



National Information and Communications Technology Authority

Public Notice

Making of ICT Industry Rules

All stakeholders in the ICT industry, interested parties and the general public are advised that NICTA has made the following Rules in accordance with Sections 2, 9 and 218 of the NICT Act 2009.

Consumer Protection Rule 2014

The Consumer Protection Rule is intended to serve as a guideline to retail service providers to provide a minimum required level of service to their customers as well as to enhance customer welfare.

The Rule is applicable to the following categories of ICT licensees:

- Individual Application Licensees
- Individual Content Licensees

Annual ICT Data Collection Rule 2014

The Annual ICT Data Collection Rule sets out the framework to regularly collect, collate, analyse and publish key industry data from licensees as required under NICTA's statutory obligations.

The two Rules have been gazetted in the National Gazette No. G316 dated, July 25, 2014. The gazettal notice and the Rules are available on the NICTA website at www.nicta.gov.pg

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Charles S. Punaha
Chief Executive Officer