

OUR
OFFICE OF UTILITIES REGULATION

Regulating Utilities for the Benefit of All

Media Release

FOR RELEASE: Tuesday June 08, 2010

OUR investigates life cycle of Claro prepaid credit

The Office of Utilities Regulations (OUR) has written to Telecommunications provider Claro in furtherance of investigations into the life cycle of prepaid credit sold by the company.

Over the past few weeks the Office of Utilities Regulation has fielded concerns from several customers of the mobile company who claimed that the life of the prepaid credit was shortened by the company without due notice.

The OUR has asked Claro for an explanation of exactly what changes were made to its prepaid credit life cycle and what was the life cycle for each class of prepaid credit before the changes were made.

It also wants to know when the changes were made to the prepaid credit life cycle and how the changes were communicated to customers. The telecoms provider has been asked to provide to the OUR, copies of the communication it sent to its customers on this matter.

In addition, Claro has been asked to provide the Regulator with information on the current prepaid numbering life cycle.

The Office of Utilities Regulation (OUR) has told Claro that it must provide the requested information by this Friday June 11, 2010.

- 30 -

CONTACT: Michael A. Bryce
Director - Consumer & Public Affairs
968 6053-4