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September 12, 2017

Mr. Vidiahar Persaud
Secretary
Public Utilities Commission
106 New Garden Street
Queenstown
Georgetown

Dear Mr. Persaud:

RE: Public Hearing - September 7, 2017

We write to you further to your email dated September 7, 2017. Please find attached the following information that you have requested from the period of May 23, 2017 up to September 9, 2017, the former being the date when the GTT+ implemented its workforce management initiative to address the outstanding faults on the network.

Please note that this work force management solution has attracted significant overtime costs to address the faults; amounting to approximately Thirteen Million Guyanese Dollars and is a very costly process to sustain by the company. As such, it is not a long term initiative that will be employed. Once the company has deployed fibre to various villages and areas as noted by Mr. Nedd, we are confident that this number will decrease exponentially.

Yours Sincerely


Mark Reynolds
Director, Legal & Regulatory Affairs
GTT+

C: Mr. Justin Nedd, Chief Executive Officer





The Number and Timeframe pertaining to The Network Faults addressed by Guyana Telephone and Telegraph Company ('GTT+') from September 9, 2017

Geographical Areas	0-3 DAYS	4-7 DAYS	8-10 DAYS	11-14 DAYS	15-30 DAYS	31-60 DAYS	61-90 DAYS	> 90 DAYS	Totals
Berbice (Abary River WCB to Moleson Creek)	248	429	266	345	1883	1630	101	74	4976
East Bank Demerara (Eccles to Timehri)	96	180	133	189	844	977	50	17	2486
East Coast Demerara (Lilliendaal to Abary River)	95	330	241	220	1421	2760	156	147	5370
Georgetown	926	1268	735	699	1971	1236	59	66	6960
Linden	123	197	127	133	482	445	12	18	1537
West Demerara (Wales to Lookabu EBE)	91	202	202	208	881	619	49	31	2283
Kwakwani	5	2	0	1	3	14	3	3	31
Ituni	1	0	0	0	1	1	1	0	4
Bartica	4	9	14	8	88	57	16	3	199
Essequibo	7	6	1	2	11	18	24	54	123
Totals	1596	2623	1719	1805	7585	7757	471	413	23,969