Quality of Service (QoS) Standards are a set of Overall and Guaranteed Standards developed by the OUR to ensure that the providers of electricity, water and telecommunications services deliver a certain value to consumers. The OUR regulates the services of utility service providers, prescribing minimum standards in relation to utility services. Overall and Guaranteed Standards serve as a guide to service delivery and motivate the service providers to strive for continuous improvements in service to consumers.

Consultation Documents are public discussion papers in which the OUR:
- brings to the public attention important issues relating to utilities regulation;
- puts forward options and/or proposals as to the approach to adopt in dealing with these issues and to seek to resolve them in the best interests of consumers and the society at large, and invites comments from the general public and from other interested stakeholders such as service providers, businesses, professionals and academics.

A Determination Notice outlines a definitive decision, opinion or conclusion prepared and issued by the OUR on a matter such as a response to a request for a rate review by a public utility. The document presents the legal authority for the OUR’s decisions on the matter as the independent regulator. (Decisions are usually made based on consultations, discussions and best practices).

Tariff Applications are requests submitted by public utility companies when seeking to have a review of their rate structure (rate review).

The Jamaica National Numbering Plan devises rules that ensures fair and equitable access to telecommunication numbers by carriers and service providers in Jamaica.

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