



**LICENCE AMENDMENT: to the licences of those ICT Licensees currently licensed to provide Type 1, Type 3, Type 4 and/or Type 5 ICT Services, as listed below:**

- **AMENDMENT NUMBER 2 TO THE LICENCE OF BLUE BISON LIMITED (25);**
  
- **AMENDMENT NUMBER 21 TO THE LICENCE OF CABLE & WIRELESS (CAYMAN ISLANDS) LIMITED (1);**
  
- **AMENDMENT NUMBER 2 TO THE LICENCE OF DATALINK LIMITED (26);**
  
- **AMENDMENT NUMBER 27 TO THE LICENCE OF DIGICEL CAYMAN LIMITED (5);**
  
- **AMENDMENT NUMBER 11 TO THE LICENCE OF INFINITY BROADBAND LIMITED (18);**
  
- **AMENDMENT NUMBER 15 TO THE LICENCE OF TELECAYMAN LIMITED (9);**
  
- **AMENDMENT NUMBER 18 TO THE LICENCE OF WESTSTAR TV LIMITED (2); and**
  
- **AMENDMENT NUMBER 23 TO THE LICENCE OF WESTTEL LTD (14).**



## **AMENDMENT TO LICENCE CONDITION 9 OF TELECOMS LICENSEES' LICENCES**

**WHEREAS** Telecoms Licensees, being those ICT Licensees licensed to provide Type 1, Type 3, Type 4 and/or Type 5 ICT Services over ICT Network(s), were granted licences by the Information and Communications Technology Authority (the 'Authority') (as amended);

**AND WHEREAS** recent 9-1-1 call network outages reported to the Authority have revealed serious ICT Networks and Services vulnerabilities that impact directly safety-of-life issues and the security of the Cayman Islands;

**AND WHEREAS** the Authority considers that it is paramount to ensure the reliability, resiliency and availability of such ICT Networks and Services at all times in the Cayman Islands;

**AND WHEREAS** the Authority wrote to Her Excellency, the Governor, on 29 October 2014, asking her to direct the Authority to modify Licence Condition 9 of Telecoms Licensees' Licences to provide for:

- any person in the Cayman Islands being able to access the Public Safety Communications Centre ('PSCC') (which was previously referenced in Licence Condition 9 as the Emergency Communications Centre) at all

times by using the emergency call number "9-1-1" and at no charge regardless of whether or not that person has credit on their call account;

- each Telecoms Licensee to take all necessary measures to ensure the proper and effective functioning of its relevant ICT Network(s), including the provision of uninterrupted access to the 9-1-1 Service, such measures to include:
  - a direct network connection into the PSCC;
  - each Telecoms Licensee having a direct network connection with each other;
  - the termination of a 9-1-1 call made in the Cayman Islands not to be reliant on ICT Network(s) outside the Cayman Islands, with all ICT Critical National Infrastructure assets, services and systems remaining in the Cayman Islands;
  - the 9-1-1 Service call signal and communication to remain on ICT Network(s) located within the Cayman Islands; and,
- all Telecoms Licensees to monitor the availability of a person's access to the PSCC using the 9-1-1 Service and to notify the Public Safety Communications Centre, the Authority and the public where there has been a call failure such that a person is not guaranteed access to the PSCC by using the 9-1-1 Service.

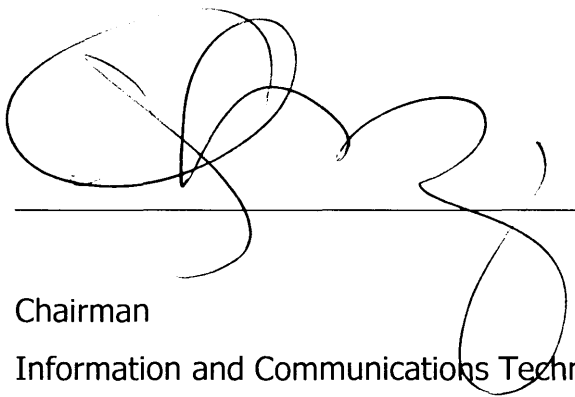
**AND WHEREAS** section 31 (2) of the Information and Communications Technology Authority Law (2011 revision) (the 'Law') states that "*the Authority*

*shall, on the direction of the Governor and without the agreement of the licensee, modify a licence for the reasons of security of the Islands';*

**AND WHEREAS** Her Excellency, the Governor, wrote to the Authority on 13 November 2014 directing the Authority, pursuant to section 31 (2) of the Law, to modify Licence Condition 9 of the Telecoms Licensees' Licences as set out in the Authority's letter; and,

**THEREFORE**, pursuant to sections 23 and 31 of the Law, Licence Condition 9 of the Licensees' Licences as listed is hereby amended as set out in the attached Annex.

Dated this 21 day of November 2014.



A handwritten signature in black ink, consisting of several loops and a long horizontal stroke, is written over a solid horizontal line. The signature is positioned to the left of the text below.

Chairman

Information and Communications Technology Authority

## **ANNEX**

### **9 9-1-1 SERVICE**

#### **Information to Administer 9-1-1 Service**

- 9.1 The Telecoms Licensee shall provide, at no cost, to the Public Safety Communications Centre ('PSCC') all information required to administer the 9-1-1 Service in the Cayman Islands in the form and format and at the time intervals required by the PSCC for an effective 9-1-1 Service, as amended from time to time by the PSCC. Additionally, and at a minimum, the Telecoms Licensee shall comply with the National Emergency Number Association Recommended Technical Standard "*02-010 Standards for Recommended Formats and Protocols for Data Exchange.*"

#### **Emergency Call Access**

- 9.2 The Telecoms Licensee shall ensure that any person in the Cayman Islands can access the PSCC at all times by using the emergency call number "9-1-1" and at no charge to that person regardless of whether or not that person has credit on their call account.

#### **Proper and Effective Functioning of the Network**

- 9.3 The Telecoms Licensee shall take all necessary measures to ensure the proper and effective functioning of its ICT Network(s), including the provision of uninterrupted access to the 9-1-1 Service as part of any Type 1, Type 3, Type 4 and/or Type 5 ICT Service it or another Telecoms Licensee provides, such measures to include:

- (a) a direct network connection to the PSCC;
- (b) a direct network connection to each of the other Telecoms Licensees;
- (c) all network components required for a person to complete a call to the 9-1-1 Service to be physically located within the Cayman Islands, including all related ICT Critical National Infrastructure assets, services and systems; and
- (d) the 9-1-1 Service call signal and communication to remain on ICT Network(s) located within the Cayman Islands.

**Requirement to monitor the functioning of the 9-1-1 Service and to notify the Authority of any outage affecting the ICT Critical National Infrastructure**

9.4 The Telecoms Licensee shall:

- (a) monitor on a continuous basis the availability of a person's access to the PSCC using the emergency call number "9-1-1";
- (b) notify the PSCC in the format set out in the Annex to this Licence Condition as soon as it is aware that there has been a call failure such that a person is not guaranteed access to the PSCC by using the emergency call number "9-1-1"; and,
- (c) notify the Authority within one hour where it is aware that there has been a call failure such that a person is not guaranteed access to the PSCC by using the emergency call number "9-1-1", such a notification to be published on the Authority's website.

DEFINITIONS:

**"9-1-1 Service"** means a call to the Public Safety Communications Centre using the emergency call number "9-1-1";

**"ICT Critical National Infrastructure"** means the infrastructure and related systems and services used in connection with the operation of the Telecoms Licensee's ICT Network which includes towers, masts, switching equipment (including signalling transfer points) and customer database systems (including those used for local number portability, billing and provisioning purposes) necessary to provide the 9-1-1 Service;

**"Public Safety Communications Centre"** means a 24-hour communications facility able to receive all calls directly from the public established by the Department of Public Safety Communications (or its equivalent) as an answering location for 9-1-1 calls originating within the Cayman Islands; and,

**"Telecoms Licensee"** means all Authority Licensees licensed to provide Type 1, Type 3, Type 4 and/or Type 5 ICT Services over ICT Network(s).

## Annex: Incident reporting template

<b>1</b>	<b>Telecoms Licensee Name:</b>	
<b>2</b>	<b>Telecoms Licensee incident reference number:</b>	
<b>3</b>	<b>Date and time of Network/Service failure:</b>	
<b>4</b>	<b>Date and time of resolution:</b>	
<b>5</b>	<b>Location of incident:</b>	
<b>6</b>	<b>Brief description of Network/Service failure:</b>	
<b>7</b>	<b>Impact of Network/Service failure:</b> <b>i) Services affected;</b> <b>ii) Number/proportion of users affected ;</b> <b>and,</b>	



	<b>iii) Networks and assets affected.</b>	
<b>8</b>	<b>Summary of Network/Service failure cause and action taken so far:</b>	
<b>9</b>	<b>Third party details:</b>	
<b>10</b>	<b>Name and contact details for follow up:</b>	