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PRESS RELEASE:

OfReg Summons Flow and Datalink/CUC to Resolve IT Infrastructure issues.

After becoming aware of several consumers being without service, OfReg contacted CUC/Datalink and Flow who confirmed that removal of communications cables by Datalink over the weekend had impacted several Flow consumers.

Flow and CUC/Datalink were summoned to a meeting by OfReg on Monday morning (February 15) to resolve the issue of the restoration of service to approximately 40 Flow customers arising from actions taken by CUC/Datalink to address safety issues on February 13 and 14. The meeting resulted in the parties agreeing to immediately begin taking the necessary steps to address the outstanding safety issues and to take proper and timely actions to restore cables and connections to allow services to affected customers, to be restored.

"The Office has an obligation to protect the interest of consumers and is gravely concerned by the negative impact on consumers who experienced loss of services, due to no fault of their own." CEO Malike Cummings

The Office reminds licencees in all sectors of their obligations to consumers, to other licensees and the Cayman Islands as whole, and expects every effort and option is exhausted to resolve problems expeditiously in accordance with the laws and established standards.

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