

FOR IMMEDIATE RELEASE

OUR Issues Direction to FLOW on the Conduct of analysis on recent service disruption

(KINGSTON, Jamaica; 2019 December 23): The Office of Utilities Regulation (OUR) has given direction to FLOW on the conduct of a comprehensive investigative analysis of the incident which resulted in significant service interruptions to thousands of its customers on 2019 December 14 and 15. FLOW is required to indicate to the OUR by 2019 December 27, a timeline for completing its investigation and submitting the report to the OUR.

The report should identify all system, human, procedural/policy and latent root causes of the incident and must: provide a full, clear and unambiguous explanation of the event; identify the underlying causes; and present the effectual measures taken and to be taken to prevent a recurrence and to protect the public's interest.

In a letter to FLOW's Country Manager, Mr. Stephen Price, the OUR, after reviewing the preliminary report submitted by the telecommunications provider on 2019 December 16, ordered that FLOW includes in its promised follow up report, due during the week of 2019 December 22-28, *inter alia*, information and/or clarifications regarding:

1. The duration of the outage on the mobile networks.
2. The geographical coverage of the outage, indicating all affected parishes.
3. The timeline for completing the post-incident investigation and submitting a detailed report to the OUR.
4. Whether consideration will be given to compensate customers who in some instances would have lost as much as eighteen hours of their credit validity period.

The OUR notes that this latest disruption came in the wake of recent problems on the network in 2019 October which prompted a meeting with FLOW on 2019 October 29.

OUR, in its monitoring of mainstream and social media, has also taken note of the impact the recent outage has had on affected customers.