



Telecommunications Regulatory Commission

Notice of Public Consultation on Telecommunications Code (Part 4A) (Investigation of Complaints by Consumers, Facilitation of Relief and Resolution of Related Disputes) Procedures, 2021

(27th May 2021)

TAKE NOTICE THAT:

In accordance with section 6(m) of the Telecommunications Act, 2006 (**Act**), the Telecommunications Regulatory Commission of the Virgin Islands (**Commission**) is responsible for investigating complaints by users of their failure to obtain redress from public suppliers or other licensees in respect of rates, billing and services provided, and to facilitate relief where necessary.

The Commission considers that it is in the interest of the public, and in keeping with the Commission's mandate under the Act, to revise the processes for handling and resolving consumer complaints to ensure efficient and timely resolution of consumer issues. Accordingly, the Commission has developed the Draft Telecommunications Code (Part 4A) (Investigation of Complaints by Consumers, Facilitation of Relief and Resolution of Related Disputes) Procedures, 2021 (**Procedures**) to establish a clear, fair and efficient process for investigation of consumer complaints and providing for the facilitation of relief and resolution of related disputes by the Commission and licensees. These Procedures are applicable to consumers and licensees in the telecommunications services industry, for which the Commission has responsibility.

The consultation will be open to the public as we seek to receive views from all interested stakeholders, citizens and businesses of the Virgin Islands. The Commission shall, at least fourteen (14) days before the commencement of the consultation, publish notice of same on the Commission's website and in a newspaper published and circulated in the Virgin Islands.

TAKE FURTHER NOTICE THAT:

The Commission shall commence a public consultation on the Procedures on 10 June 2021. In accordance with Part II, section 7(2) of the Telecommunications Code (Part 1) (Public Consultations and Public Hearings) Guidelines, 2010, responses to the public consultation shall be due 28 days from the date of publication of the consultation document. Accordingly, this consultation will close on 8 July 2021.

When published, the consultation document will be made available at the Reception desk of the office of the Commission located at 3rd Floor, LM Business Centre, Fish Lock Road, Road Town, Tortola, British Virgin Islands. Alternatively, a copy of the consultation document will be available on our website (www.trc.vg). Instructions for responding to the consultation will be included in the consultation documents.

The person responsible for this consultation is Mr. Guy L. Malone, Chief Executive Officer, and he can be contacted at gmalone@trc.vg concerning this consultation. All queries in relation to this consultation should be copied to Chantal L. Flax-Ward, Chief Legal Advisor, at cflax-ward@trc.vg.

Issued by the Telecommunications Regulatory Commission on the 27th day of May 2021.

(Sgd.) Guy L. Malone.

Chief Executive Officer