

OUR to Meet with FLOW about increasing Customer Complaints

(KINGSTON, Jamaica; 2015 October 14): The Office of Utilities Regulation (OUR) is to meet with the leadership of FLOW on Friday amidst a sharp increase in the number of customer complaints. The complaints surround overall poor quality of service; service disruptions, dropped calls, disputed charges and billing matters.

The OUR has seen a 74% increase in the number of service interruption complaints from FLOW customers over the 2015 April-June quarter, when compared with the preceding quarter. This represents the highest movement in service interruption contacts over this period.

Cumulatively, from January 1, 2015 to September 30, 2015, the OUR received forty (40) contacts from FLOW customers, twenty (20) of which are related to broadband service; and three hundred and sixty (360) complaints from LIME customers regarding mobile, internet and landline services.

The OUR will request actions and remedies from the company in response to these complaints.

The OUR commends customers for their vigilance in demanding quality service from their utility providers.

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