



## **PUBLIC NOTICE**

### **Investigation of the Bahamas Telecommunications Company Limited Network Outage of March 22, 2014**

The Utilities Regulation and Competition Authority (“URCA”) issues this notification in accordance with section 8(1)(e) of the Communications Act, 2009 (“Comms Act”).

URCA hereby notifies the public that, in exercise of its powers under section 9 of the Communications Act, 2009, it has commenced an investigation into the network outage experienced by the Bahamas Telecommunications Company Limited (BTC) on March 22, 2014.

On March 26, 2014, BTC duly notified URCA regarding the said network outage which resulted in the disruption to fixed and mobile services as provided by BTC to members of the public. URCA considers the nature and scope of the said network outage and the consequential impact on consumers throughout The Bahamas to be a matter of significant regulatory concern. BTC has an obligation under the Individual Operating Licence as issued to it by URCA to ensure that it takes all reasonable practicable steps to maintain, to the greatest extent possible, the proper and effective functioning of its public network.

URCA has therefore commenced an investigation into the BTC network outage and has thus far required BTC to submit to URCA on or before April 4, 2014 a full report in relation the network outage and BTC’s proposal for compensation to consumers affected by the network outage for URCA’s consideration.

Consequential to receiving the said BTC report and proposal, URCA will determine the appropriate regulatory and other measures to take to effectively address this matter. URCA therefore undertakes to further notify the public of the action taken.

**March 27, 2014**