



18 May 2022

OfReg announces public consultation period for proposed ICT Outage Reporting Rules update.

OfReg today announced the opening of a public consultation period for proposed updates to the Outage Reporting Rules which Information Technology and Communications (ICT) service providers and ICT network providers must adhere to in the mandatory reporting of outages in service.

A consultation paper and draft updated Rules have been issued by OfReg to allow anyone with sufficient interest or those likely to be affected by the Rules a reasonable opportunity to comment on the proposed updates.

The Rules were previously updated in 2019 when online reporting of outages was introduced. The proposed updates aim to make information gathering more robust and reporting of outages clearer by defining and differentiating between “planned” and “unplanned” outages.

This differentiation also clarifies whether an outage is reportable or not, allowing the reporting criteria to be tailored to specific ICT networks, services and licensees and includes the requirement to notify customers where it is reasonable to do so. In turn, robust reporting rules helps OfReg determine what regulatory actions are required to minimise the impact of outages on customers and consumers.

Mr. Sonji Myles, Executive Director – Information, OfReg, said “Based on the experience obtained using the existing Outage Reporting Rules, we identified some areas that, in our view, require updating. The updates are necessary to better capture instances of outages on licensees’ networks and to better enable OfReg to determine whether any outages or repeated outages justify regulatory interventions or industry cooperation initiatives to prevent the recurrence of similar outages in the future.

Additionally, the inclusion of requirements to notify customers of outages will help keep them appropriately informed. Under its enabling and foundational legislation, OfReg has several principal functions. One of these principal functions is to protect the short- and long-term interests of consumers in relation to utility services including ICT networks and services.”

The consultation paper and draft updated Rules have been sent to all OfReg operators and licensees in all sectors regulated by the Office. Both these documents are also publicly available on the OfReg website www.ofreg.ky. The consultation period is open for 30 days and all responses must be submitted to OfReg in writing by 5pm on 17 June 2022.

Submissions can be filed:

By e-mail to:
consultations@ofreg.ky



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Or by post to:

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ABOUT OFREG

The Utility Regulation and Competition Office ('OfReg' or the 'Office') is the independent regulator established by section 4 of the Utility Regulation and Competition Act (as revised) (the 'URC Act') for the electricity, information, and communications technology, water, wastewater, and fuel sectors in the Cayman Islands.

OfReg provides the opportunity for consistency and collaboration in regulation across the energy, fuel, ICT, and water sectors; better utilisation of skills and resources resulting in more efficient and effective regulatory processes; encouraging competition where appropriate and feasible; championing sustainability and innovation across markets, contributing to the economic and social goals of the Cayman Islands.

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