OFFICE OF UTILITIES REGULATION
Regulating Utilities for the Benefit of All

888-CALL-OUR
publicaffairs@our.org.jm
3rd Floor, PCJ Resource Centre 36
Trafalgar Road, Kingston 10
www.our.org.jm
@theourja

Media Release

FOR IMMEDIATE RELEASE

OUR and FLOW set up Service Level Agreement for Customer Complaints Handling

(Kingston, Jamaica; 2026 November 26): The Office of Utilities Regulation (OUR) and FLOW have established a Service Level Agreement (SLA) for Complaints Handling, signed on 2026 November 24.

The SLA outlines the agreed responsibilities of both parties in the Complaints Handling Process, including timelines for acknowledging, responding to and investigating customer complaints.

This is the second SLA between OUR and a major utility provider, following the one signed with Digicel on 2026 March 4. The OUR is seeking to establish SLAs with the major utility service providers to address the timeliness of the feedback requested by the OUR on customer complaints and the pace of complaint resolution. The delivery of responses from service providers remains an important issue, and the SLA is intended to streamline and reinforce the commitment of all parties towards improving customer complaint resolution timelines.

In welcoming the signing, OUR's Director on Consumer and Public Affairs, Dr. Yvonne Nicholson said, "The Service Level Agreement with FLOW formalises the responsibilities and timelines for handling customer complaints and strengthens accountability by clearly defining how complaints are acknowledged, investigated and resolved.

"It bolsters consumer protection and service accountability. Establishing clear response and resolution standards will help ensure that customers receive faster, more transparent, and more consistent treatment when issues arise. Ultimately, the partnership benefits customers by improving the efficiency of complaint handling, enhancing regulatory oversight, and driving higher standards of customer service across the telecommunications sector."

-30-

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