

OUR Awaits Further Analysis of FLOW’s Widespread Disruption

(KINGSTON, Jamaica; 2016 September 21): The Office of Utilities Regulation (OUR) is awaiting the results of a Root Cause analysis to be conducted by FLOW, following its 17-hour interruption of service to customers in several parishes between 2016 September 2 and 3 and which it has committed to share with the OUR and the Ministry of Science Energy and Technology.

FLOW submitted a preliminary report to the OUR, in which it outlined its initial determination of the cause of the disruption and steps that were taken to resume normal service to affected customers and prevent a recurrence. Further investigations are being done however, to determine the root cause of the system failures.

The telecommunications company confirmed that between 8:34 pm on 2016 September 2, 2016 and 1:30 pm on 2016 September 3, there was an outage which resulted in interruption of Internet Service for customers on one of its Hybrid Fibre/Coaxial (HFC) networks. It stated that some 70-thousand customers were affected at different times throughout the outage with the majority being affected during the last ten hours of the disruption.

The service outage affected customers on the HFC platform in Kingston & St. Andrew, St. Catherine, Clarendon, Manchester, St. James, St. Ann and St. Mary. However, it says its Business Process Outsourcing sector and large corporates were not affected as they are assigned static internet addresses and/or their service is via a direct optical fibre connection.

The OUR, after receiving the results of the Root Cause analysis, will further engage with FLOW to determine its further course of action.