

OUR asks Digicel for new fee explanation

(KINGSTON, Jamaica; 2017 June 28): The Office of Utilities Regulation (OUR) has written to Digicel requesting that the company explain its decision to start charging a Prepaid Maintenance Fee (PMF) to customers whose monthly spend is under J\$50.

The OUR also wants Digicel to provide evidence that it had provided customers with sufficient advance notice; the exact amount to be charged; and the basis of such a charge. Digicel has been asked to respond to the OUR's queries by 2017 June 30.

In a letter dated 2017 June 23 to the OUR, Digicel advised that the purpose of the PMF is to ensure that all customers adequately contribute to the cost of operating and maintaining their accounts on its systems and networks, in circumstances where they spend less than \$50 within a calendar month. This new measure took effect 2017 June 22.

In its response, the OUR noted that while Digicel has updated its Terms and Conditions on its website with the PMF (clause 10.4), there is no indication of when its customers were notified, if indeed they were notified at all.

The OUR also expressed its disappointment that Digicel had not notified the regulator of this new fee prior to implementation.