

CONTENT OF NOTICE

SECTION 2

A. Initial Notice to the Regulatory Authority

The Initial Notice required to be provided to the Regulatory Authority shall include the following information:

1. the name of the telecommunications carrier; **Digicel and BTC**
2. the date of the notice; **22 Oct 2019**
3. the name, position, and 24x7 contact information of the person completing the notice or other responsible persons familiar with the situation; **Christopher Wright, Head of Operations, (299 3379)**
4. the date and time of onset of outage; ; **Approx. 12:00pm 21 Oct 2019**
5. a brief description of the problem;
A contractor working on behalf of a utility service provider has caused a significant damage to part of our network while digging the railway track. We are working diligently, along with those involved, to have this matter resolved. The current estimated time frame to get those affected back online is Wednesday evening.
6. the particular services affected; **Data, DSL, Broadband, TV and Voice , mobile services are not affected, in short 704 fiber customers and approx. -1300 copper customers are affected by the outage**
7. the geographic area affected by the outage. **Smith's, Hamilton Parish and St. Georges**

B. Final Notice to the Regulatory Authority

Any Final Notice provided to the Regulatory Authority shall include all of the information from the Initial Notice, and the following information:

1. all information that was not contained in, or has changed from that provided in the Initial Notice; and
2. a description of the actions taken by the telecommunications carrier to correct the cause of the outage and to prevent its recurrence.