**Telecommunications Authority of Trinidad and Tobago** 



# Proposals for Telecommunications (Submission of Information) Regulations

Telecommunications Authority of Trinidad and Tobago

TATT 2/4/14

Maintenance History				
Date	Change Details	Version		
September 2016	Consultative document for first round of consultation	0.1		
August 2017	Revised document	0.2		

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# 1. Introduction

The Telecommunications Authority of Trinidad and Tobago ("the Authority"), in the fulfilment of its mandate under the Telecommunications Act Chap. 47:31 ("the Act") is committed to making evidenced based decisions using only relevant and accurate information in the execution of its regulatory functions. Towards this end, the Authority has recognised that there is a need for the issuance of Regulations which will require the submission of certain specific and prescribed information by authorised providers and licensees to the Authority to be accurate, reliable and timely.

# 1.1 Relevant Legislation

In order to support the Authority's achievement of its regulatory functions and mandate as set out in Sections 18 (1) (a)-(r) of the Act, section 22(3)(c) of the Act envisages that all authorised providers be obliged to provide information and reports to the Authority:

*"Every concession for a public telecommunications network, a public telecommunications service or a broadcasting service shall contain conditions regarding—… (c) the provision of information and reports to the Authority;"* 

Further, all authorised providers are obligated under Condition A28, *'Requirement to Furnish Information to the Authority'* of their respective concession to:

"... furnish to the Authority, in such manner and at such times as the Authority may reasonably direct, either in writing or by a general notice published by the Authority, such information related to the activities of the authorised provider under this Concession, including but not limited to network or service development plans, financial, technical and statistical information, accounts, service performance metrics and other records, as the Authority may reasonably require in order to perform its functions."

# 1.2 **Review Cycle**

When need for modification is identified, in order to adapt to the needs of the telecommunications and broadcasting industry and to meet changing circumstances, the Authority will announce its intention to review the document

and any interested party or entity in the telecommunications sector or any appropriate industry forum may suggest changes to the document.

Questions or concerns regarding the maintenance of this document may be directed to the Authority via email at <u>consultations@tatt.org.tt</u>.

## **1.3 The Consultation Process**

The Authority sought the views and opinions of the general public and other stakeholders regarding the proposals made in this document, in accordance with the Authority's *Procedures for Consultations in the Telecommunications Sector of Trinidad and Tobago* which can be found on the Authority's website at <a href="https://tatt.org.tt/Portals/0/Documents/Procedures%20for%20Consultation%20in%20the%20Telecommunication%20and%20Broadcasting%20Sectors.pdf">https://tatt.org.tt/Portals/0/Documents/Procedures%20for%20Consultation%20in%20the%20Telecommunication%20and%20Broadcasting%20Sectors.pdf</a>.

Following consultation and amendments (where appropriate) these Proposals for a Draft Telecommunications (Submission of Information) Regulations, will now be submitted to the Minister for approval and promulgation by negative resolution of Parliament in accordance with section 78 of the Act.

## **1.4 Other Relevant Documentation**

These Regulations necessarily touch and concern ALL frameworks, policies and Regulations, which may be referenced on the Authority's web page at: <u>www.tatt.org.tt</u>.

## 2. Rationale

The Proposed Draft Telecommunications (Submission of Information) Regulations focuses on the method, manner and content of information submissions and in so doing seeks to:

- Formalise and streamline the data collection process between the Authority and authorised providers and licensees
- Encourage effective, efficient and accurate data collection
- Reduce the reporting burden of authorised providers and licensees
- Enhance the reporting relationship between the Authority and authorised providers and licensees

- Ensure confidentiality and appropriate use of sensitive data/ information; and
- Promote a culture within the Telecommunications and Broadcasting sectors whereby information is managed as a valuable tool in developing the sectors.

An overview of the draft Regulations is provided below, followed by the proposed draft Regulations for consideration of interested parties.

### 2.1 Overview of the Proposed Regulations

#### SHORT TITLE

**Regulation 1** provides for the short title of the proposed Regulations.

#### DEFINITIONS

**Regulation 2** sets out the interpretation of terms used in the proposed Regulations

#### SUBMISSION OF INFORMATION BY AUTHORISED PROVIDERS

**Regulation 3** addresses the authorised providers' obligation to submit certain prescribed information to the Authority as referenced in the First Schedule.

#### SUBMISSION OF INFORMATION BY LICENSEES

**Regulation 4** sets out the licensees' obligation to submit certain prescribed information to the Authority as referenced in the Second Schedule.

#### COMMENCEMENT OF SUBMISSION OF INFORMATION

**Regulation 5** deals with the timeframes for commencement of submission of information for authorised providers.

#### UNSCHEDULED REQUESTS FOR INFORMATION

**Regulation 6** enables the Authority to request information which may not be listed in the Schedules and/ or outside of the scheduled timelines for submission, stipulating that the authorised provider/ licensee receive no less than fourteen (14) days' notice of such request.

#### MANNER OF SUBMISSION

**Regulation** 7 enables the Authority to prescribe the manner of the submission of required information.

#### **CERTIFICATION OF INFORMATION**

**Regulation 8** requires that all submissions set out in the First and Second Schedules be accompanied by a signed Certificate, in the form provided in the Third Schedule.

#### **REQUIREMENT TO MAKE STATUTORY DECLARATION**

**Regulation 9** requires that where a request for submission of information is made by the Authority, and the Authority has any doubt regarding its validity or accuracy, that the authorised provider/ licensee make a Statutory Declaration with regards same.

#### VERIFICATON OF INFORMATION SUBMITTED

**Regulation 10** enables the Authority to request original copies of documentation submitted for the purpose of verification.

#### AMENDMENT

**Regulation 11** empowers the Minister to make changes to the Schedules by Order.

#### USE OF THE INFORMATION BY THE AUTHORITY

**Regulation 12** enables the Authority to use the information submitted for the purpose(s) outlined in the Schedules as well as for any other purpose(s), given prior notification and reasoning.

#### **OBJECTION TO USE OF INFORMATION**

**Regulation 13** provides for the authorised provider/ licensee to object to the use of its submitted information for any purpose other than that which is identified in the Schedules.

#### CONFIDENTIALITY

**Regulation 14** addresses the treatment and use of confidential information by the Authority.

#### PROCEDURE FOR DISCLOSURE OF CONFIDENTIAL INFORMATION

**Regulation 15** provides an opportunity for the authorised provider/ licensee to make representations regarding the disclosure of its confidential information

which is deemed by the Authority to be necessary to disclose in the discharge of its functions.

#### WITHOUT PREJUDUCE

**Regulation 16** provides that submission of information pursuant to these Regulations are without prejudice clause to any other requirement to submit information to the Authority contained in the Act, any concession, licence, or other Regulations made under the Act.

#### OFFENCES

**Regulation 17** reiterates the offence under Section 71 of the Act for the failure to submit required information, submission of false or misleading information, failure to comply with any provision of these Regulations.

It is to be noted that the suggested Regulations that are attached at Section 3 are illustrative only of the policy positions outlined above and should not be construed as ACTUAL drafting amendments. Amended legislation shall be prepared by the requisite legislative drafters.

# 3. Proposed (draft) Telecommunications (Submission of Information) Regulations 2017

#### REPUBLIC OF TRINIDAD AND TOBAGO

#### THE TELECOMMUNICATIONS ACT CHAP. 47:31

#### REGULATIONS

Made by the Minister with the recommendation of the Authority under section 78(1) of the Telecommunications Act and subject to negative resolution of Parliament

#### TELECOMMUNICATIONS (SUBMISSION OF INFORMATION) REGULATIONS, 20176

Citation	1.	These Regulations may be cited as the Telecommunications (Submission of Information) Regulations, 20176, hereinafter referred to as the " <b>Regulations</b> ".
Interpretation	2.	<ul><li>(1) Unless otherwise defined herein, terms used in these Regulations shall have the meanings given in the Act.</li><li>(2) In these Regulations:</li></ul>
		<b>"Authority"</b> means the Telecommunications Authority of Trinidad and Tobago
		"Act" means the Telecommunications Act, Chap. 47:31; "authorised provider" means a person authorised pursuant to section 21 of the Act to operate public telecommunications networks or to provide public telecommunications or broadcasting services and may refer to all providers collectively or individually, as the context requires;

"central office code" means a three-digit number, ranging from 100 to 999, which represents a group of up to 10,000 telephone numbers allocated by the Authority to an authorised provider pursuant to section 44 of the Act;

"information" includes but is not limited to data, codes, computer programmes, software and databases;

**"licensee"** means the holder of a licence granted by the Authority pursuant to section 36 of the Act;

**"submission date"** means the date, as specified in the relevant Schedule, on which particular information is required to be submitted in accordance with these Regulations;

"**subscriber**" means a customer that pays an authorised provider for a subscription to telecommunications and/or subscription broadcasting services for personal or business purposes;

"**subscription**" includes post-paid and active prepaid subscriptions;

**"tariff"** includes the price as well as all other terms and conditions under which a telecommunications or broadcasting service is provided; and

**"website"** where applied to the Authority means the collection of web pages accessible via the Internet at the web address printed on the Authority's letterhead.

3. Every authorised provider shall, on or before the relevant submission date in each year during the term of its concession, submit to the Authority the information and data set out in the First Schedule in respect of all networks operated or services provided by the authorised provider pursuant to its concession.

Submission of information by authorised providers

- Submission of 4. Every licensee shall, on or before the relevant information by licensees 4. Every licensee shall, on or before the relevant submission date in each year during the term of its licence(s), submit to the Authority the information and data set out in the Second Schedule in respect of all radio-transmitting equipment owned, installed, operated or maintained by the licensee or any radio communications services operated by the licensee.
- Commencement of submission of information 5. (1) Authorised providers shall commence the submission of information required in Part A of the First Schedule, at the end of the second quarter following commencement of authorised service or as may be otherwise directed by the Authority.

(2) Submissions required under Part B of the First Schedule shall be made on the February 28<sup>th</sup> immediately following commencement of authorised service unless such date falls within six (6) months of such commencement, in which case submissions so required shall be made on the next February 28<sup>th</sup> following or as may be otherwise directed by the Authority.

Unscheduled Requests for 6. (1) The Authority may, from time to time, upon the Information 6. (1) The Authority may, from time to time, upon the commencement of an investigation or in fulfillment of its functions and obligations under the Act, require the authorised provider or licensee to submit information which may not be listed in the Schedules to this Regulation or which may be outside of the prescribed timeline for submission.

> (2) Where a request under sub-regulation (1) is made, the Authority shall do so in writing giving the authorised provider no less than fourteen (14) days to submit the requested information.

7. Information to be submitted to the Authority pursuant to these Regulations shall be submitted in writing addressed to the Chief Executive Officer and in the

Manner of

submission

manner required by the Authority.

Certification of<br/>Information8.(1) Information submitted to the Authority under these<br/>Regulations shall be accompanied by a statement<br/>certifying that the information is true, accurate and<br/>complete.

(2) The statement shall be in the form set out in the Third Schedule, and shall be signed by a duly authorised representative of the authorised provider or licensee on whose behalf the information is being submitted.

- Requirement to make Statutory Declaration
  9. (1) Where information is requested and subsequently submitted to the Authority under these Regulations and the Authority has doubt as to its validity or accuracy, the Authority, in addition to any other available remedy under these Regulations, shall require the respective authorised provider or licensee who submitted the information to make a Statutory Declaration attesting to the truth of the information, prior to use by the Authority in any investigation of non-compliance or decision making process.
  - (2) The Statutory Declaration referred to in subregulation (1) shall be made and provided to the Authority within fourteen (14) days of the Authority's written request for same.
- Verification of information submitted
  10. The Authority shall, upon the giving of seven (7) days' notice, have the right to mandate that an authorised provider or licensee submit to the Authority for its inspection, any relevant original records, for the purpose of the verification of any information submitted to the Authority pursuant to these Regulations.
- Amendment by the11.TheMinistermay,upontheadviceandAuthority of the<br/>Schedules.recommendation of the Authority, amend the Schedules<br/>to these Regulations by Order.

Use of information 12. (1)The Authority may request and subsequently use the information submitted for any and all of the corresponding purpose(s) specified in the relevant Schedule(s).

(2)Where the Authority requires use of the submitted information for any purpose not stated in the relevant Schedule but related to the Authority's functions under the Act, the Authority shall give the authorised provider or licensee no less than fourteen (14) days' notice of the purpose for which the Authority proposes to use the information.

- Objection to use of I3. A person receiving a notice under Regulation 11(2), may object in writing to the use by the Authority of the information for a purpose other than those set out in the Schedules, and the Authority shall refrain from such use where it is shown to its satisfaction that the information is unsuitable for that purpose.
- Confidentiality of 14. Where the relevant Schedule provides that the Information Authority shall keep confidential the information submitted, the Authority shall disseminate the information only to its internal personnel who require the information for the performance of their functions, and shall not disclose the information to any other person unless:
  - i. the Authority considers that disclosure is necessary in the discharge of the Authority's functions;
  - ii. disclosure is made in connection with the enforcement of any provision of the Act, any regulations made under the Act, or any concession or licence;
  - iii. the information is or becomes public knowledge other than through disclosure by the Authority;
  - iv. the information was known to the Authority

before receipt from the person submitting the information, without any obligation of confidence:

- v. the information lawfully becomes available to the Authority from a source other than the person submitting the information; or,
- vi. the person submitting the information agrees to the disclosure.
- Procedure for 15. Prior to any disclosure of information under regulation 15(i), the Authority shall afford the person submitting the information an adequate opportunity to make representations regarding the disclosure, and shall give consideration to any representations made. Without prejudice to the generality of the foregoing, the Authority shall:
  - i. give no less than fourteen (14) days prior written notice of disclosure to the person whose information the Authority proposes to disclose;
  - ii. consideration give reasonable to any representations made under this Regulation; and,
  - iii. where appropriate, consider such reasonable proposals made by the person submitting the information to protect the confidentiality of the information, where such proposals do not prejudice the Authority's objective in seeking to disclose the information.
- Without prejudice 16. (1) The requirement to submit information pursuant to these Regulations is without prejudice to any other requirement to submit information to the Authority contained in the Act, any authorisation, licence, or other regulations made under the Act, the Authority's power to obtain information reasonably required for the performance of any of its functions, or any requirement to submit information imposed by or in relation to any

disclosure of confidential information

#### decision of the Authority.

(2) Notwithstanding (1), where the requirement to submit such information has been fully met by the person in a previous submission made pursuant to the Act, other Regulation, authorisation, or licence, the person may authorise the Authority to use same for the purposes of these Regulations.

Offences

<u>16.17.</u> A person who fails to comply with any of the provisions of these Regulations commits an offence under section 71 of the Act and is liable to the penalties prescribed therein.

#### FIRST SCHEDULE

#### Section A – Quarterly Submission

- 1. The information set out in the table below must be provided for each of the following periods in each year:
  - i. 1<sup>st</sup> January to 31<sup>st</sup> March;
  - ii. 1<sup>st</sup> April to 30<sup>th</sup> June;
  - iii. 1<sup>st</sup> July to 30<sup>th</sup> September;
  - iv:  $1^{st}$  October to  $31^{st}$  December.
- 2. The information shall be provided within twenty-eight (28) days of the end of the period to which it relates.
- 3. The Authority may from time to time by the publication of a template on its website, designate the format in which the information in the table or any part of it should be provided. The authorised provider shall comply with such format in the submission of information under this Section.
- 4. If the Authority does not designate a format in which the information or any part of it should be provided, the authorised provider shall submit the information in a format that would allow the Authority to easily locate and extract the relevant data.

Reference	Concession Category	Information Required	Purpose	Confidentiality
1/A/1.	Public Domestic Fixed Telecommunications Network and Services, Subscription Broadcasting Services	<ul> <li>Number of subscriptions during each calendar month within the period. The information must be given for each service provided, including but not limited to:</li> <li>Voice</li> <li>Broadband Internet</li> <li>Narrowband Internet</li> <li>Leased Circuits</li> </ul>	<ul> <li>Market Research</li> <li>Policy</li> <li>formulation</li> <li>Resource</li> <li>Management</li> <li>Competition</li> <li>assessment</li> <li>Market analysis</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>Aggregate information may</li> </ul>
		<ul> <li>Subscription Television</li> <li>Bundled Subscriptions</li> </ul>	•Market regulation	also be disclosed to international bodies as per treaty obligations such as the Convention
1/A/2.	Public Domestic Fixed Telecommunications Network and Services	<ul> <li>Volume of traffic carried during each calendar month within the period. The information must be given for each service provided, including but not limited to:</li> <li>Voice</li> <li>Broadband Internet</li> <li>Narrowband Internet</li> </ul>	<ul> <li>Market Research</li> <li>Policy</li> <li>formulation</li> <li>Resource</li> <li>Management</li> <li>Competition</li> <li>assessment</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> </ul>
		Leased Circuits	<ul> <li>Market analysis</li> <li>Market regulation</li> </ul>	<ul> <li>Aggregate information may be disclosed to international bodies as per treaty obligations such as the Convention</li> </ul>

Reference	Concession Category	Information Required	Purpose	Confidentiality
1/A/3.	Public Domestic Fixed Telecommunications Network and Services, Subscription Broadcasting Services	Revenues earned during each calendar month during the period. The information must be given for each service provided, including but not limited to: • Voice • Broadband Internet • Narrowband Internet • Leased Circuits • Subscription Television	<ul> <li>Market Research</li> <li>Policy formulation</li> <li>Resource</li> <li>Management</li> <li>Competition assessment</li> <li>Market analysis</li> <li>Market regulation</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>Aggregate information may be disclosed to international bodies as per treaty obligations such as the Convention</li> </ul>
1/A/4	Public Domestic Fixed Telecommunications Network and Services	<ul> <li>For each calendar month within the period:</li> <li>The number of subscriptions to port in</li> <li>The number of subscriptions to port out</li> <li>The number of subscriptions whose port out was refused and reason for refusal</li> <li>The number of emergency repatriation of ported subscriptions</li> <li>The number of terminated ported numbers returned to original co code owners</li> </ul>	<ul> <li>Number Portability</li> <li>Utilization Tracking</li> <li>Cost Recovery Apportioning</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>Aggregate information may be disclosed to international bodies as per treaty obligations such as the Convention</li> </ul>

Reference	Concession Category	Information Required	Purpose	Confidentiality
1/A/5	Public Domestic Mobile Telecommunications Network and Services	<ul> <li>For each calendar month within the period:</li> <li>The number of subscriptions to port in</li> <li>The number of subscriptions to port out</li> <li>The number of subscriptions whose port out was refused and the reason for refusal</li> <li>The number of emergency repatriation of ported subscriptions</li> <li>The number of terminated ported numbers returned to original Central Office code owner.</li> </ul>	<ul> <li>Number Portability</li> <li>Utilization Tracking</li> <li>Cost Recovery</li> <li>Apportioning</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>Aggregate information may be disclosed to international bodies as per treaty obligations such as the</li> </ul>
1/A/6.	Public Domestic Mobile Telecommunications Network and Services	<ul> <li>Number of subscribers during each calendar month within the period</li> <li>The information must be given for each service provided</li> <li>Prices for all services offered</li> </ul>	<ul> <li>Market Research</li> <li>Policy formulation</li> <li>Resource Management</li> <li>Competition assessment</li> <li>Market analysis</li> <li>Market regulation</li> </ul>	<ul> <li>Convention</li> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>Aggregate information may be disclosed to international bodies as per treaty obligations such as the Convention</li> </ul>

Reference	Concession Category	Information Required	Purpose	Confidentiality
1/A/7.	Public Domestic Mobile Telecommunications Network and Services	<ul> <li>Volume of traffic carried during each calendar month within the period</li> <li>The information must be given for each service provided</li> </ul>	<ul> <li>Market Research</li> <li>Policy formulation</li> <li>Resource Management</li> <li>Competition assessment</li> <li>Market analysis</li> <li>Market regulation</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>Aggregate information may be disclosed to international bodies as per treaty obligations such as the Convention</li> </ul>
1/A/8.	Public Domestic Mobile Telecommunications Network and Services	<ul> <li>Revenues earned during each calendar month during the period</li> <li>The information must be given for each service provided</li> </ul>	<ul> <li>Market Research</li> <li>Policy formulation</li> <li>Resource Management</li> <li>Competition assessment</li> <li>Market analysis</li> <li>Market regulation</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>Aggregate information may be disclosed to international bodies as per treaty obligations such as the</li> </ul>
1/A/9.	Public International Telecommunications Network and Services	<ul> <li>Volume of traffic carried during each calendar month within the period</li> <li>The information must be given for each service provided</li> </ul>	<ul> <li>Market Research</li> <li>Policy formulation</li> <li>Resource Management</li> <li>Competition assessment</li> <li>Market analysis</li> <li>Market</li> </ul>	<ul> <li>Convention</li> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>Aggregate information may be disclosed to international bodies as per treaty</li> </ul>

Reference	Concession Category	Information Required	Purpose	Confidentiality
			regulation	obligations such as the Convention

Reference	Concession Category	Information Required	Purpose	Confidentiality
1/A/10.	Public International Telecommunications Network and Services	<ul> <li>Revenues earned during each calendar month during the period</li> <li>The information must be given for each service provided</li> </ul>	<ul> <li>Market Research</li> <li>Policy formulation</li> <li>Resource Management</li> <li>Competition assessment</li> <li>Market analysis</li> <li>Market regulation</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>Aggregate information may be disclosed to international bodies as per treaty obligations such as the Convention</li> </ul>
1/A/11.	Free to Air Broadcasting (Television and Radio)	<ul> <li>Revenues earned during each calendar month during the period for each television station and each radio station respectively</li> <li>Number of advertising minutes sold for each calendar month during the period for each television station and each radio station respectively</li> </ul>	<ul> <li>Market Research</li> <li>Policy formulation</li> <li>Resource Management</li> <li>Competition assessment</li> <li>Market analysis</li> <li>Market regulation</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>Aggregate information may be disclosed to international bodies as per treaty obligations such as the Convention</li> </ul>
1/A/12.	Television Broadcasting via Cable	<ul> <li>Revenues earned during each calendar month during the period for each television station and each radio station respectively</li> <li>Number of advertising minutes sold for each calendar month during the period for each television station and each radio station respectively</li> </ul>	<ul> <li>Market Research</li> <li>Policy formulation</li> <li>Resource Management</li> <li>Competition assessment</li> <li>Market analysis</li> <li>Market regulation</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>Aggregate information may be disclosed to international bodies as per treaty obligations such as the</li> </ul>

Reference	Concession Category	Information Required	Purpose	Confidentiality
				Convention

Reference	Concession Category	Information Required	Purpose	Confidentiality
1/A/13.	Public Domestic Fixed Telecommunications Network and Services	<ul> <li>Details of the authorised provider's utilisation of all Central Office codes allocated during the period</li> <li>Forecasts for the following three (3) months of the authorised provider's utilisation of Central Office codes</li> </ul>	Management of Numbering Resources	• Confidential
1/A/14.	Public Domestic Mobile Telecommunications Network and Services	<ul> <li>Details of the authorised provider's utilisation of all Central Office codes allocated during the period</li> <li>Forecasts for the following three (3) months of the authorised provider's utilisation of Central Office codes</li> </ul>	Management of Number Resources	• Confidential
1/A/15.	Public Telecommunications Networks and Services, Subscription Broadcasting Services	<ul> <li>The authorised provider's Consumer Complaints Database containing <i>all</i> complaints received including: <ul> <li>the date the complaint was received</li> <li>the manner of submission of the complaint (e.g. telephone, visit to customer service centre)</li> <li>the nature of the complaint (e-g. loss or poor quality of service, incorrect billing)</li> <li>the service(s) affected</li> <li>the particulars of the resolution of the complaint, including the date of resolution and the relief offered to the customer (if any)</li> <li>where a complaint has not been resolved the database should provide its status and, if resolution is late (by reference to timeframes for resolution of complaints pursuant to the Consumer Complaints</li> </ul> </li> </ul>	•Complaints Handling •Compliance – Concession Condition C24	The Authority may publish or provide to the public on request the details of complaints, except for personally identifiable customer information

Reference	Concession Category	Information Required	Purpose	Confidentiality
		<ul><li>Handling Procedures), give reasons why the complaint remains unresolved; and</li><li>the names and contact details of all key officers</li></ul>		
1/A/16.	Public Telecommunications Networks and Services	• A report setting out the authorised provider's performance in relation to each of the quality of service indicators contained in Schedule F of the concession	<ul> <li>Compliance</li> <li>Concession</li> <li>Condition A44</li> </ul>	• The Authority may publish or provide to the public on request

#### Section B – Annual Submission

- 1. The information set out in the table below must be provided in respect of each calendar year.
- 2. The information shall be provided by the 28<sup>th</sup> February next following the year to which the information relates.
- 3. The Authority may from time to time by the publication of a template on its website, designate the format in which the information in the table or any part of it should be provided. The authorised provider shall comply with such format in the submission of information under this Section.
- 4. If the Authority does not designate a format in which the information in the table or any part of it should be provided, the authorised provider shall submit the information in a format that would allow the Authority to easily locate and extract the relevant data.

Reference	Concession Category	Information	Purpose	Confidentiality
1/B/1.	ALL	<ul> <li>The authorised provider's current contact details including:</li> <li>Its principal business and mailing addresses, including telephone, fax numbers and email</li> <li>The address of every location at which the authorised provider transacts business with the public</li> <li>The names, positions, designated responsibilities and contact details (telephone, fax and email) of all executive officers of the authorised provider as at 31<sup>st</sup> December. Executive officers include the authorised provider's chief executive officer (or equivalent) and all officers who report directly to the chief executive officer</li> <li>All brand names, trading names, trademarks and other marks used by the authorised provider in the conduct of its telecommunications or broadcasting business</li> </ul>	<ul> <li>Administration</li> <li>Regulatory Responsibilities</li> <li>Public Information</li> </ul>	<ul> <li>Published by the Authority on its website and provided to the public on request</li> <li>Provided to the public on request</li> <li>Confidential</li> <li>Provided to the public on request</li> </ul>
1/B/2.	ALL	<ul> <li>Tariffs for all retail telecommunications and broadcasting services provided during the period</li> <li>Tariffs and contracts for all wholesale telecommunications and broadcasting services provided during the period</li> </ul>	<ul> <li>Market research</li> <li>Consumer protection</li> <li>Pricing Regulation</li> <li>Policy formulation</li> </ul>	•Both Wholesale and Retail tariffs may be published by the Authority

1/B/3.	Public Telecommunications Networks	• A complete diagram of each network operated by the authorised provider on which the authorised provider provided public telecommunication services during the period, as at the end of the period	<ul><li>Telecommunications Development</li><li>Compliance</li></ul>	•Confidential
		• The diagram must include all major network components and the technical parameters, manufacturer, and the model number of all such components. Major network components includes but is not limited to all gateway transmission points, switches (including soft-switches), routers, gateways, major transport backbones inclusive of capacities (fibre optic and microwave), media gateways and controllers, access nodes, protocols utilised, interfaces and geographic locations The submission must identify any material changes made to the network during the period, including changes in capacity, new technology employed, or services provided		
1/B/4.	Public International Telecommunications Network and Services	<ul> <li>International internet bandwidth:         <ul> <li>Used international internet bandwidth (traffic) in Mbit/s</li> <li>Lit/ equipped international internet bandwidth in Mbit/s</li> </ul> </li> </ul>	<ul><li>Market research</li><li>Policy formulation</li><li>Market regulation</li></ul>	<ul> <li>The Authority may publish and/ or provide to the public on request</li> <li>(Aggregate information may also be disclosed to international bodies as per treaty obligations such as the Convention)</li> </ul>

Telecommunications Network and Services       network op and services         • An anal the network <u>Fixe</u> busis read num with <u>Fixe</u> pop area <u>Mob</u> geog area thos whe or tr         • Where differen network provide         • Where commun radio pr in the a clearly is         • and in a all conce	nesses/ households currently hed by the network, against the total	Concession Condition A11 Market Research Spectrum Management	<ul> <li>Published in the Authority's Annual Market Report</li> <li>May be disclosed upon request to any member of the public</li> <li>Confidential <ul> <li>(Aggregate information may also be disclosed to international bodies as per treaty obligations such as the Convention)</li> </ul> </li> </ul>

	<ul> <li>services provided by the</li> <li>A map of the radio performed for the broch part of the authoriss must clearly identify and <u>be submitted in minimum on A1 performed for the performed for the broch part of the authority and be submitted in minimum on A1 performed for the performed for the broch performed for the broch performed for the performed formed for the performed </u></li></ul>	<ul> <li>o propagation analysis</li> <li>oadcast coverage in each</li> <li>oadcast coverage in each</li> <li>of territory. This map</li> <li>field strength contours</li> <li>both printed format at</li> <li>oaper size for each of</li> <li>o (where applicable) and</li> </ul>	<ul> <li>Compliance - Concession Condition A11</li> <li>Market Research</li> <li>Spectrum Management</li> <li>Universal Access</li> <li>Policy formulation</li> </ul>	• May be disclosed upon request to any member of the public
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1/B/7.	ALL	Information regarding the ownership and control of the authorised provider:	Compliance -     Concession Conditions     A16 – A19	• May be disclosed upon request to any member of the public
		<ul> <li>Board and organisational structure of the authorised provider at the end of the period</li> <li>List of all entities that are affiliated or associated with the authorised provider, or were affiliated or associated with the authorised provider during the period ("affiliate" and "associate" are as defined in the Companies Act Chapter 81:01). Where any such entity has or had at any time during the period any interest in any other authorised provider, please provide details</li> <li>Where the authorised provider is part of a group of companies, a diagram showing all members of the group during the period, including the nature and extent of the relationships between the companies (including percentage shareholdings)</li> <li>Particulars of any significant changes in the ownership of the authorised provider during the period. A significant change is any change that affects 5% or more of the ownership of the company, whether by way of transfer or assignment or equity, mortgage, debenture, declaration of trust or any other way in which the beneficial interests in the ownership of an entity may be modified</li> <li>Copy of the most recent annual return filed for the authorised provider (as required by section 194 of the Companies Act Chapter 81:01)</li> </ul>		

1/B/8.	Public domestic networks	• A Reference Interconnection Offer (RIO) setting out the terms on which the authorised provider proposes to offer interconnection to other authorised providers together with the subsequent agreement	<ul> <li>Telecommunications (Interconnection) Regulations 2006</li> <li>Market Regulation</li> <li>Competition Assessment</li> <li>Policy Formulation</li> </ul>	Published by the Authority on its website
1/B/9.	Public domestic networks	• A Reference Access Offer (RAO) setting out the terms on which the authorised provider proposes to offer access to other authorised providers together with the subsequent agreement	<ul> <li>Telecommunications (Interconnection) Regulations 2006</li> <li>Market Regulation</li> <li>Competition Assessment</li> <li>Policy Formulation</li> </ul>	Published by the Authority on its website
1/B/10.	Public Telecommunications Networks	Designated contacts for the purposes of Interconnection, and Access to Facilities	<ul> <li>Telecommunications (Interconnection) Regulations 2006</li> <li>Telecommunications (Access to Facilities) Regulations 2006</li> </ul>	<ul> <li>Published by the Authority on its website</li> <li>Provided to any authorised provider or applicant for a concession upon request</li> </ul>
1/B/11.	Subscription Broadcasting Services	List of all channels/services carried as part of the authorised provider's subscription broadcasting service, including the owner or provider of the content	<ul> <li>Market Research</li> <li>Consumer Research</li> <li>Public Information</li> <li>Compliance – Concession Condition B18 and D10</li> </ul>	Provided to the public on request
1/B/12.	Broadcasting services	• Copies of the agreements under which the authorised provider obtained the right to broadcast all content broadcast during the period	• Compliance – Concession Condition D13	Confidential
1/B/13.	Telecommunications Services	Copy of the authorised provider's Customer Charter	• Compliance – Concession Condition C25	Provided to the public on request

1/B/14.	Public Telecommunications Networks	• Cost Modelling Data: Provision of ALL data as prescribed by the Authority in its publication of the "Costing Data Requirement Guidelines" as specified for the "Current Cost Accounting (CCA) Data Templates" and "Long Run Average Incremental Cost (LRAIC) Data Templates	<ul> <li>Telecommunications (Interconnection) Regulations</li> <li>Telecommunications (Access to Facilities) Regulations</li> <li>Telecommunications (Pricing) Regulations</li> </ul>	• Confidential, however, cost model outputs may be disclosed or published by the Authority in instances of relevant determinations or recommendations pursuant to the Regulations
1/B/15.	Public Telecommunications Networks and Services	• The number of subscriptions in each underserved community identified in the Universal Service Implementation Plan. The information must be given for each service provided.	<ul> <li>Universal Service Implementation Plan</li> <li>Market Research</li> <li>Policy formulation</li> </ul>	• May be disclosed upon request to any member of the public
1/B/16.	ALL	Investments made during the calendar year	• Market Research	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in TATT Annual and Quarterly Market Report</li> <li>(Aggregate information may also be disclosed to international bodies as per treaty obligations such as the Convention)</li> </ul>

1/B/17.	ALL	<ul> <li>Total number of staff employed annually</li> <li>Number of staff employed by gender (to be provided annually)</li> </ul>	• Market Research	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in TATT Annual and Quarterly Market Report</li> <li>(Aggregate information may also be disclosed to international bodies as per treaty obligations such as the Convention)</li> </ul>
1/B/18.	Public Domestic Mobile Telecommunications Network and Services	• Total Interconnection Revenues ( <i>Revenues received from service providers for the provision of interconnection services.</i> )	<ul> <li>Market Research</li> <li>Policy Formulation</li> <li>Resource Management</li> <li>Competition Assessment</li> <li>Market Analysis</li> <li>Market Regulation</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>(Aggregate information may also be disclosed to international bodies as per treaty obligations such as the Convention)</li> </ul>
1/B/19	Public Domestic Fixed Telecommunications Network and Services	Total Equipped Capacity of Local Public Switching Exchanges     (Refers to the maximum number of fixed-telephone lines that can be connected. This measures the actual capacity of the system and includes fixed-telephone lines already connected and fixed lines available for future connection, including those used for technical operation of the exchange (test numbers).)	<ul> <li>Market Research</li> <li>Policy Formulation</li> <li>Resource Management</li> <li>Competition Assessment</li> <li>Market Analysis</li> <li>Market Regulation</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>(Aggregate information may also be disclosed to international bodies as per treaty obligations such as the Convention)</li> </ul>

1/B/19	Public Domestic Fixed Telecommunications Network and Services	<ul> <li>Public Wireless Local Area Networks (PWLAN) Access Points</li> <li>(Refers to the number of PWLAN access points offered by the service provider where users can access the Internet using IEEE 802.11-based wireless technology. These are commonly referred to as Wi-Fi hotspots)</li> </ul>	<ul> <li>Market Research</li> <li>Policy Formulation</li> <li>Resource Management</li> <li>Competition Assessment</li> <li>Market Analysis</li> <li>Market Regulation</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>(Aggregate information may also be disclosed to international bodies as per treaty obligations such as the Convention)</li> </ul>
1/B/20	Subscription Broadcasting Services	<ul> <li>Homes passed by cable TV</li> <li>Homes passed by broadband fibre optic cable</li> <li>(Refers to the number of households that have a access to cable television, whether or not they are subscribing to the service or not. This measures the potential ability of households to access cable television services through the availability of a coaxial cable television outlet).</li> </ul>	<ul> <li>Market Research</li> <li>Policy Formulation</li> <li>Resource Management</li> <li>Competition Assessment</li> <li>Market Analysis Market Regulation</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in the Authority's Annual and Quarterly Market Report</li> <li>(Aggregate information may also be disclosed to international bodies as per treaty obligations such as the Convention)</li> </ul>

#### **Section C – Other Submission Requirements**

- 1. The information set out in the table below must be provided in respect of the period specified by the date identified.
- 2. The Authority may from time to time by the publication of a template on its website, designate the format in which the information in the table or any part of it should be provided. The authorised provider shall comply with such format in the submission of information under this Section.

Reference	Concession Category	Information Required and Format (where applicable)	Submission Date	Purpose	Confidentiality
1/C/1.	ALL	The authorised provider's gross revenues arising from each telecommunications network, telecommunications service or broadcasting service which the authorised provider operates, in each calendar month for the twelve- month period ending on 30 <sup>th</sup> September in each year. The Telecommunications (Fees) Regulations 2006 refer	•15 <sup>th</sup> November next following	Concession Fee Calculation	Confidential
1/C/2.	ALL	The authorised provider's Audited Financial Statements for the immediately preceding financial year. Where the authorised provider is not required by law to produce, and does not produce Audited Financial Statements, provide Financial Statements certified by the authorised provider's chief financial officer. The Telecommunications (Fees) Regulations 2006 refer	•Within 20 weeks of the end of the authorised provider's financial year	<ul> <li>Concession fee calculation</li> <li>Market Research</li> <li>Policy formulation</li> </ul>	<ul> <li>Confidential, however, aggregate information (sector or market totals) may be published in TATT Annual Market Report</li> </ul>
1/C/3.	ALL	Authorised providers that provide two or more services shall prepare, maintain and submit to the Authority its Accounts in accordance with the applicable Separated Accounts templates as set out in the <i>Telecommunications (Accounting Separation)</i> <i>Regulations 2015.</i> The authorised provider's submission must also adhere to the principle themes and guidelines outlined in the <i>Telecommunications (Accounting Separation)</i> <i>Regulations 2015 and the Accounting Separation</i> <i>Guidelines for the Telecommunications Sector</i>	• Annually within three (3) months of the end of its financial year	<ul> <li>Competition/ Discriminatory Behaviour assessment</li> <li>Transparency</li> </ul>	• Confidential

1/C/4.	ALL	Authorised providers who utilize number resources are required to submit utilization and forecast data by CO code for the numbers assigned to them by the Authority	<ul> <li>Twice annually:</li> <li>By March 31 for the six month period July to December of the previous year and</li> </ul>	<ul> <li>Development of a Numbering Plan</li> <li>Planning for numbering expansion</li> </ul>	• Confidential
			• By September 30 for the six month period January to June of the current year		

# SECOND SCHEDULE Information to be submitted by Licensees

Reference	Licence Category	Information Required and Format (where applicable)	Submission Date	Purpose	Confidentiality
2/1.	Land Mobile Radiocommunications System	<ul> <li>The Licensee shall list the names of all third party users who are allowed to operate on the frequency assigned to the Licensee. This list should also include:</li> <li>Address of Third Party User</li> <li>Telephone contact</li> <li>Frequency used by Third Party User</li> <li>Type and number of radiocommunications stations using frequency</li> <li>Number of stations owned, leased or rented by Third Party User</li> <li>Geographical location of any fixed stations used by Third Party Users</li> </ul>	The information must be provided within fifty six (56) days of enactment of this Regulation, and on the following dates thereafter • 1 <sup>st</sup> July; and • 1 <sup>st</sup> December provided that there is any modification or addition to the information originally submitted	• Spectrum Management	• Confidential

2/2.	Cellular Mobile Radiocommunications System	<ul> <li>The Licensee shall list the location of all base stations used in the provision of its cellular mobile radiocommunications service. This list should also include:</li> <li>The address of the base station location.</li> <li>The base station location in geographical coordinates (WGS84 datum and UTM coordinates)</li> <li>The frequency band used at base station.</li> <li>The height of the antenna at the base station location</li> <li>Site name</li> <li>Site ID</li> <li>Type of tower (i.e. lattice, monopole, rooftop)</li> <li>Tower status (to be constructed, construction in progress, completed)</li> <li>height of tower</li> </ul>	<ul> <li>must be provided</li> <li>within fifty six (56)</li> <li>days of enactment of</li> <li>this Regulation, and</li> <li>on the following</li> <li>dates thereafter:</li> <li>1<sup>st</sup> July; and</li> <li>1<sup>st</sup> December</li> <li>provided that there</li> <li>is any modification</li> <li>or addition to the</li> <li>information</li> </ul>	<ul> <li>Spectrum Management</li> <li>Facilities Co-location</li> </ul>	<ul> <li>The frequency band of use, shall be treated as confidential</li> <li>All other information may be distributed upon request as part of the application process for facilities co-location and infrastructure sharing</li> </ul>
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2/3.	Free to Air Broadcasting	Detailed specifications of all broadcast	• All information
	Television and Radio	transmitter stations, which include	submitted will be
		geographical location	treated as
		(latitude/longitude), TX output power,	confidential except
		TX line losses, ERP, transmit frequency,	for the coordinate
		transmit bandwidth, make and model of	location, address,
		antenna type, antenna height above	tower height and
		ground, gain, polarisation, beam width,	details
		azimuth, tilt, site name and site address,	
		height of tower, tower details and all	
		other specifications of the stations used	
		for the provision of such service	
		• Detailed specifications of all studio to	
		transmitter links, which include	
		geographical location	
		(latitude/longitude), transmit frequency,	
		bandwidth, TX output power, ERP,	
		antenna make and model, antenna type,	
		antenna height above ground, site	
		address, gain height of tower, tower	
		details and all other specifications of the	
		stations used for the provision of such	
		service	
		501 1100	

2/4.	Point to Point Fixed Radiocommunications System Point to Multipoint Fixed Radiocommunications System Land Mobile Radiocommunications System SCADA Radiocommunications	<ul> <li>The Licences shall list the location of all towers used in the operation of the Point to point fixed radiocommunications system.</li> <li>This should include: <ul> <li>The address of tower</li> <li>The location coordinates of the tower</li> <li>Height of tower</li> <li>Tower details</li> <li>Heights on the tower at which antennae are located</li> </ul> </li> </ul>	<ul> <li>must be provided</li> <li>within fifty-six (56)</li> <li>days of enactment of</li> <li>this Regulation, and</li> <li>on the following</li> <li>dates thereafter</li> <li>1<sup>st</sup> July; and</li> <li>1<sup>st</sup> December</li> </ul>	Facilities Co- location	<ul> <li>The Authority may publish and/ or provide to the public on request</li> </ul>
	System				

#### THIRD SCHEDULE

#### Form of Certification to Accompany Information (Regulation 7)

I, the undersigned, do hereby declare that:

- a. I am authorised to submit the attached information, and to complete and sign this declaration on behalf of [INSERT NAME OF AUTHORISED PROVIDER OR LICENSEE].
- b. All of the information submitted herewith is true, complete and accurate to the best of my knowledge.
- c. I am aware that it is an offence under the Telecommunications Act Chap. 47:31 to submit information which I know is false or misleading.

Signed:

Name:	
Position:	
Date:	

Made this	day of [		].			
	Minister of Public Administration					
Laid in the H	ouse of Rej	presentatives thi	is	day of [	].	
				Clerk of th	ne House	
Laid in the Se	enate this	day of [		].		
				Clerk of th	e Senate	