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Utilities Regulation & Competition Authority

Phone: 393-0234

info@urcabahamas.bs

www.urbahamas.bs

URCA Continues Enquiry into BTC Outages

The Utilities Regulation and Competition Authority (URCA) has been pursuing enquiries with the Bahamas Telecommunications Company Limited (BTC) about the several outages to their network that occurred in recent weeks. Besides keeping the public informed, BTC has been communicating regularly with URCA and providing reports of the technological details surrounding the outages.

Given that these outages resulted in widespread interruption of certain electronic communications services to consumers and impacted on the national economy, URCA is continuing its enquiries with BTC under the Communications Act, 2009.

URCA wishes to assure consumers that it will continue to take the necessary regulatory actions to ensure that all licensees provide the highest quality service levels to the public. Members of the public who wish to provide inputs on specific outages to assist URCA in this enquiry may submit written comments by email to info@urcabahamas.bs

URCA is the independent regulator of electronic communications services and networks in The Bahamas and acts in a manner that is transparent, fair and non-discriminatory.

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For Consumer and Media queries, please contact:
Lisa Bellot, Consumer & Information Representative
Tel: 393-0234 or Email: info@urcabahamas.bs