be pointed out that while prices are in the public domain, the transactions with other operators (revenue, payments and traffic data) have not been supplied to the OUR or placed in the public domain.
- 2.8 Two respondents suggested that the time (four weeks) to provide the data is too short. At least one respondent indicated that the report should be submitted in six weeks instead of four weeks subsequent to the end of every quarter. The Office agrees with this proposal in the interim. However, with the expected increased proficiency in providing this report, this deadline will eventually be revised to four weeks after the ending of every quarter.

### **Determination 2.3**

**The data requirements report should be submitted six weeks after the end of each quarter.**

- 2.9 At least one respondent suggested that specific staff members should be custodians of the information submitted in order to maintain confidentiality. However, each employee to the OUR is bound by Section 7(1) of the Act to maintain such confidentiality.
- 2.10 Concerning the adequacy of the licensees' information gathering tools and record keeping systems, the Office is not of the view that the requirements as stated in the telecommunications document (TEL 2003/08) is onerous. In fact the information requested is considered to be basic information that must be produced by any licensee that is serious about maintaining or improving its position in any given telecommunications market.
- 2.11 Specifically in relation to international licensees, schedule 2 of the International licence requires that the licensee must ensure that, at all times:

... (f) The licensee, its employees, servants and/or agents maintain all necessary records and provide the Office of Utilities Regulation at

such intervals as may be specified by the Office in its request, information on the Licensee's:-

- (i) incoming voice minutes and revenues
- (ii) outgoing voice minutes and revenues
- (iii) transit minutes and revenues
- (iv) data traffic volumes and revenues
- (v) and other revenue from specified services
- (vi) any information as may be specified by the Office pursuant to Section 4(4) of the Act
- (vii) tariffs, prices, costs and other similar information of a financial nature
- (viii) historical information and projections relative to the construction and operation of the specified carrier facilities
- (ix) regulatory accounts

2.12 The costing methodology and the methodology for regulatory accounts will be published at a later date, subsequent to which, the Office will require international carriers to submit costing information and regulatory accounts. Thus, all international carriers and service providers are required to provide the information listed in items (i) to (ix) except for costs and regulatory account.

#### **Determination 2.4**

**All international licensees are required to submit:**

- (i) incoming voice minutes and revenues**
- (ii) outgoing voice minutes and revenues**
- (iii) transit minutes and revenues**
- (iv) data traffic volumes and revenues**
- (v) and other revenue from specified services**
- (vi) tariffs, prices, and other similar information of a financial nature**
- (vii) historical information and projections relative to the construction and operation of the specified carrier facilities**

#### **Determination 2.5**

**The costing methodology and the methodology for regulatory accounts will be published at a later date, subsequent to which, the Office will require international carriers to submit costing information and regulatory accounts.**

### **Determination 2.6**

**The details of the information required from each licensee are as stated in the Appendix to this document**

2.13 One Internet service provider wanted to know how corporate Internet customers should be counted. For dial-up and broadband Internet access, a corporate customer should be treated as one subscriber.

### **Determination 2.7**

**Corporate Internet customer should be treated as one subscriber.**

2.14 In an effort to promote universal access to telecommunications services with reasonable quality of service, and encourage economically efficient investment in the telecommunications industry, the Office also requires information on switching capacity, type of technology deployed, the proportion of traffic that is VOIP<sup>4</sup>, fibre capacity, cable landing stations and other network features.

### **Determination 2.8**

**The Office requires information on switch capacity, type of technology being used, the proportion of traffic that is VOIP, fibre capacity, cable landing stations and other network features.**

### **Determination 2.9**

**Given the dynamic nature of the various telecommunications markets, the data requirements of the Office may vary over time. Notification of any variation will be given in writing.**

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<sup>4</sup> Voice Over Internet Protocol.

# APPENDIX

## REQUIREMENTS FOR FIXED LINE OPERATORS

The forms included in this document are similar to those that are currently used by OFTEL. The information submitted in these forms should be submitted with a complete set of quarterly financial statements, including Profit and loss, Balance Sheet, Cash Flow and notes to the accounts and statements, along with other data identified in this document.

All fixed line licensees are required to submit:

- (i) Number of Subscribers
- (ii) Revenue; and
- (iii) Traffic

These include:

- 1) Revenues from directly connected customers
- 2) Direct access over leased circuits
- 3) Call volumes
- 4) Access and enhanced services – volumes
- 5) Transactions with other operators

### *Quality of Service*

The quarterly report should include data on the percentage of reported faults cleared within 24 hours, and 72 hours.

In addition to the continued supply of quality of service information, the Office requires that CWJ continue to submit:

- (xxi) Exchange capacity added
- (xxii) Exchange pairs available
- (xxiii) Usable pairs added
- (xxiv) Installed lines by host
- (xxv) Number of new customers by region
- (xxvi) Working main lines by region
- (xxvii) Net main line gain



- (xxviii) Service order waiting list
- (xxix) Held order status by customer type (residential and business)
- (xxx) Ceased lines

Additionally, fixed line carriers must submit data on:

- (i) Call and transit prices
- (ii) Switching capacity
- (iii) Type of technology to be used
- (iv) Proportion of traffic that is VOIP
- (v) fibre capacity
- (vi) Capacity, number and location of cable landing stations

# Fixed Operators' Forms

## OUR'S QUARTERLY INFORMATION REQUIREMENTS: FIXED NETWORK OPERATORS & SERVICE PROVIDERS

2003/09 Q3

July to Sept. 2003

### TICK RELEVANT BOX TO INDICATE INFORMATION SUPPLIED

- a) Revenue from directly connected customers  
Relevant to fixed network operators (wired and wireless)  
with directly connected customers (PSTN & ISDN)
- b) Call Volumes  
Relevant to all operators
- c) Access and enhances services - volumes by service  
Relevant to all operators
- d) Transactions with other operators  
Relevant to all operators
- e) Private Leased Circuits  
Relevant to operators offering leased line services

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).

**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>			
<b>TOTAL</b>	<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>			
<b>Total</b>	<i>\$thousands</i>			

**FORM 2: Call Volumes**

**2003/09 Q3**

**Calls from Directly Connected Customers**

	<i>Units</i>	Residential	Business	Total	No. of Calls	Failed calls by type
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>					
<b>TOTAL</b>	<i>Tmins</i>					

**FORM 3:**

**Access and Enhanced Services - volumes by service**

**2003/09 Q3**

**Numbers, connections and discontinued by service - network operators**

	<i>Units</i>	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>				

**Revenues from other operators**

	<i>units</i>	Termination	Transit	Total
Jamaican fixed operators - inland calls	\$'000			
Jamaican cellular operators - inland calls	\$'000			
Revenues from Jamaican operators - outbound international calls	\$'000			
Revenues from overseas operators - inbound international calls	\$'000			

**Revenues from other operators - associated minutes**

	<i>units</i>	Termination	Transit	Total	No. of Calls
Jamaican fixed operators - inland calls	<i>Tmins</i>				
Jamaican cellular operators - inland calls	<i>Tmins</i>				
Revenues from Jamaican operators - outbound international calls	<i>Tmins</i>				
Revenues from overseas operators - inbound international calls	<i>Tmins</i>				

**Payments to other operators**

	<i>units</i>	Termination	Transit	Total
Jamaican fixed operators - inland calls	\$'000			
Jamaican cellular operators - inland calls	\$'000			
Payments to Jamaican operators - outbound international calls	\$'000			
Payments to overseas operators - outbound international calls	\$'000			

**Payments to other operators - associated minutes**

	<i>units</i>	Termination	Transit	Total	No. of Calls
Jamaican fixed operators - inland calls	<i>Tmins</i>				
Jamaican cellular operators - inland calls	<i>Tmins</i>				
Payments to Jamaican operators - outbound international calls	<i>Tmins</i>				
Payments to overseas operators - outbound international calls	<i>Tmins</i>				

**FORM 5: Private Leased Circuits & Associated Revenues**

**2003/09 Q3**

**Inland Circuits (Leased Lines)**

	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 greater than 2 Mbit/s			
<b>Total</b>			

**International Circuits (Leased Lines)**

	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 greater than 2 Mbit/s			
<b>Total</b>			

# Fixed Operators' Notes for Completion

## Form 1

### 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). This should be reported 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-xxxx 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 placed 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

That is, where your customers have a direct link between their premises and your switch using a private leased circuit.

## Form 2

### 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 form one. 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

## **Form 3**

### **Access and enhanced services - volumes by service**

#### **Numbers, connections and discontinued by service - network operators**

Respondents should 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. ISDN data should be reported 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**

Respondents should report the number of ISDN channels, i.e., 23 for each line. Respondents should state if the number of channels per line is greater than 2 but less than or greater than 23.

## **Form 4**

### **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.

## **Form 5**

### **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.

## REQUIREMENTS FOR INTERNET SERVICE PROVIDERS

The forms included in this document are similar to those that are currently used by OFTEL. The information submitted in these forms should be submitted with a complete set of quarterly financial statements, including Profit and loss, Balance Sheet, Cash Flow and notes to the accounts and statements, along with other data identified in this document.

All Internet Service licensees are required to submit data on:

- (iv) Number of Subscribers
- (v) Revenue; and
- (vi) Traffic

## Internet Providers' FORMS

### OUR'S QUARTERLY INFORMATION REQUIREMENTS: INTERNET SERVICE PROVIDERS

2003/09 Q3

July to Sept. 2003

#### TICK RELEVANT BOX TO INDICATE INFORMATION SUPPLIED

a) Dial-up Access: No. of Subscribers, Revenue and Traffic  
Relevant to all Dial-up Internet Service providers (ISPs)

b) Broadband Internet: No. of Subscribers, Revenue and Traffic  
Relevant to all Broadband Internet Service providers (ISPs)

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).

**Form 6: Dial-Up Internet**

2003/09 Q3

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

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

<b>Originating traffic data</b>	<b>Units</b>	<b>Total</b>
Internet traffic to your own ISP originating on your network	<i>Tmins</i>	
Estimate of internet traffic to other ISPs originating on your	<i>Tmins</i>	

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

<b>Other services</b>	<b>Units</b>	<b>Total</b>
Revenues from web hosting	<i>\$thousands</i>	

**Form 7: Broadband Internet**

**2003/09 Q3**

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

<b>Revenues (\$thousands)</b>	<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>		

<b>Traffic</b>	<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>	

# Internet Providers' Notes for Completion

## Form 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 sub-set of the call revenues given on form one (1).

Revenues from pay-as-you-go ISP subscribers: Include metered and call charges for pay-as-you-go subscribers of your own ISP division.

#### 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.

## **Form 7**

### **Broadband Internet**

#### **Subscribers** (actual)

Respondents should 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

## REQUIREMENTS FOR MOBILE SERVICE PROVIDERS

The forms included in this document are similar to those that are currently used by OFTEL. The information submitted in these forms should be submitted with a complete set of quarterly financial statements, including Profit and loss, Balance Sheet, Cash Flow and notes to the accounts and statements, along with other data identified in this document.

All mobile carrier licensees are required to submit data on:

- (i) Number of Subscribers
- (ii) Revenue; and
- (iii) Traffic (calls and messages)

These include:

- 1) Retail Call Services
- 2) Retail Messaging Service

Wholesale Services

- 3) Wholesale call revenues and associated call minutes
- 4) Wholesale Messaging Services

Subscribers and Connections

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

WAP & Mobile Internet Access

7) GPRS

Other Subscribers: Customers without mobile phone subscription.

Transactions with Other Operators

- 8) Revenues and related minutes
- 9) Payments and related minutes



# Mobile Operators' Forms

## OUR'S QUARTERLY INFORMATION REQUIREMENTS: MOBILE NETWORK OPERATORS

2003/09 Q3

July to Sept. 2003

### TICK RELEVANT BOX TO INDICATE INFORMATION SUPPLIED

- |  |                          |
|--|--------------------------|
| a) Retail call revenues and associated call volumes<br>Relevant to all operators         | <input type="checkbox"/> |
| b) Retail messaging services<br>Relevant to all operators                                | <input type="checkbox"/> |
| c) Wholesale calls<br>Relevant to all operators  | <input type="checkbox"/> |
| d) Wholesale Messaging Services<br>Relevant to all operators                             | <input type="checkbox"/> |
| e) Subscriber numbers (actuals)<br>Relevant to all operators                             | <input type="checkbox"/> |
| f) Retail connection, one-off/set-up revenues (\$thousands)<br>Relevant to all operators | <input type="checkbox"/> |
| g) WAP & Mobile Internet: GPRS<br>Relevant to all operators                              | <input type="checkbox"/> |
| <b><u>Transactions With Other Operators</u></b>  |                          |
| h) Revenues and related minutes<br>Relevant to all operators                             | <input type="checkbox"/> |
| i) Payments and related minutes<br>Relevant to operators                                 | <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.

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**

**Form 8: Retail Services**

**Retail call revenues and associated call volumes**

	<b>Contract</b>		<b>Pre-Pay</b>		<b>Total</b>		<b>Contract</b>	<b>Contract</b>
	<b>Revenues</b> (\$thousands)	<b>Minutes</b> (millions)	<b>Revenues</b> (\$thousands)	<b>Minutes</b> (millions)	<b>Revenues</b> (\$thousands)	<b>Minutes</b> (millions)	<b>No. of Calls</b>	<b>No. of Calls</b>
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								
<b>Totals</b>								

**Retail messaging services**

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

## MOBILE NETWORK OPERATORS

### Form 9: Wholesale Services

#### Wholesale calls

	<b>Revenues</b> (\$thousands)	<b>Minutes</b> (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		
<b>Totals</b>		

#### Wholesale Messaging Services

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

**MOBILE NETWORK OPERATORS**

**Form 10: Subscribers and Connections**

**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	

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

	Total
Connection revenues	
Other charges	

**WAP & Mobile Internet**

**GPRS**

	Total
Volume of data transferred (Terra Bytes)	

<b>Subscribers (actuals)</b>		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		

<b>Revenues (\$thousands)</b>	Connection Charges	Usage charges
Postpaid subscribers		
Prepaid subscribers		
Other subscribers		

<b>Originating traffic data</b>	Units	Total
Internet traffic to your own ISP originating on your network	Terra bytes	

<b>Terminating traffic data</b>	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

### Form 11: Transactions With Other Operators

#### Revenues and related minutes

	<b>Revenues</b> (\$thousands)	<b>Minutes</b> (millions)
Domestic Call termination - Fixed		
Domestic Call termination - Mobile		
Incoming International call termination		
Overseas roaming on Jamaican network		

	<b>Revenues</b> (\$thousands)	<b>Messages</b> (millions)
Incoming SMS from other mobile operators		

#### Payments and related minutes

	<b>Payments</b> (\$thousands)	<b>Minutes</b> (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		

	<b>Payments</b> (\$thousands)	<b>Messages</b> (millions)
Off-Net SMS Messages		

## **Mobile Operators' Notes for Completion**

### **Form 8**

#### **Retail Services**

##### **1) Calls**

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

On-network calls: Include calls originating on your network to other mobiles on your network.

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

Voice mail: Include calls to your voicemail service.

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

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

DQ/IDQ calls:

Others: calls within Jamaica (please specify what is included).

##### **2) Retail Messaging Service**

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

### **Form 9**

#### **Wholesale Services**

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 form 8.

#### **4) Wholesale Messaging Services**

Include information on wholesale messages and revenues from all Service Providers.

### **Form 10**

#### **Subscribers and Connections**

##### **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.

### **Form 11**

#### **Transactions with Other Operators**

##### **8) Revenues and related minutes**

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

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

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

SMS: 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. For calls while roaming abroad, this 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.



## REQUIREMENTS FOR INTERNATIONAL OPERATORS

The forms included in this document are similar to those that are currently used by OFTEL. The information submitted in these forms should be submitted with a complete set of quarterly financial statements, including Profit and loss, Balance Sheet, Cash Flow and notes to the accounts and statements, along with other data identified in this document.

All international licensees are required to submit:

- (i) incoming voice minutes and revenues
- (ii) outgoing voice minutes and revenues
- (iii) transit minutes and revenues
- (iv) data traffic volumes and revenues
- (v) and other revenue from specified services
- (vi) tariffs, prices, and other similar information of a financial nature
- (vii) historical information and projections relative to the construction and operation of the specified carrier facilities

**The respondent should state the proportion of traffic that is packet switched; such as Internet traffic. Additionally, if the price of VOIP service is different, this should be stated.**

Additionally, international carriers must submit data on:

- (i) Number of calls
- (ii) Call and transit prices
- (iii) Switching capacity
- (iv) Type of technology to be used
- (v) Proportion of traffic that is VOIP
- (vi) fibre capacity
- (vii) Capacity, number and location of cable landing stations

# OUR'S QUARTERLY INFORMATION REQUIREMENTS: INTERNATIONAL NETWORK OPERATORS & SERVICE PROVIDERS

2003/09 Q3

July to Sept. 2003

## TICK RELEVANT BOX TO INDICATE INFORMATION SUPPLIED

### International Traffic

a) Inbound   
Relevant to all operators

b) Retail Outbound   
Relevant to all operators

c) Wholesale Outbound   
Relevant to all operators

### International Simple Voice Resale

d) Inbound   
Relevant to all operators

e) Outbound   
Relevant to all operators

### International Traffic: Revenue

f) Inbound   
Relevant to all operators

g) Retail Outbound   
Relevant to all operators

h) Wholesale Outbound   
Relevant to all operators

### International Simple Voice Resale: Revenue

i) Inbound   
Relevant to all operators

j) Outbound   
Relevant to all operators

### International Transit & Call Prices

k) Transit Minutes & Revenue

l) International Call Prices

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**

2003/09 Q3

**FORM 12: INTERNATIONAL TRAFFIC**

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)			No. of Calls	ISVR Traffic (Tmins)		No. of Calls
	Inbound	Retail Outbound	Wholesale Outbound	Retail Outbound	Inbound	Outbound	Outbound
<b>Total (all routes)</b>							
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							

**FORM 13: INTERNATIONAL REVENUE**

**2003/09 Q3**

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
<b>Total (all routes)</b>					
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					

**FORM 14: INT'L TRANSIT MINUTES & REVENUE**

**2003/09 Q3**

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

	<b>International Transit Traffic (Tmins)</b>	<b>International Transit Revenue (\$mil)</b>
<b>Total (all routes)</b>		
Caribbean		
Canada		
USA (inc. Hawaii & Alaska)		
UK		
Other		

**FORM 15: INTERNATIONAL CALL PRICES**

**2003/09 Q3**

Please follow the format as set out below, providing one price 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 Prices (\$)		ISVR Prices (\$)
	Retail Outbound	Wholesale Outbound	Outbound
<b>Total (all routes)</b>			
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			
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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			

# International Operators' Notes for Completion

## Forms 12 & 13

### 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-filed<sup>5</sup>).
- Not include traffic carried under an International Simple Voice Resale licence.

### International Simple Resale (ISR)<sup>6</sup>

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.

This should only cover traffic which you convey internationally by 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

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<sup>5</sup> A type of call re-origination service that 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>.

<sup>6</sup> 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>.

then passed to a US operator for termination in Canada should be counted under the USA not Canada.

This should exclude outbound traffic that you receive (either from interconnecting operators or your own customers) which you pass on to another operator within Jamaica, and traffic that originated overseas but is passed to you in Jamaica by an interconnecting operator. **The respondent should state the proportion of traffic that is packet switched; such as Internet traffic.**

### **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.