



OFFICE OF UTILITIES REGULATION

Regulating Utilities for the Benefit of All

FLOW TO DETAIL REMEDIES FOR CUSTOMERS AFFECTED BY SYSTEM OUTAGES.

(KINGSTON, Jamaica; 2015 October 22): The Office of Utilities Regulation (OUR) has asked FLOW to provide details of its policy for handling prolonged system outages which is impacting its customers. The telecommunications company blamed the theft and vandalism of, and tampering with its cables and other facilities, for the problems affecting service quality to its customers.

FLOW was also asked to provide the OUR with information on:

- The number of complaints received between January and September 2015;
- The location of areas of service outages, causes, and the number and extent of customers impacted since the start of the year up to September 2015;
- Steps taken by FLOW since January 2015 to address customer concerns;
- FLOW's plans to address existing service outages and plans to minimise same.

These requests for information followed the OUR's meeting with FLOW last Friday, 2015 October 16. The OUR requested the meeting against an uptick in the number of customer complaints received by its Consumer Affairs Unit regarding disruption in service as well as other quality of service issues.

FLOW gave the assurance that it is taking steps to handle the increased number of customer complaints.

The OUR encouraged the company to have ongoing communication and engagement with its various stakeholder groups.

The regulator expects to receive the requested information by Friday, 2015 October 23.

The OUR regulates FLOW's landline, mobile and broadband services.