
Office of Utilities Regulation

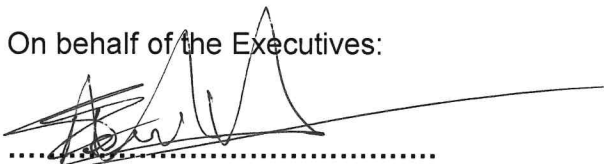
TECHNICAL REQUIREMENTS TELECOMMUNICATIONS LICENCES RENEWAL APPLICATION

Guidelines



OFFICE OF UTILITIES REGULATION

2023 February 15

DOCUMENT TITLE AND APPROVAL PAGE
1. DOCUMENT NUMBER: 2023/TEL/002.GUI.002
2. DOCUMENT TITLE: Technical Requirements - Telecommunication Licences Renewal Application
3. PURPOSE OF DOCUMENT This document provides the Technical Requirements for Persons Applying for Renewal of Licences where the Services/Networks Authorised Under the Licences have not been deployed.
4. Approval This document is approved by the Office of Utilities Regulation and becomes effective on the date of approval. On behalf of the Executives:  Ansord E. Hewitt Director-General 2023 February 15

A. Introduction

Subject to the OUR's Due Diligence Policy¹, **applications for renewal of licences where the services and networks authorised under the existing licences have not been deployed**, will be subject to a technical evaluation.

The requirements outlined herein are to be provided by persons seeking to renew a Carrier Licence or a Service Provider Licence and should be submitted as a separate document attached to the Application Form. Where the information is being submitted electronically, it should be provided in a **searchable format**.

The information to be provided by an Applicant will be determined by the type of Licence that requires renewal.

- Where an Applicant is seeking to renew a Carrier Licence, the Applicant shall provide the applicable information in Parts B, D, E and F below.
- Where an Applicant is seeking to renew a Service Provider Licence, the Applicant shall provide the applicable information in Parts C and F below.

B. Description of Service(s)

The Applicant shall indicate the service(s) capable of being provided over the network(s) it intends to deploy.

C. Description of Service(s)

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

1. How customers will access the service (i.e., types of customer premises and end-user devices).
2. Whether the Applicant will be utilizing its own network to provide the service(s) or if it will rely primarily on wholesale facilities of other Licensees.
3. Where the Applicant does not intend to operate its own network and will therefore rely solely on the network of another Licensee to provide its service(s), it should describe how the services will be delivered end-to-end and the services that will be acquired from other entities to ensure end-to-end delivery of the service(s).

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

¹ https://our.org.jm/wp-content/uploads/2021/05/revised_due_diligence_policy_our_2019_signed_0-2019-Oct-7.pdf

4. The expected launch date for the service(s) authorized under the existing licence(s). If different services will be launched on different dates, then this should be indicated.

D. Network Diagram

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

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

E. Network Description

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

1. Where applicable, the facilities/infrastructure to be utilized in the proposed network that will not be owned by the Applicant.
2. The type of radio spectrum that will be used (if applicable).

3. If the service will be provided directly or indirectly from outside the borders or airspace of Jamaica.
4. The deployment schedule for the network(s) authorised under the existing licence(s).
5. The reasons for the delay in the deployment of the network(s) authorised the existing licence(s) and the steps taken by the Applicant to ensure that it will meet the deployment schedule outlined in its current submission.

F. Ability to Comply with Regulatory Obligations

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