

Proposed Guidelines for Telecommunications Operators for Reporting Network/Service Outages and Emergency Incidents

Telecommunications Regulatory Affairs Advisory Committee

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Regulatory Requirements

- General Condition 5.1 of the Unified Carrier Licence (UCL) and Services-based Operator (SBO) Licence
 - The licensee is required to **provide a good, efficient and continuous service** in a manner satisfactory to the Communications Authority (CA)
- Special Condition (SC) 1.2(e) of UCL and SC 12.1(d) of SBO Licence
 - The CA may issue guidelines for the purpose of providing **practical guidance** to the licensees in respect of **correct, efficient and reliable operation of telecommunications**



Existing Guidelines for Reporting Network/Service Outages and Emergency Incidents

- **“Guidelines for Local Fixed, Mobile, Services-Based Operators for Reporting Network and Service Outage”** (last update in 2016)
- **“Guidelines for Cable-based External Fixed Telecommunications Network Services Operators and Internet Service Providers for Reporting Network and Service Outage”** (last update in 2014)
- These Existing Guidelines has been in place for 15 years or more prior to the introduction of the above-mentioned SCs, and have throughout the years been observed by the operators in general



The Need for Update

- Telecommunications networks, services and applications are –
 - critical part of information infrastructure
 - essential for the well-being of the society
- If continuous, reliable and secure operation of them is adversely affected by system failures, accidents, malicious attacks or other disruptions to them, it may cause serious harm to economic activities, public services, people's livelihood, and even national security
- OFCA proposes to require reporting of relevant outages / emergency incidents under the relevant licence condition for compliance by relevant operators to –
 - formalise the reporting requirements under the Existing Guidelines
 - further strengthen OFCA's regulatory oversight and coordination with operators in handling outages and emergency incidents



The Proposal

- Proposed new **“Guidelines for Telecommunications Operators for Reporting Network/Service Outage and Emergency Incident”** (Proposed Guidelines)
 - **transplant the relevant requirements from the Existing Guidelines** (viz. procedures, triggering criteria and reporting timeframe) with other necessary updates (e.g. to accommodate technology change, incorporating the existing arrangement of conducting network health check by operators upon OFCA’s request under significant earthquakes)
 - **streamline and merge the two sets of the Existing Guidelines** into a single document for ease of reference and observance by the operators
- Proposed Guidelines will **take effect three months after issue**
 - operators should have adequate time to familiarise with the Proposed Guidelines and better prepare themselves for compliance with the requirements



Content of the Proposed Guidelines

- a) Section 1: purpose and relevant operators;
- b) Sections 2 and 3 and Annex A: introduction, triggering criteria and timeframe for reporting network/service outages and emergency incidents;
- c) Section 4 and Annex B: procedures for reporting network/service outages and conducting network health check under significant earthquakes;
- d) Section 5: submission of incident reports;
- e) Section 6: contact points of operators and OFCA;
- f) Section 7: dissemination of information to customers by operators;
- g) Section 8: effective date of the guidelines; and
- h) Annex C: template of the situation report



Views Sought

- Members are invited to give their views and comments on the proposal
- OFCA, taking into account the feedbacks from the industry, will finalise the Proposed Guidelines and make recommendation on the matter to the CA for approval



Thank You

