



FOR IMMEDIATE RELEASE

URCA Compels Investigation into BTC Network Outage

Friday June 22, 2012, the Utilities Regulation and Competition Authority (URCA) advised the Bahamas Telecommunication Company Ltd (BTC) of the launch of its investigation into BTC's actions regarding the June 18th and 19th network outages. The regulator advised that the investigation will address two core issues:

1. Whether BTC took all reasonably practicable measures to prevent such network outages
2. Upon the occurrence of the network outage, whether BTC took all reasonably practicable steps to restore the affected networks within the shortest time frame possible

The network outage affected both BTC's fixed and mobile networks. URCA has given BTC a July 9, 2012 deadline to provide a detailed report on the outage, including technical details of all points of failure, the impact of each failure on network activity and related services, and the time within which relevant personnel would have responded to these failures. The report must also outline the causes for the outage, detailed steps that would have been taken to restore functionality and specifications of preventative systems and other safeguards against such occurrences, including procedural measures and related activity.

URCA has also prohibited BTC from "disposing of, destroying or otherwise removing from BTC's control any data, documents, information or equipment relating to the affected parts of its fixed (voice and broadband) and cellular mobile networks for the period of ninety (90) days immediately prior to and following the outages." It is critical that such information remain in place, should URCA's investigation require further audit and inspection of these particulars.

Referring to BTC's operating responsibility regarding the "continuity of public telephone networks and carriage services", URCA CEO, Kathleen Riviere-Smith underscored BTC's obligation "to take all reasonably practicable steps to maintain, to the greatest extent possible, the proper and effective functioning of any public telephone network that it provides, at all times". Riviere-Smith affirmed URCA's commitment to ensuring an exhaustive investigation into the network outage. Such an investigation she said is fundamental to URCA's mandate of representing the public's best interests.

The CEO also referred to the regulator's annual plan of projects and activities for 2012 [published April 2012 and available on the URCA website www.urbahamas.bs], which includes its forthcoming public consultation on consumer protection regulations. Consultative activity for this project is expected to begin during the final quarter of the year and will include in addition to a number of other issues, discussion of service level agreements between operators and their customers. These instruments typically outline the operator's service responsibilities to customers, including mitigating arrangements when services fall short of agreed standards.

Mrs. Riviere-Smith stated that once BTC has fulfilled its reporting requirement to URCA on the network outage that the regulator expects an additional four weeks for completion of its investigative review of the matter.

##

June 26, 2012

Media contact:

A. Gabriella Fraser
Corporate and Consumer Relations Manager
Utilities Regulation & Competition Authority
P. O. Box N 4860
Nassau, The Bahamas
Email: agfraser@urbahamas.bs
Telephone: (242) 396 5201
Facsimile: (242) 393 0153
www.urbahamas.bs