



FAIR TRADING COMMISSION

BARBADOS

NO. FTCUR/ORD/C&WSOS/2022-11

FAIR TRADING COMMISSION

IN THE MATTER of the Fair Trading Commission Act, Cap. 326B of the Laws of Barbados;

AND IN THE MATTER of the Utilities Regulation Act, Cap. 282 of the Laws of Barbados;

AND IN THE MATTER of the Utilities Regulation (Procedural) Rules, 2003 and the Utilities Regulation (Procedural) (Amendment) Rules, 2009;

AND IN THE MATTER of the Review of the Standards of Service for Cable & Wireless (Barbados) Limited pursuant to Section 3(1)(d) of the Utilities Regulation Act, Cap. 282 of the Laws of Barbados.

BEFORE:

Dr. Donley Carrington
John Griffith
Jennivieve Maynard
Sukeena Maynard
Ankie Scott-Joseph

Deputy Chairman
Commissioner
Commissioner
Commissioner
Commissioner

ORDER

ORDER

This Order is made pursuant to Section 38(c)(ii) of the Utilities Regulations Act Cap. 282 of the Laws of Barbados;

WHEREAS in recognition of the issues that have been considered and determined throughout the Fair Trading Commission's (the "Commission") review of the Standards of Service for Cable & Wireless (Barbados) Limited ("C&W");

AND UPON READING AND CONSIDERING the written submissions of C&W and Diana Douglas in response to the Commission's public consultation (by way of a Consultation Paper for the Determination and Applicability of the Standards of Service for C&W, dated April 23, 2021);

AND UPON CONSIDERING the Commission's own research, the Commission having received no written submissions or evidence during the Commission's public written hearing which commenced on June 8, 2022.

IT IS HEREBY ORDERED THAT:-

1. C&W shall comply with the prescribed Standards of Service set out at Tables 1 and 2 of the attached Schedule subject to the exemptions set out in the Standards of Service Decision dated the 13th day of December, 2022 (the "Decision");
2. C&W shall pay the prescribed amounts set out at Table 1 of the attached Schedule to any person who is affected by its failure to provide the utility service in accordance with the prescribed Standards of Service and in the manner set out in the Decision;
3. The Decision, and consequently, this Order, shall take effect on the 1st day of January 2023;
4. The Standards of Service set out in the Decision shall remain in effect for a period of three (3) years from the date of their implementation; and

5. The Commission shall be at liberty to extend the validity of the Standards of Service set out in the Decision for a further period of up to two (2) years.

Dated this 13th day of December, 2022

Original signed by

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Dr. Donley Carrington
Deputy Chairman

Original signed by

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John Griffith
Commissioner

Original signed by

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Jennivieve Maynard
Commissioner

Original signed by

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Sukeena Maynard
Commissioner

Original signed by

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Dr. Ankie Scott-Joseph
Commissioner