



PRESS STATEMENT

5 March 2024

OfReg meets with Flow on network outage in Bodden Town .

OfReg met with Flow Country Manager, Ms. Cristina Spratt, today, with the utility regulator seeking an urgent update on the extended and unresolved outage on its network, affecting residents and businesses in the Bodden Town area since yesterday, Monday, 4 March.

ICT Director at OfReg, Mr. Sonji Myles said, "We called a meeting with FLOW this morning to get a full understanding on the nature of the problem on their network in the Bodden Town area. Many customers currently have no access to internet services and some also have issues with voice calls and TV service - this is extremely concerning. Flow has identified that the problem is hardware related and are working to resolve the equipment failure as soon as possible. They were not able to say when services would be fully restored but Ms. Spratt confirmed that she has focused all resources at resolving the issue in order to get customers back online.

We will continue to actively monitor the situation closely."

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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.

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