

# **PRESS RELEASE**

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## **The Telecommunications Regulatory Commission's Survey of Flow Fixed Broadband Service in the Virgin Islands**

**6 April 2017** – The Telecommunications Regulatory Commission (**Commission**) is conducting a survey to assist its regulation of Flow Fixed Broadband Service in the British Virgin Islands. The survey is one of the ten commitments Flow has agreed to in the Customer Charter on Fixed Broadband Service (**Customer Charter**), effective as of 15 November 2016. The purpose of the survey is to evaluate customers' satisfaction with Flow's Fixed Broadband Service in the Virgin Islands and will aid in monitoring Flow's performance during 2017.

The survey will remain open for consumer feedback until 31<sup>st</sup> December 2017. Any Flow subscriber to a fixed broadband or landline service can participate in the survey by simply visiting the Commission's website ([www.trc.vg](http://www.trc.vg)) or Flow's website ([www.discoverflow.co/](http://www.discoverflow.co/)). Alternatively, the survey is available at any Flow store on Tortola and Virgin Gorda.

Information gathered in the survey will be used by the Commission towards the enhancement of Broadband services in the Virgin Islands. The Commission will publish the results of the survey on its website every quarter; following which, Flow will provide a link to the results on their website. Flow subscribers are also entitled to receive a copy of the survey results upon request.

We would like to remind the public to read the Customer Charter and the Consumer Guidelines which resulted from the Commission's Declaration of Dominance of Flow dated 17 December 2015, in relation to Fixed Broadband Services. The Customer Charter sets out the minimum levels of service that customers can expect and advises customers of remedies that can be sought from Flow when service is below the expected standard. Flow's Customer Guidelines explains what customers can do to maximize broadband performance in the customer's home or business.

Melissa Farara, an Economist at the Commission said, "The Customer Charter was negotiated and imposed as a regulatory obligation upon Flow. With this commitment in place, the Commission is now better able to assess whether Flow has met their quality of service targets. The Commission believes this survey will help us to identify the main problems consumers are facing with Flow during 2017 and to identify the impact of quality of service on a customer's experience."

Guy L Malone, Chief Executive Officer of the Commission said, "Improving Fixed Broadband Service in the Territory is a key initiative of the Commission. Consumers pay for a particular level of service and should receive value for money. I encourage all Flow customers, especially those who have experienced issues with their Fixed Broadband Service during 2017, to take part in the survey. Your participation will help us to ensure that the overall fixed broadband performance improves to international standards of service."

For further information please contact our office on (284) 468-4165 or email us at [contact@trc.vg](mailto:contact@trc.vg).

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**Note to Editors:**

The Commission is the statutory body responsible for regulating the telecommunications sector of the Virgin Islands, protecting interests of users of telecommunications services, ensuring fair competition among operators of telecommunications networks and providers of telecommunications services, promoting the development of telecommunications throughout the Virgin Islands and advising the Minister of Communications and Works on telecommunications policies.