

ORDER

1. In accordance with Section 63(1)(d) of the Regulatory Act 2011 (“the RAA 2011”), this order confirms that Licensees, as defined under the relevant Integrated Communications Operation License (“ICOL”), are prohibited from charging Residential Subscribers and Small Business Subscribers (collectively, “the Subscribers”) for any bills required by Section 14.6 of the ICOL. This prohibition applies to all bills required under Section 14.6, regardless of whether such bills are provided in paper or electronic format. For the avoidance of all doubt, the practice of charging the Subscribers for receiving “paper” bills will be contrary to the provisions of the ICOL.
2. Section 14.7 of the ICOL regulates the provision of itemized bills, upon request from a Subscriber, and does not apply to the standard monthly bills required under Section 14.6.
3. This Order shall become effective on the date of its publication.
4. So ordered this 17th day of March 2016.