



OFFICE OF UTILITIES REGULATION

TELECOMMUNICATIONS INDUSTRY NOTIFICATION

RE: THE TELECOMMUNICATIONS (QUALITY OF SERVICE STANDARDS) RULES, 2023

2024 AUGUST 13

Reference is made to the Telecommunications (Quality of Service Standards) Rules, 2023 (the Rules). The Rules became effective on 2024 February 01, and established targets for a total of twenty-one (21) parameters for fixed and mobile services. With the Rules being in effect, Licensees are required, as of 2024 August 01, to measure and report on their performance against the targets established.

On 2024 July 03, Jamaica was impacted by Hurricane Beryl, resulting in damage to critical telecommunication and electricity infrastructure. The Office of Utilities Regulation (OUR) is actively monitoring the restoration efforts of Licensees, and is aware that some telecommunication infrastructure remain offline, while there are others that are not currently operating optimally due to the impact of Hurricane Beryl. Challenges with the restoration of electricity service in some areas have also adversely impacted the telecommunication infrastructure and service in those areas. Consequently, there are areas across the island where telecommunication services have not been restored, or the quality of the service is not in keeping with the pre-Hurricane Beryl level of service of Licensees.

Rule 15 of the Rules states:

The Office may, for a specified period, suspend, in whole or in part, the obligation to conduct measurements and reporting of measurement parameters by a licensee where the Office determines that despite the diligence of the licensee, the ability of the licensee to measure, report or meet the measurement targets, is impaired by force majeure.

The OUR is mindful that given the foregoing issues since the passage of Hurricane Beryl, the ability of Licensees to effectively measure and report on their performance against the Quality of Service targets set out on the Rules starting 2024 August 01 will be compromised. The OUR has therefore taken the decision to invoke Rule 15 of the Rules. As such, the requirement for Licensees to measure and report on the established targets starting 2024 August 01 will be suspended for **two (2) months**.

Licensees will now be required to measure and report on their performance against the established targets beginning **2024 October**. Therefore, the first quarterly report reflecting monthly measurements for the quarter 2024 October to December will be due six (6) weeks after the end of 2024 December.

Please be guided accordingly.

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Peta-Gaye Locke Rankin (Mrs)
Secretary to the Office (Acting)