



PUBLIC SERVICE ANNOUNCEMENT

29 February 2024

OfReg monitoring intermittent Flow mobile phone service issues.

Flow is experiencing intermittent issues with their mobile service. Utilities regulator, OfReg, has requested information from Flow and have been provided some information on the issues and the work they are undertaking to resolve.

OfReg's independent preliminary inquiries suggest that some customers may experience intermittent dropped calls or degraded signal reception. Some customers may experience no issues at all.

There is no information which indicates that the issues impact calls to 911 but the regulator is making further inquiries.

The regulator is actively monitoring Flow's work to address the issues in a reasonable, timely manner. Evaluation of the work will determine if further intervention from OfReg is required sooner.

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ABOUT OFREG

The Utility Regulation and Competition Office ('OfReg' or the 'Office') is the independent regulator established by section 4 of the Utility Regulation and Competition Act (as revised) (the 'URC Act') for the electricity, information, and communications technology, water, wastewater, and fuel sectors in the Cayman Islands.

OfReg provides the opportunity for consistency and collaboration in regulation across the energy, fuel, ICT, and water sectors; better utilisation of skills and resources resulting in more efficient and effective regulatory processes; encouraging competition where appropriate and feasible; championing sustainability and innovation across markets, contributing to the economic and social goals of the Cayman Islands.

For more information please contact:

Daniel Lee
Manager - Consumer Affairs & Public Education
Daniel.Lee@ofreg.ky