



**UTILITY REGULATION AND COMPETITION OFFICE**

**FOR IMMEDIATE RELEASE**

## **Regulator Issues Flow with Enforcement and Fining Notice Following ICT Infrastructure Sharing Dispute**

**GRAND CAYMAN, Cayman Islands - 23 December 2025.** The Utility Regulation and Competition Office (URCO) has issued an **Enforcement Notice and Proposed Fining Notice** to Cable and Wireless (Cayman Islands) Limited, trading as Flow, following an own-motion investigation and dispute determination relating to infrastructure sharing arrangements within the Information and Communications Technology (ICT) sector.

The proposed notices, issued on 22 December 2025, relate to non-compliance with the ICTA (Interconnection and Infrastructure Sharing) Regulations, 2003. Consequently, URCO is considering the imposition of an administrative fine of KYD 400,000, subject to Flow's right to respond and the Office's consideration of those representations before any final determination is made.

### **Background to the Investigation**

The matter arises from a dispute between Flow and WestTel Limited, trading as Logic, concerning requests made by Logic to access Flow's communications tower infrastructure for the installation of mobile network equipment.

After becoming aware of delays and procedural concerns associated with the handling of these requests, URCO formally declared a dispute under the ICT Act and initiated an own-motion investigation. The investigation examined whether both licensees complied with applicable legislation, regulations, and licence obligations governing infrastructure sharing.

As part of the process URCO:

- Requested and reviewed extensive information from both parties
- Convened multiple meetings with each licensee
- Issued draft findings and provided opportunities for response and cross-comment



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- Issued a formal Directive requiring further technical and safety/ structural integrity information related to tower infrastructure
- Conducted additional rounds of information requests to clarify outstanding issues

A Final Determination on the Dispute was published in January 2025, concluding the dispute resolution phase of the process.

### **Proposed Enforcement Action**

Following that determination, URCO has now issued an enforcement and proposed fining notices to Flow in relation to alleged breaches of specific provisions of the infrastructure sharing regulations. The Office's preliminary findings indicate concerns relating to excessive delays, thus failing to meet regulatory timelines, negotiation processes, and Flows apparent lack of access to information on its own infrastructure necessary to allow it to materially respond to legal infrastructure sharing requests.

### **Commitment to Fairness, Transparency and Competition**

URCO notes that infrastructure sharing plays a critical role in supporting fair competition, efficient network deployment, and consumer choice in the Cayman Islands. At the same time, the Office recognises the importance of balancing these objectives with safety, technical integrity, and the operational realities faced by licensees.

Throughout this matter, URCO has sought to ensure that both parties were treated fairly, kept informed, and given multiple opportunities to provide information, respond to findings, and engage in the regulatory process.

The proposed enforcement action reflects URCO's responsibility to apply the regulatory framework consistently and transparently, with the ultimate aim of promoting effective competition for the benefit of all consumers, while ensuring that all licensees operate on a level playing field.

Further updates will be provided once the process has concluded and a final determination has been made. For more information, including the full determination, visit <https://www.ofreg.ky/ict/decisions>



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**ABOUT URCO** The Utility Regulation and Competition Office ('URCO' / 'OfReg', or the 'Office') is the independent regulator established by section 4 of the Utility Regulation and Competition Law (as revised) (the 'URC Law') for the electricity, information, and communications technology, water, wastewater and fuel sectors in the Cayman Islands. URCO provides the opportunity for consistency and collaboration in regulation across the ICT, energy, fuel, 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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