

Consumer Protection Guidelines

for the Telecommunication Sector

September 2023



"Creating a New Nigeria"



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1. PURPOSE

Every Consumer Protection Statute includes referred to as the Statute's own order specific rule aimed at protecting the interests of consumers. This is in terms of safety and quality of communication services in line with existing technology and services under the purview of the regulatory responsibility for communication services in Jamaica. These guidelines complement the provisions of the Consumer Protection (Chapter 88:02) which is a provision of services in the communication sector. The Statute will be revised from time to time in line with market developments, consumer preferences, technological developments and the state of the country's communication infrastructure.

2. APPLICATION

These guidelines apply to all consumers and providers of communication services, including internet access services, further, wireless, wireless communication that consists through public communication networks as well as normal independent communication that does not consist through the public communication networks such as text, email, chat services (sms), the radio, and so on, in the regulation for communication services by including any activities and measures for enhancing the protection of consumers of such services.

3. SCOPE OF THE GUIDELINES

- 3.1 To ensure consumers benefit from the highest possible standards of service for communication services;
- 3.2 To build confidence and trust in the use of telecommunications services;
- 3.3 To provide sector specific guidelines and regulations for provision and use of communication services;
- 3.4 To make the digital protection divide by ensuring that consumers of the same nature from families, individuals and organisations work with the same rules and have the same protection measures;
- 3.5 To ensure communication services have protection measures.

4. DEFINITIONS

4.1 These guidelines define the content of the following terms:

"Act" means the Public and Communication Services (Chapter 88:02);

"Authority" has the meaning assigned to it under the Act;

"Availability" means introduction of the subject (existing product) or service (service) used by a person without directly or indirectly, so it can be used for a person with a disability without requiring a discrimination or undue burden on the person;

"Choice" means the ability of a consumer or Service Provider to decide which good or service to purchase or provide from amongst a range of feasible options;

"Communication" includes language, display of text, data, text, communication, large print, accessible media as well as written, audio, video, graphics, forms, code and representation and alternative media, means and formal communication, including accessible information and communication technology.

“Reseller” means a person that provides ability to resell third-party content.

“Service” includes spoken content, messages and other forms of non-voice programs.

“Service” means a single infrastructure facility, service related plans, service terms, regulations, terms and service related items.

“Subscriber-based infrastructure communication service” means a telecommunication service that controls telephony, is subject to phone network, either by means of assigned numbering resources or by enabling communication with number or number/location or international telephone numbers. This includes traditional voice enabled services provided by service providers and infrastructure carriers to the numbering plan such as long distance, amongst others.

“Subscriber-independent telephony communication service” means telephony communication services that do not control telephony, is subject to numbering plan or phone network. This includes OTT services such as WhatsApp, Skype, iMessage, iChat, Signal, Signal+, Signal, amongst other similar services.

“Service identifier” has the same meaning as defined in the ETSI and ETSI-ETSI for Chapter 6.0.0.

“Service with disability” means a person who has long term physical, mental, intellectual, and sensory impairments which in interaction with various barriers may hinder that his participation in society on an equal basis with others.

“Third-party service” means a telecommunication service that can be used by parties being paid for by a customer.

“The third party” means telecommunication service that may be used by the customer without a cost.

“Unlikely” means without that interference or obstacle.

“Visible number” means being a number in the display of the number.

“Service level agreement” means a contract concluded between a service provider and a customer that specifies, amongst others, the terms, the standards and quality of service the service provider will provide.

“Service provider” means provider of telecommunication services.

“Subscriber” means any person that purchases or subscribes to any telecommunication service or any person who agrees to receive and pay for telecommunication services.

“Unlikely-disaster” means cases of emergency, which due to their purpose, consequences or limited resources, have led to or likely to require that working on one or several top-of emergency response personnel from the staff of IT infrastructure organizations in the market.

“Warranty” means a written promise by manufacturer, making the supplier guarantee the manufacturer's product that, during which, the product will serve the purpose for which it was purchased, and that the manufacturer will provide support, replacement, repair or replacement in the event that the product fails to meet the warranty or to additional parts the buyer within specified period.



8. CONSUMER RIGHTS AND RESPONSIBILITIES

8.1 CONSUMER RIGHTS

- 8.1.1 **Information rights:** consumer right to easily determine and obtain necessary consumer content, as well as availability of after-sale services across the whole country, including remote consumer areas, regarding services, products, to, specific regions or areas, transporting consumer facilities, arrangement with sales and service points.
- 8.1.2 **Palms and transparency right:** consumer and natural treatment by service providers, without virtual service pressure, harassment, coercion, abuse, misleading or deceptive information or unfair tactics as well as accurate and truthful, clear, open, honest and easy understood contents including access to transparent information on mechanisms of service offerings and terms of sale, prompt and appropriate responsiveness to consumer enquiries.
- 8.1.3 **Safety and Halp right:** to safe and secure digital services and devices, including for virtual contents, full firm insurance against data loss, data leakage, phishing and threats including protection from harmful electromagnetic emissions as well as access to emergency services through emergency communication channels.
- 8.1.4 **Data protection and privacy right:** right to be informed on the collection, purposes of collection, processing, data retention periods or personal information and determine who has access to use the personal information in the extent permitted by the laws of collection, including protection from abuse of personal data, release and distribution rules and rules.
- 8.1.5 **Compensation and choice right:** to free, competitive and diverse services, with variety of service providers, regions of service, and ability to select and(1) from one service provider to another, facilitated by service transparency, openness, accessibility, information on offers and services, without being restricted by legal, technical or practical obstacles, including contractual conditions, procedures and charges.
- 8.1.6 **Digital education and awareness right:** to construct education and awareness training, efforts to digital services and devices, including understanding, safety, product features, release mechanisms, functions and contents, services that is subject to updates.
- 8.1.7 **Review and complaint right:** right to specify, complain, services, transparent, non-effective complaints and review mechanisms, which include the needs of virtual and disadvantaged categories.
- 8.1.8 **Participation right:** right to participate and be heard in transparent digital policy-making and implementation stages.



6.2 CONSUMER RESPONSE

6.2.1 Response of CA to Service

Consumers have an obligation to pay for service charges for products and services offered as stipulated in Consumer Service Agreement/Contract and purchase promptly.

6.2.2 Data Protection and Privacy

Consumers should ensure that they own their personal data and be conscious of security and privacy risks that they may encounter with the use of the services through the following:

1. Using strong passwords and changing the data with security updates to use software and software.
2. Back up their information regularly.
3. Being aware of the data they share and the services they receive in return.
4. Understanding Data Protection laws and online privacy in data protection policies.
5. Making data control more accurate.
6. Respecting the privacy of other users of the communication services.

6.2.3 Importance of Products and Services

Consumers have the responsibility to take proper knowledge use of ICT services, products and equipment as stipulated in Consumer Service Agreement/Contract by:

- Carefully reading terms and conditions of service offerings and seeking for information about the services being consumed or intended to be consumed and alternative options as far as possible.
- Being conscious and knowing the risks when making decisions to use products and make use of ICT goods and services.
- Understanding their responsibilities and understand how their ICT goods function.
- Creating forwarding personal identifiable information willingly to create a information which is useful or to be used for benefit of other persons.

5.1.4 Data and/or Protection

Consumers have a duty to protect children from inappropriate content, marketing and making use of inappropriate technology.

- Research on how best to protect and manage children.
- Encouraging appropriate use.
- Encouraging moderation.
- Using available technical tools to control children's use of the internet.

5.1.5 Coding Complaints

Consumers have the responsibility to help to make service complaints a better on the consumer's side. This is done by:

- Following the complaint handling procedures as required by the service standards and the Authority whereby complaints are dealt with that are directed to the service provider against which the complaint is directed and not subject to the complaint, to ensure the complaint is dealt with in a timely manner.
- Providing proof of the circumstances which triggered such complaint or taking up representation.
- Being satisfied and going where the complaint is being dealt with in relation to the Authority.

5.1.6 Environmental Protection

Consumers have the duty to ensure environmental protection:

- Purchasing environmentally friendly products.
- Ensuring appropriate disposal of waste from use of IT products/services such as damaged equipment or end-of-life.

5.1.7 Structural Responsibility Policies

Consumers have the responsibility to protect IT infrastructure from cyber threats. Consumers are encouraged to take actions that safeguard their community infrastructure. Any cases of cyber-attacks should be reported to the relevant agencies.

6. Review on the document

6.1 Monitor infrastructure and services to ensure standards for the protection of information services.

6.2 Monitor compliance with relevant regulations, codes of practice and standards for the protection of information services in terms of quality of service and regulatory compliance.

6.3 Monitor and respond to, investigate, determine, and order timely compensation, which may include requesting a service provider to:

- a. provide goods and services at certain times and locations;
- b. provide additional services for specified periods;
- c. waive the cost of service costs and associated.

6.4 Monitor and respond to, where appropriate.

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3. FUNCTION OF THE AUTHORITY/TS

3.1 GENERAL

- 3.1.1 Ensure consumer interests, affordability and integrity of the telecommunications services, including level of charges, using telecommunications (T) that are easily accessible to all consumers, including those with disabilities (if any, deaf hard and speech impaired).
- 3.1.2 Promote competition in the provision of telecommunications infrastructure services and associated facilities.
- 3.1.3 Collaborate with stakeholders, including consumer protection agencies, competition authorities and other regulators in enhancing consumer interests and rights.
- 3.1.4 Conduct Regulatory Impact Analysis before making policy decisions.
- 3.1.5 Conducting Consumer Satisfaction Surveys.
- 3.1.6 Educate and empower consumers.

3.2 CONSUMER REPRESENTATION

- 3.2.1 Educate consumers on their rights and consumer redress.
- 3.2.2 Promoting more responsive infrastructure investments, and opportunities.
- 3.2.3 Educate consumers about ICT services, applications, applications.
- 3.2.4 Educate consumers on personal information, privacy and security.
- 3.2.5 Educate consumers on internet data protection rights.
- 3.2.6 Conduct consumer satisfaction surveys to identify gaps and opportunities for enhancing consumer redress.
- 3.2.7 Consult and consult consumers on key regulatory decisions.
- 3.2.8 Share information on coverage, quality of services and service charges on competitive basis.

3.3 CONSUMER PROTECTION

- 3.3.1 The Authority/TS investigates, conduct inquiries, and determines any complaint brought before it in accordance with the provisions of the Rules and telecommunications act, statute, regulation and their associated law.
- 3.3.2 Upon receiving a complaint, the Authority/TS have the responsibility:
 - a) To conduct Complaints redressment service.
 - b) To conduct market surveys to determine consumer demand and consumption trends.
 - c) To monitor the ICT services to ensure that consumer rights not being exercised by the Authority.
 - d) To determine the outcome of a complaint including the award of compensation in relation to the complaint.
 - e) To refer any complaint to a suitable and appropriate recommendations.
 - f) To implement redressing strategies in instances where there is a circumstance where consumers.
 - g) Provide information Complaints Guidelines to include on Consumer Complaints.

3.1.5 Complaints to the Regulatory Authority through various channels as follows:

- Request or by post/emailing to The Ombudsman Service, Postal and Telecommunication Regulatory Authority of Zimbabwe, 333 Parklands, 17 Ave, 1462, Harare, Zimbabwe, Park, Harare.
- Phone: +263 042 0000000
- Toll-free 0800-0800
- Website: 0800 080000, 070000 080-070000 080
- Email: info@ombudsman.gov.zw
- Website: ombudsman.gov.zw
- Twitter: https://twitter.com/ombudsman_zw
- Facebook: <https://www.facebook.com/Ombudsman.Zw>

3.1.6 Lodging Complaints to the Authority

- It is complaint from consumers who is filed directly within the affected Service Provider. The Regulator is the last port of call where engagement with the Service provider does not satisfy the consumer within period of 4 weeks.
- The service provider has endeavored to satisfy service provider of service and its communication services, it has to lodge any type of complaint which they deem to be not done within their satisfaction by their Service Provider, within a period of maximum 4 weeks.
- Where the service provider has a complaint is within or behalf of another person, company or organization, have the responsibility lodging the name and contact address of the company hence this is subject for and necessary for follow up.
- Wherever a complaint is made, the complainant must understand or write the complaint of be put into writing by an officer of the Authority designated to receive complaints. The complainant may also write complaint which should be written down by the officer for him or her.
- Wherever a complaint is written about by a person other than the complainant, it will be received and explained to the complainant in a language that he or she understands, unless it is in a different language or the complaint.
- The complainant must indicate that he or she understands what has happened and what happened before signing or other signature or mark given to the written complaint.

3.1.6.1 Lodging and receiving complaints

- Written statements that the complaint lodged contain the following information:
 - The name and contact address of the complainant.
 - Name of the service provider against which the complaint is made.
 - The circumstances of complaint, including copies of any documents relating to the complaint.
 - The extent of dissatisfaction that the complainant has suffered because of the actual service, as stated by the service provider.
 - Maximum acceptable compensation, if any.

All the information submitted to the Authority shall be treated as confidential unless the complainant states that information is public.

- (b) Give compliance advice either by the Compliance, the Service Provider or, orally the Auditor and the Auditor who make a report as with the compliance officer finishing date and with the recommendations.

7.1.6 Hearings

- (a) If the hearing is about an administrative or the nature of the case, the Authority shall conduct a formal hearing of the complaint where participation of the parties is opportunity. Complaints may require a hearing from the following categories: complaints from the Authority
- (b) A hearing involving following time and place of hearing shall be by the Authority shall be used (a) hearing
- (c) Any person appearing before the panel may conduct their own case or be represented by a legal counsel or other expert.
- (d) The chairperson of the panel "hearing" the panel of experts will submit a report with recommendations for the Director based on the report of the Committee.
- (e) Any person or authority dissatisfied with the decision shall have a right to go to court for review of the matter.
- (f) The Authority's decision shall remain effective pending the judicial decision.

7.1.7 Determination

- (a) Where the Authority conducts a formal hearing of a complaint, it shall after due consideration of the evidence and reports, make an order or determination or decision appropriate. The order or decision may be appropriate.
- (b) Where the investigation only completed investigation of records more than two months after the complaint is made, or the investigation results in any reasonable evidence or significant inconsistencies in the Service Provider, it may impose with the approval of the Authority proposed changes to the complaint handling processes provided that the Authority may make the proposed or such changes in appropriate circumstances.





6. THE PROTECTION OF PERSONAL INFORMATION

6.1 Protection of Information – Overview

6.1.1 The Service Provider shall provide information with respect to actual and intended use, description of service, service, terms, billing conditions for each service and shall provide information on their website and other media, in both printed and online such format as may be determined by the authority.

6.1.2 Such information shall be published in English and other state level languages and shall at least include:

- a) description of the service provided;
- b) any associated service number;
- c) the location from which service is being provided separately;
- d) the country where there is base charges with processes for calculating charges, including network charges, value, duration, time and charges, two-way, one-way, and toll-free rates, international charges, any additional or different prices, rates, or toll-free rates and any additional fees or taxes;
- e) details of service performance as per the test procedure;
- f) any other terms and conditions.

6.2 Protection of Personal Information – Overview

6.2.1 This part addresses the responsibility of Service Providers in the protection of individual consumer information in line with the Cyber and Data Protection Law of Indonesia. To ensure the consumer's personal Service Provider shall:

- a) have appropriate and proportionate technical and organizational measures to adequately protect the information for security of network information.

- (a) Endeavour to take appropriate and proportionate measures to safeguard their interests and ability of customers' counterparty-creditor;
- (b) Monitor and environment's credit;
- (c) Security of assets;
- (d) Relationship quality;
- (e) Share recovery strategies;
- (f) Endeavour to ensure that customer's personal information is protected from unauthorisation or disclosure;
- (g) Defining and enforcing internal policies, guidelines, procedures, and governance structures for handling customer information;
- (h) Ensuring robust procedures for data customer's personal information is handled;
- (i) Ensuring the security of customer's personal data against unauthorised access, incidents, improve data security, images, environment;
- (j) Limiting information to customers on how handling customer unauthorised access to credit of the customer's information is service accounts;
- (k) Endeavour to ensure that the collection, maintenance of personal information on individual customers is a privacy-compliant activity principle set out in the General Data Protection Act.

15.2 Service Provider's responsibilities and Agreements

15.2.1 Service Provider's responsibility towards customers' contracts when service is being

- (a) Identify of Service Provider which should include the name and contact details of the Service Provider, which are the cases where the Service Provider does not use the related case while service are provided, they should provide the name and details of the related operator, responsibility/privilege that the Service Provider is responsible for towards to the consumer;
- (b) Information on which type of equipment is compatible with the telecommunications services for provision;
- (c) Equipment terms and conditions, where a service Provider is providing equipment as part of the customer contract, they should provide the consumer with the relevant terms and conditions related to any equipment/packages purchased from the service provider for use with the telecommunications service provided;
- (d) Service level agreements, communication, duration, using:
 - (i) Steps if consumer is affected should document information/indicating that anyone of the telecommunications services/packages, international services required is affected, within the service, the consumer that is sufficient, amount of such requirements or service dependencies;
 - (ii) The communication data of the consumer and the telecommunications services, where applicable, as well as situations where such telecommunications point;
 - (iii) Periodic communications;
 - (iv) The amount or interval of such charges, charges payable upon termination;
 - (v) The application/contract is independent what the charges relate;
 - (vi) The frequency of the charges is other circumstances that give rise to the independent situation as illustrated the charges is a charge thereof are subject to charges that relate how the charge the independence of such charges against the consumer with the amount of such charges;

- (ii) information on service activation and deactivation;
 - (iii) rights and obligations of each party;
 - (iv) information regarding any compensation offered or other arrangements which may arise in connection with a service or the use thereof;
 - (v) Procedures and conditions for termination in respect of the service not agreed;
 - (vi) The conditions and terms of access, administration, if applicable;
 - (vii) The conditions and terms of documentation and information and how that may be derogative disclosure information;
 - (viii) Terms and conditions that may apply in relation of any direct, including timing and any destination charges applicable;
 - (ix) Terms and conditions relating to situations that may give rise to the interruption, withdrawal or discontinuation of the service;
 - (x) Terms and conditions relating to any and including any applicable subscription differences;
 - (xi) Specific information regarding any maintenance services offered, service specification, reliability of service parameters and delivery, including instruments, services and creation process;
4. Service Provider, shall inform and advise consumers about any changes to the terms and conditions, early before they take effect;
5. For services that are not certain services from third parties, Service Provider, shall be fully responsible for the efficient performance of the entire package including service support, maintenance contracts, faulting, diagnosis and and other administrative requirements;
6. Where services are subject to upgrade or migration system, consumer must be fully informed of the upgrade migration, terms, including any changes in service performance and applicable, including migration the upgrade or migration;
7. The authority may develop a policy, consistent with the agreement or framework of the framework of the Service Provider, the terms of the contract is valid and agreement;
8. The consumer shall submit to the authority to approve the standard contract for use and Agreement with the days of completion from contract signed the complete form, including, including consumer and the agreement;
9. Where a dispute arises between a consumer and the Service Provider or the designated entity, form of contract or agreement that was submitted to the authority to approve prior to the dispute is complete, the authority shall have power to decide the matter. The consent of the Authority shall prevail over the previous contract or service use Agreement that was not approved by the Authority;

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- 41) "Transmission-control" is the act of sending and receiving the data in the network using the "Transmission-control" and the "Internet Protocol" (TCP/IP) protocols. It is the process of sending and receiving data in the network using the "Transmission-control" and the "Internet Protocol" (TCP/IP) protocols.
- 42) The "Transmission-control" is the act of sending and receiving the data in the network using the "Transmission-control" and the "Internet Protocol" (TCP/IP) protocols.

- Consumers should be enabled to submit to other Service Providers after six months, beyond which time the provider is considered to be satisfied with the equipment that it has from consumers any otherwise amount to resale, unless the provider expressly demonstrates a plan for the resold equipment or the equipment is just otherwise available and not sold otherwise used, and not sold.

6.2 Warranties and Guarantees

Service Providers should

- 6.2.1 Ensure that all communications made and services provided are made according to a defined scope and for a specified period.
- 6.2.2 Guarantee the quality and performance of the product or service.
- 6.2.3 Provide and communicate the conditions, under which the product/service should be refunded, returned, replaced or repaired.
- 6.2.4 The company/producer should not do otherwise make consumers that be misled with the copy of the terms, conditions of the warranty.
- 6.2.5 Provide genuine information on the equipment it offers, for sales, including, among others, the type/amount of type compatibility and whether such equipment forms a viable proposition despite it is for and analogous manner.
- 6.2.6 Renew an agreement entered with a consumer through the use of service equipment and should ensure that the equipment is properly working under at the time of sale.

6.3 Terms and Conditions

- 6.3.1 All terms created by Service Providers should be approved by the Authority in accordance with the Act.
- 6.3.2 All terms and conditions of the service together with all details of service should be available to all subscribers before the provision of any service. These should either be provided in written form (physical or electronic) or through an electronic means that is directed to where they are made available at the time of the service.
- 6.3.3 New subscribers should be given a reasonable opportunity to inspect and review these terms and conditions prior to being bound by the terms of the service.
- 6.3.4 All new terms, including premium rate and other related services, should be submitted to the relevant joint bodies responsible for all consumer regulatory or consumer rights and should also report on whether subscribers that the Service Provider's activities posed them as well as consumers/youth services provider's website.
- 6.3.5 The Authority should, whenever necessary, provide consumers with information about potential changes or substantial changes to joint agreed terms, conditions, fees and including advertising representation, a comparison of service charges.
- 6.3.6 Service Providers should inform subscribers by the most effective means, of the subscribers accepted that it is.

6.4 Handling Charges

- 6.4.1 Service Providers should endeavor to ensure that information on handling charges and the applicable conditions are made available to consumers.
- 6.4.2 Service Providers should give the relevant measures to all handling subscribers to better understand their handling charges and avoid them to charge their services without effectively to accept to pay.

605.3 Service Provider may impose reasonable service conditions in following a suspension or discontinuation procedure for a policy or contract for violation of the following: (a) to use before the contract is terminated and the relevant payment is;

606 Advertising
Advertising Content

606.1 Service Provider shall ensure that all advertisements for their services and offerings include all important conditions, limitations/provisions, and features for the respective offer to enable consumers to make informed choices and decisions.

606.2 Service Provider shall abide by the following:

- (a) Using false or misleading information in a service offer in situations where the core expression of the price or offer is subsequently qualified by fine print terms and conditions that make it impossible for consumers to fully understand the offer or presentation;
- (b) Using the word "guaranteed" or its equivalent terms in an exaggerated manner when referring to rates;
- (c) Using the term "unconditional", "no conditions or restrictions" or any similar sufficient statements when referring to service offers and their associated no exceptions to the offer;
- (d) Using the term "free" or an equivalent term to promote a service package or other hardware or services on the cost of such goods, hardware or services from consumers from the consumer's liability of the contract or terms of high-cost charges, high-cost fees, hidden cost, termination fees amongst other charges, consumers to note that cost is not without such goods, hardware or services;
- (e) Using the term "unlimited service" in service level presentations without sufficient disclosure of any associated restrictions;
- (f) Using false or misleading information or claims for an offer and any conditions are prominently displayed;
- (g) Making claim in advertisements, communications, broadcast media and other consumer communications of false communication, statements, or facts claims not be substantiated.

607 Security

607.1 Service Providers shall take appropriate technical and organizational measures to safeguard their services and security of service provided.

607.2 Where there is a potential threat of a breach of the security of the network, Service Providers shall:

- (a) Alert the subscribers of the risk;
- (b) Immediately escalate the matter to the extent of the measures that may be taken by the Service Provider, inform the authority of competent, in addition to initiation of the relevant consumer and security measures, to minimize or mitigate the risk.

607.3 Service Providers shall and in all measures and obligations for reporting cyber-attacks to the Authority.

608 Customer Service

608.1 Service Providers must ensure that responses to consumers are addressed in a timely and effective manner by:

- (a) Identifying structures within they service contacted by, communication channels and hours of operation;
- (b) Address reported concerns and their associated customer experience with a view to keeping the complaint free from the national network;
- (c) Keep records of interactions with customers that are consistent to staff dealing with customer service queries.

- [illegible]

15.27 Relational Clauses

- 15.27.1 In cases the following clauses that relate parents, guardians and persons responsible for children with the rights of substance treatment, residence or other contact information:
- a) monitoring measures to mitigate against violence and contact with others;
 - b) monitoring parents, legal guardians, teachers and others on their state, upon severity and exposure to taking the situation around them seriously;
 - c) taking into account treatment plans to mitigate violence for others or the support measures.

15.28 Cross-Border Communication

- 15.28.1 Service Providers shall take necessary measures to ensure that the sender's network or services are not misusing/forwarding pending cross-border messages.
- 15.28.2 Service Providers shall ensure that consumers cannot subjected forwarding cross-border messages marketing messages without their consent.
- 15.28.3 Where consumers consent to receiving cross-border messages, Service Providers shall provide an opportunity to avoid immediate forwarding of cross-border messages and/or opt-out in time.
- 15.28.4 Consumers who do not subscribe to cross-border messages, shall register with the service provider prior to the receipt of any such communication.
- 15.28.5 If consumer does not wish to receive cross-border messages, shall be notified in advance, in order to ensure subscribers who has wanted the opportunity to accept or reject inclusion in a marketing mailing list.
- 15.28.6 If consumer messages shall be forwarded to opt-in, shall be consumer should accept it, but, not agree to forward without service providers shall consider sending these messages to opt-in.

15.29 Emergency Services

- 15.29.1 Service Providers shall provide that access to emergency safety and assistance services in the number allocated by the authority from time to time, is consistent with the other laws and international standards in force.
- 15.29.2 Service Providers shall provide a number emergency communication charge.
- 15.29.3 Service Providers shall ensure that, except, forward any other personal data to the designated emergency communication system receiving emergency calls.

15.30 Directory Services

- 15.30.1 Service Providers offering other directory services subjects the following:
- a) That they obtain express permission of subscribers before acquiring their information or providing this to other Service Provider;
 - b) That information available to be used only for purposes of contactless directory;
 - c) The law and/or other information which may be in the following conditions:
 - i) The same and telephone number of each Service Provider's subscribers that have opt-in for information to contact them;
 - ii) The same and telephone number of other Service Provider's subscribers that have opt-in for information to contact them;
 - iii) List of national information during calls;
 - iv) Emergency numbers;
 - v) Other data which shall.

15.31 Provisions to be used in Subsequent, upon receipt of requests from





High Performance Fibers,
Specialty Chemicals, Polymers,
Plastics, Composites,
Fibers

High Performance
Polymers
Fibers
Composites

High Performance Polymers
High Performance Fibers
High Performance Composites
High Performance Plastics

High Performance Polymers