

Media Release

FOR IMMEDIATE RELEASE

OUR and Digicel Sign Service Level Agreement to Strengthen Consumer Complaints Handling

(Kingston, Jamaica; 2026 March 5): The Office of Utilities Regulation (OUR) and Digicel (Jamaica) Limited signed an inaugural Service Level Agreement (SLA) on 2026 March 4, marking a significant step toward strengthening the complaints handling process for utility customers.

The agreement, signed by Yvonne Nicholson, Director of Consumer and Public Affairs at the OUR, and Stephen Murad, Chief Executive Officer of Digicel Jamaica, establishes clear timelines, responsibilities, and performance standards for the handling of customer complaints regarding Digicel matters.

“By clearly defining performance standards, complaint resolution timelines, and quality of service benchmarks, this agreement ensures that customers receive the consistent, high-quality experience they deserve. It also reinforces the shared commitment of both entities to transparency, modernisation, and the continuous improvement of essential communication services,” said Mrs. Nicholson. She is optimistic that other utility providers will also sign a similar SLA with the OUR shortly.

Mr. Murad outlined Digicel’s enhanced approach to consumer engagement. “We’ve been building some clear blocks of how to respond to our customers when they want us to respond to them. We’ve got our web chat agents available 24-7, 365, when you need help most. But we’ve also started to take that to a different level with our AI chat agent helping to provide information when a customer wants the simplest, basic information,” he said.

He added that Digicel is also expanding automation and investing in reskilling its frontline agents to resolve issues more effectively.

Key Provisions Under the SLA

The SLA addresses the timelines for the handling of matters, including the following:

- Digicel’s Acknowledgment of OUR letters: 2 working days;
- Routine complaints response: within 30 working days, with Digicel responding to the OUR within 10 working days;
- Special/complex complaints response: within 40 working days, with Digicel providing its initial response to OUR within 10 working days and allowed another 10 working days where additional information is requested.

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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

OUR and Digicel Sign Service Level Agreement (cont'd)

The SLA also includes supporting mechanisms to improve communication between both parties, on consumer matters to include:

- Monthly reports from the OUR on open and completed complaints;
- Escalation to Digicel's Legal & Regulatory Director when delays occur;
- Collaborative meetings to address trends and improve complaints processing timelines.

This agreement supports OUR's broader strategy to promote fairness, strengthen consumer engagement, and enhance service-quality standards across all regulated utility sectors.

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

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