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OfReg enhances consumer protection with new outage reporting rules.

OfReg has issued a determination to its information and communications technology sector licensees, as part of its ongoing efforts to enhance consumer protections in the utilities sector. The new rules for reporting on outages require them to provide enhanced reports to the regulator, following an unplanned outage, and to also provide advance notice to all customers of any planned outage.

The new rules set out a Licensee's obligations for reporting disruptions to the public and other critical communication services like hospitals and emergency services. The enhanced reports must include detailed information on the nature and cause of outages, such as a specific component failure, loss of power, or a cyber-attack. This level of detail is essential for OfReg to improve monitoring of the reliability, resiliency, and security of Cayman's communications infrastructure, as well as consumer service quality standards.

Although similar reporting rules have been in place for some time, the reports received did not provide the level of clarity on breadth, frequency, and impact that outages were having on consumers and networks. Additionally, there was no obligation to notify customers of planned outages. This meant that prior to the new rules, a telephone company could shutdown service to upgrade or repair its network, without providing any advance notice to its customers relying on that service. Now customers must be notified of upcoming outages, and OfReg will be provided with details necessary to evaluate licensees' compliance, the resiliency of networks, and be better able to protect Cayman's critical national telecoms infrastructure.

OfReg's Executive Director for the telecommunications sector, Mr Sonji Myles, said: *"The information on network and service outages is essential to maintain and improve the infrastructure reliability, as it provides the basis for us to determine whether any outages or repeated outages justify regulatory interventions or industry co-operation initiatives, to prevent the recurrence of similar outages."*

Interim CEO Mr Peter Gough added: *"The proper functioning of public communications infrastructure is critical for consumers, and as the regulator, we are determined to put in place the necessary consumer protection measures. The new rules for the reporting of outages in the telecommunications sector are another tool that we will use to ensure consumers get the level and quality of service they deserve and pay for."*

The full determination document can be found [here](#).

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ABOUT OFREG



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UTILITY REGULATION AND COMPETITION OFFICE

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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