

Media Release

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“OUR to further examine consumer protection for Claro customers”

The Office of Utilities Regulation (OUR) will be further examining what, if any, consumer protection can be afforded to customers of Claro following on the announcement by Digicel that it will be terminating the Claro network come March 01.

The company today advised the OUR of its intention to cease the operation of the Claro network effective March 01, 2012 and says it has put in place measures to effect the transition of those customers who wish to migrate to its core network.

With network closure slated to occur at the start of March, the telecoms company told the regulator that all Claro plans and promotions will be terminated. The OUR is concerned about the level of protection afforded to customers in light of the planned closure of the Claro network.

At today's meeting, Digicel advised the Office of Utilities Regulation (OUR) that it will bring forward its communication plan to advise customers of the Claro network about the pending changes to the network and its operations.

Digicel says customers may access either network's call centre for further information.

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