

ICT
OUTAGE REPORTING RULES

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ICT 2023 – Outage Reporting Rules

Part 1: Basis and purpose

The Utility Regulation and Competition Office (the "Office") hereby establishes these Rules and requirements which set out a Licensee's obligations for reporting disruptions to public and other critical communication services, and to facilitate monitoring of the reliability and security of communications infrastructure and facilities. The information on service outages is essential to maintain and improve the infrastructure reliability as it provides the basis for the Office to determine whether any outages or repeated outages justify regulatory interventions or industry cooperation initiatives to prevent the recurrence of similar outages. Additionally, outage notifications sent to customers will help keep customers appropriately informed.

Part 2: Availability of Reports filed under these Rules

Reports filed under these Rules may be submitted in accordance with the Information and Communications Technology Authority Act (Confidentiality) Regulations, 2003[1]. Requests by any person for disclosure of reports submitted under these Rules are subject to determination by the Office under the Confidentiality Regulations.

Part 3: Scope of these Rules

All ICT Licensees falling into any category Type outlined in Table 1 ("Major Public ICT Networks"), Table 6 ("ICT Services") excluding Type 12 ("Retail sale of ICT equipment"), Table 7 ("Service Licences issued by Cabinet under Section 23(3) of the Act, for the development of the Sister Islands"), and Table 8 ("Class Licence issued by the Office under Section 23(2) of the Act, for Fall-back International Voice and Data Communications") of the Section 23 Regulatory Notice issued from time to time pursuant to the Information and Communications Technology Act (2019 Revision) (the "Act") as amended from time to time, are subject to the requirements of these Rules.

Both Planned and Unplanned Outages fall within the scope of these Rules.

[1] https://www.ofreg.ky/viewPDF/documents/legislation/2021-04-15-02-32-14-ICTA-Confidentiality-Regs.-2003.pdf

Part 4: Definitions

(a) Critical Entities are defined as:

a. Royal Cayman Islands Police Service; or
b. Her Majesty's Armed Forces engaged in operations; or
c. Fire Stations; or
d. Hazard Management Cayman Islands; or
e. National Emergency Medical Centres; or
f. the Cayman Islands Coast Guard; or
g. the Cayman Islands Regiment

(b) Critical Network Element means any network element that is required to provide the service within the licensee's network and where that element fails it will result in the outage.

(c) Local IP traffic means Internet traffic which originates in the Cayman Islands on a network operated by an Internet Service Provider (ISP) and terminates in the Cayman Islands on a network operated by another ISP, irrespective of whether the networks in question are, fixed wireline, fixed wireless or mobile networks.

(d) Planned Outage is defined as a degradation in the ability of a subscriber or end user to establish and/or maintain a channel of communications due to scheduled maintenance or upgrade work on an ICT Licensee's network or service.

(e) Special Offices and Facilities are defined as the airports as listed by the Cayman Islands Airports Authority and seaports regulated by the Port Authority of the Cayman Islands, as well as such primary or secondary emergency services, public & private hospitals and the Government Administration Building. Department of Public Safety Communications (DPSC/9-1-1) special facilities are addressed separately in Section 18 of a Licensee's ICT Licence.

(f) Submit electronically means the submission of the relevant information via the Offices' online form, or such other reporting systems as may be identified by the Office from time to time.

(g) Subscriber means a person who is provided with an ICT service by an ICT service or Network provider and includes wholesale service.

(h) Unplanned Outage is defined as a degradation in the ability of a subscriber or end user to establish and/or maintain a channel of communications as a result of failure of, or degradation in the performance of, an ICT Licensee's network or service.

(i) Urgent Planned Outages means an outage that is planned to commence less than 7 days after the decision to initiate the outage and is necessary in order for the Licensee to resolve a problem with its network that is affecting or may affect service to its subscribers.

Part 5: Unplanned Outage reporting requirements

(a) ICT Licensees identified in Part 3 of these Rules shall submit electronically an Initial Notification to the Office within 60 minutes of discovering that they have experienced on any facilities that they own, operate, lease, or otherwise utilise, an Outage that meets the criteria listed in Appendix A.

(b) ICT Licensees identified in Part 3 of these Rules shall notify all its subscribers, of an unplanned outage that meets the criteria listed in Appendix A, within 60 minutes of discovering an Outage that meets the criteria listed in Appendix A where the ability to do so is not impacted by the Outage.

(c) In the event of an Outage lasting more than four (4) hours, the ICT Licensee shall submit electronically an Update Notification to the Office every four (4) hours detailing steps being taken and progress made in resolving the Outage until resolution.

(d) The Licensee shall notify the Office of the return to service by submitting electronically a Resolution Notification no later than 60 minutes after the Outage has been resolved.

(e) Not later than fourteen calendar (14) days after the Resolution Notification, the Licensee shall submit electronically a detailed Outage Report (“Report”) to the Office.

(f) The Notifications and the Report shall comply with all of the requirements of Part 7 of these Rules.

(g) For the avoidance of doubt, these Rules are without prejudice to any other

reporting requirements of the ICT Licensee, including without limitation to those set out in Condition 18 of the Licensee's ICT licence.

Part 6: Planned Outage reporting requirements

(a) ICT Licensees identified in Part 3 of these Rules shall submit electronically, an Initial Notification to the Office for the scheduled upgrade or maintenance activities when these activities have been approved by their internal processes, at least 7 calendar days prior to maintenance/works. Only activities that may result in an outage or degradation on any facilities that the Licensee owns, operates, leases, or otherwise utilises, that meets the criteria listed in Appendix A shall be reported.

(b) ICT Licensees identified in Part 3 of these Rules shall notify all its subscribers, of a planned outage 7 calendar days in advance of the outage through the usual means used to communicate with its subscribers. Only activities that may result in an outage or degradation on any facilities that the Licensee owns, operates, leases, or otherwise utilises, that meets the criteria listed in Appendix A shall be reported.

(c) Notification of an Urgent Planned Outage shall be sent to the Office as soon as the maintenance/works have been approved by the Licensees internal processes. Only activities that may result in an outage or degradation on any facilities that the Licensee owns, operates, leases, or otherwise utilises, that meets the criteria listed in Appendix A shall be reported.

(d) Notification of an Urgent Planned Outage shall be provided to all subscribers as soon as the maintenance/works have been approved by the Licensee's internal processes. This notification shall include, at least, the date, start time, expected duration of the outage and type of Service or Network (where appropriate) affected. Only activities that may result in an outage or degradation on any facilities that the Licensee owns, operates, leases, or otherwise utilises, that meets the criteria listed in Appendix A shall be reported.

(e) In the event of an Outage lasting more than four (4) hours, the ICT Licensee shall submit electronically an Update Notification to the Office every four (4) hours detailing steps being taken and progress made in resolving the Outage until resolution.

(f) The Licensee shall notify the Office of the completion of the scheduled

activities by submitting electronically a Resolution Notification no later than 60 minutes after the activity has been completed.

(g) For the avoidance of doubt, these Rules are without prejudice to any other reporting requirements of the ICT Licensee, including without limitation those set out in Condition 18 of the Licensee's ICT licence.

Part 7: Communication of Notification and Outage Reports

(a) Notifications and Reports shall be submitted by a person authorised by the ICT Licensee to issue such reports.

(b) The person submitting the Report to the Office shall also be authorised by the ICT Licensee to legally bind the ICT Licensee to the truth, completeness, and accuracy of the information contained in the Report.

(c) The person submitting the Report shall certify that he/she has read the Report prior to submitting it, and that the information contained therein is true, correct and accurate to the best of his/her knowledge and belief and that the ICT Licensee certifies that this information is true, complete and accurate.

(d) The Initial Notification shall provide:

1. The name of the reporting licensee;
2. The date and time of the onset of the Outage;
3. A brief description of the problem including, if available, geographic area or number of customers affected; and,
4. Estimated time of restoration.

(e) An Update Notification shall provide:

1. The name of the reporting licensee;
2. The date and time of the onset of the Outage;
3. An updated description of the problem;
4. Updated estimated time of restoration;
5. Geographic area affected by the Outage; and,
6. Number of customers affected by the Outage.

(f) The Resolution Notification shall provide:

1. The name of the reporting licensee;
2. The date and time of the resolution of the Outage; and,
3. A brief description of the actions taken to resolve the Outage.

(g) The Report shall contain all pertinent information on the Outage. The Report shall provide (at a minimum):

1. The name of the reporting licensee;
2. The date and time of onset of the Outage;
3. A description of the problem;
4. Services affected by the Outage;
5. Third party licensees affected;
6. Time of restoration;
7. The geographic area/s affected by the Outage;
8. The number of customers affected by the Outage;
9. The cause of the outage;
10. Corrective actions taken;
11. Actions taken to prevent the Outage happening again; and,
12. A contact name and contact telephone number by which the Office's technical staff may contact the reporting licensee.

(h) Where an Outage impacts the ability of an ICT Licensee to submit electronically a Notification or a Report, the ICT Licensee shall contact the Office's staff by other reasonable means. In all other cases, the ICT Licensee shall submit electronically.

Part 8: Sanctions

Failure to comply with the terms of these Rules may result, without prejudice to any other penalty or remedy which may be available to the Office, in administrative fines pursuant to section 91 of the Utility Regulation and Competition Act (2021 Revision) as amended from time to time.

Appendix A- Outage Reporting Criteria

Submarine Cable Systems

	Extent of Outage	Duration of Outage (minutes)
Submarine Cable System	Outage on submarine cable system causing the Cayman Islands to be unable to communicate with other places via that system.	any duration
Backhaul	A loss of more than 50% of the backhaul capacity of a submarine cable system within the Cayman Islands	>15

Switched Voice & Mobile Services

Outage Event	Extent of Outage	Duration of Outage (minutes)
Voice Services	Network equipment failure that affects >25% of totalled provisioned voice subscribers. Or any degradation of service or failure of other network elements that would affect >49 subscribers	>15
Service Control Point	A failure in an NP database, HSS etc.	>15
Base Stations	Loss of service at >30% of operator's base stations.	>15
Special Offices, Facilities & Critical Entities	Potentially affects an Office, Facility or Entity described in 4 (a) & (e) above.	>15
911 Emergency Routes	Failure that affects a route to the 911 call centre.	any duration

Internet Service Provision

Outage Event	Extent of Outage	Duration of Outage (minutes)
External Connectivity	A loss of >50% of licensee's total bandwidth off-island	>15
External Connectivity	>95% of licensee's total available bandwidth off-island	>15
National Connectivity	A failure that results in local IP traffic being routed off-island	>15
Service Availability	Degradation of service or failure of network elements that would affect >49 subscribers	>30

Glossary

HSS: Home Subscriber Server
IP: Internet Protocol
NP: Number Portability

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