

FOR IMMEDIATE RELEASE

**OUR maintains 2022 April 1 deadline to Implement Spending Limit for  
Roaming by Post-Paid Mobile Phone Customers**

**(Kingston, Jamaica: 2022 April 1):** In accordance with a decision contained in the Office of Utilities Regulation's (OUR's) Determination Notice: **'Improving Information Transparency in Telecommunication Markets'** issued on 2020 June 18, telecommunications service providers are required to put measures in place to enable post-paid mobile phone customers to set a financial cap (spending limit) when roaming overseas as of today 2022 April 1.

The OUR had previously given the service providers eighteen (18) months to implement financial caps on roaming, and the regime was to have been implemented on 2021 December 18. The OUR, however, granted an extension for implementation, which expired on 2022 April 1.

The implementation of the financial caps marks the final phase of requirements to be implemented by telecommunications service providers in the OUR's Determination Notice.

The OUR had been advised by FLOW that it was preparing to be ready for 2022 April 1 implementation date. However, Digicel indicated that it anticipated an implementation delay of between one and six months.

The OUR is of the view that adequate time has been afforded to the service providers for the conclusion of all arrangements required to facilitate the implementation of the cap, based on timelines that had been communicated during the development of the implementation dates. The extension of the implementation date also afforded the utilities more time to coordinate and finalize the necessary arrangements.

The OUR notes that further extensions in introducing the financial cap on roaming services would serve to delay the benefit to telecoms consumers in regard to the avoidance of 'bill shock' that could result from unexpected roaming charges, which is one of the reasons for the OUR's decision.

The OUR is therefore urging all telecommunications providers to avoid further delay in putting measures in place to enable post-paid mobile customers to set a financial cap when roaming overseas.

**Background**

The Determination Notice titled, **'Improving Information Transparency in Telecommunication Markets'**, specifies six (6) determinations to be implemented by telecommunications service providers Digicel and FLOW in three (3) phases. Two (2) of the three (3) phases have already been implemented: Phase 1 on 2020 October 18 and Phase 2 on 2020 December 18.

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Under Phase 3, which is being implemented on 2022 April 1, telecommunications service providers are required to have measures in place which allow their post-paid customers to set a financial cap on their roaming services.

The above-referenced Determination Notice is on OUR's website: [OUR.ORG.JM](http://OUR.ORG.JM). To examine full details, search for 'IMPROVING INFORMATION TRANSPARENCY.'

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