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UTILITY REGULATION AND COMPETITION OFFICE

**PRESS RELEASE**

4 November 2024

**‘Mobile and Internet disruptions’**

OfReg is aware of telecommunications outages affecting mobile calls between Flow to Digicel as well as some fixed line business customers. Flow to Flow calls are working as are Digicel to Digicel. However, calls between the two networks are not.

Some business customers are also impacted rendering some point-of-sale card readers and some ATMs inoperable. Residential customers are not impacted. OfReg is in contact with all service operators and confirms that operators’ techs are treating this event as “severity 1”.

OfReg CEO states; *“the gravity of this outage is a serious concern which is only further compounded by the fact that there is an impending storm. Reliable Telecommunications service must be treated as a human right. For us priority is to have service restored and from there we will be seriously investigating the cause with a view to ensure actions are taken to make sure that such an outage – where avoidable, does not occur again in the future.”*

We will continue to provide updates as they become available.

**- ENDS -**

**PHOTO:** Mr Sonji Myles, ICEO.



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## UTILITY REGULATION AND COMPETITION OFFICE

### **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:**

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