



Thursday, 30 June 2022

## **OfReg intervenes to resolve long-running dispute between broadband providers.**

A long-running dispute between local broadband service providers FLOW and C3 has been resolved following arbitration proceedings mediated by ICT regulator, OfReg.

C3 submitted an initial Dispute Determination Request to OfReg in June 2019 regarding several issues it was experiencing obtaining infrastructure sharing services with FLOW. As the operator of the MAYA-1 subsea cable, FLOW is legally obliged within the terms of its license to provide shared infrastructure access services to other licensed broadband services providers in the Cayman Islands.

OfReg conducted an extensive investigation and consultation process with both companies to establish the facts of the dispute. The alleged issues ranged from slow or uncompleted work, appropriate pricing for access, to technical issues on sub-duct sizes and access to install equipment at the MAYA-1 cable landing station.

OfReg has since made a number of determinations on the various issues, creating the opportunity for both companies to resolve their issues. A summary and the full determination document is publicly available on the OfReg website at <https://www.ofreg.ky/ict-determination-2022-1-c3-flow-dispute-re-infrastructure-sharing>

Executive Director for Information Communication and Technology at OfReg, Mr. Sonji Myles said: "Two of OfReg's principal functions in the ICT sector are to promote and maintain an efficient, economic and harmonised utilisation of our ICT infrastructure, and to resolve disputes on the sharing of ICT infrastructure between service or network providers.

In doing so, we ensure a level playing field for licensees, protect the interests of the public and promote competition and choice for consumers. In this case, intervention was required to resolve a number of issues that we are satisfied now means both licensees are compliant with the terms of their licenses and can equally provide consumers with more choice and better services in the future."

**- ENDS -**

### **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.



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**UTILITY REGULATION AND COMPETITION OFFICE**

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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