



**OFFICE OF UTILITIES REGULATION**

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*Regulating Utilities for the Benefit of All*

**FOR IMMEDIATE RELEASE**

**OUR Writes to LIME on Call Issues**

**(KINGSTON, Jamaica; May 6, 2014):** The Office of Utilities Regulation (OUR) is seeking more clarification from Cable & Wireless Jamaica t/a LIME, following on frequent customer complaints about quality of service issues relating to mobile calls and access to its Call Centre.

In a meeting with the telecommunications company and the OUR on April 2, 2014, LIME acknowledged that it was aware of the issues, and that improvement work was to have been completed two weeks from the date of the meeting.

In a letter to LIME dated April 8, 2014, the OUR's Director of Consumer and Public Affairs, Yvonne Grinam Nicholson noted that from January 2013 to March 2014, the OUR received ninety-six (96) complaints relating to interruption of calls (dropped calls) and failure of calls being set-up on LIME's network (that is, caller does not receive a service tone or ringing tone at the call network termination point) after a telephone number is dialled.

"The OUR is concerned about the frequency of complaints about the quality of service delivered by LIME and we have been in discussions with them about the cause and the fixes," she said. The OUR pointed out in its letter to LIME that customers complain that they are not able to make contact with LIME's Call Centre, resulting in the OUR becoming the first point of contact for customer complaints.

Admitting that the number of dropped calls and calls not being set-up on the network was currently below targeted performance level, LIME noted in its response that this was due to its "aggressive push to improve customer value", resulting in capacity issues.

The company explained that much of the equipment to do the work has already been shipped and some sites have already been upgraded. High traffic areas such as Kingston and St. Andrew had been prioritized for upgrades which are scheduled for completion by June 2014. LIME has also reported that it has resolved the issue of longer wait times for customers accessing its Call Centre operations because of the recent restructuring of its operations there.

The company said that it was working assiduously to correct the network problems and is in constant communication with its customers to ensure that they are aware of the steps being taken to rectify the situation.

The OUR will be monitoring customer complaints and has requested data from LIME to evaluate whether the situation has improved.

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