

Media Release

Office of Utilities Regulation (OUR) advises on post-Beryl telecoms charges

(Kingston, Jamaica: 2024 August 29) Following customer complaints about the continued receipts of bills without service, the two major telecommunication providers, Digicel and Flow have confirmed with the Office of Utilities Regulation (OUR) ‘no usage charge’ for the period of interruption since Beryl, for customers whose service is unrestored.

However, all customers who have had service prior to and after Beryl are required to pay the charges on their bills.

Cable & Wireless Jamaica Ltd. and Columbus Communications Jamaica Ltd. (FLOW) is informing its customers without service since Beryl that:

- Their bills should not reflect any usage charges for the period of interruption.
- The rental charges that are billed to customers’ accounts despite the service interruption are a function of FLOW’s billing system and will be reversed once service is restored.
- Customers will not lose their number if they do not pay the rental charges applied during the period of service interruption.

FLOW has also said that its fixed service customers who had service interruptions for more than seventy-two (72) hours because of the hurricane, will benefit from a one-time rebate. This one-time rebate will be automatically applied to customers’ bills immediately following service restoration.

Digicel has confirmed that:

- Bills for customers that were out of service should not reflect any usage charges for the period of interruption since Beryl.
- For postpaid mobile and Digicel Plus customers, rebates will be applied to account holders who lost service, based on the number of days lost.

The OUR is urging customers of the telecommunications providers to be vigilant to ensure that the companies are meeting their commitment and to bring observed deviations to its attention.

The OUR is also advising customers who face issues with their bills:

- To first, complain to their telecommunications providers, ensuring that you provide all relevant details such as the current and previous bill.
- Also, where a complaint is made via the Call Centre, ensure you get a reference number.

Page 2....

QUALITY POLICY STATEMENT

OUR RULES: The management and staff of the OUR are committed to Regulating Utility services in accordance with our Legislative powers and to the Enhancement of customer Satisfaction through continual improvement of our quality management system.

ISO 9001:2015 certified

Contact the OUR immediately if:

- You are not satisfied with your utility providers' response.
- You are told to pay the bill or the service will be disconnected.
- You receive no response within 30 working days.

---30---

Contact OUR's Public Affairs Unit: publicaffairs@our.org.jm or 876-968-6053

OUR Consumer Contact Details:

Office of Utilities Regulation
3rd Floor, PCJ Resource Centre
36 Trafalgar Road
Kingston 10

Tel: 876-968-6053

E-mail: consumer@our.org.jm

Website: www.our.org.jm

Facebook.com/officeofutilitiesregulation

<https://x.com/theourja>

Toll Free from land lines: 888-CALL-OUR (2255-687)

QUALITY POLICY STATEMENT

OUR RULES: The management and staff of the **OUR** are committed to **Regulating Utility** services in accordance with our **Legislative** powers and to the **Enhancement** of customer **Satisfaction** through continual improvement of our quality management system.

ISO 9001:2015 certified