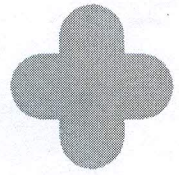


79 Brickdam
Georgetown, Guyana S.A.
P.O. Box 10628
Phone +592-225-1315
www.gtt.co.gy



*Recd
via email
6th Sept, 2019
Dennis*

September 5, 2019

Ms. Dela Britton
Chairperson
Public Utilities Commission
106 New Garden Street
Queenstown, Georgetown.

Dear Ms. Britton,

Re: Notice of Public Hearing – Ramon Gaskin

We write further to the notice of public hearing received by our offices on August 29, 2019 pertaining to a complaint made by Ramon Gaskin that was brought to our attention on June 28, 2019. The Guyana Telephone and Telegraph Company ('GT&T') notes a point of procedure to the notice that has been issued pursuant to the relevant sections of the Public Utilities Commission ('PUC') Act. Section 56 of the PUC Act states the following:

'Where the Commission proposes to initiate proceedings under this Act against public utility, the Commission shall serve on the public utility a notice stating the reasons for the initiation of the proposed proceedings with the particulars relating thereto, and the date, time and place of hearing'

The Notice that has served on GT&T on the 29th day of August, 2019 states that **'the Commission will be conducting an investigation into the billing format of GT&T and other matters connected with and/or incidental thereto'**. The Notice issued has not indicated the reasons why the hearing and what exactly are the issues that are been investigated into by the Commission. The investigation being 'other matters connected with and/or incidental thereto (...)' is not instructive as to what is the exact nature and purpose of these proceedings.

Date: September 5, 2019

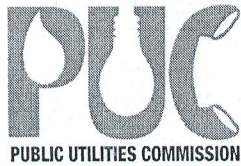
Re: Notice of Public Hearing – Ramon Gaskin

As it is, based on the notice GT&T would only be addressing the particulars of Ramon Gaskin's complaint as is.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Mark Reynolds', with a stylized flourish at the end.

Mark Reynolds
VP, Legal & Regulatory Affairs
GT&T



PUBLIC UTILITIES COMMISSION

Lot 106 New Garden Street, Queenstown, Georgetown

*Regulating utilities for efficient services
and protecting consumers' interests.*

6th September, 2019

Mr. Justin Nedd
Chief Executive Officer
Guyana Telephone & Telegraph Co. Ltd
Brickdam
Georgetown

Dear Mr. Nedd

Re: Notice of Public Hearing-Ramon Gaskin

The Commission acknowledges receipt of GT&T's letter which is dated September 5, 2019 on the captioned subject.

The issues as contained in the complaint filed by Mr. Ramon Gaskin of 75 Dennis Street, Campbellville, Georgetown generally relate to the new format of your bills. Please be reminded that this is a public hearing and as such there may be other issues raised by consumers touching on your billings/ billing format. The Commission will allow those queries to be made and GT&T will be afforded an opportunity to clarify same.

As the regulator, the Commission is of the view that these fora offer a platform for any utility company and indeed GT&T to *do more* by educating and disseminating valuable information to your customers as it relates to your quality of service, hence the all-encompassing 'other matters connected with and/or incidental thereto.'

I trust that this letter has remedied any purported defect in the complaint.

Yours sincerely

.....
Dela Britton
Chairman

c. Mr. Mark Reynolds, Vice-President, Legal & Regulatory Affairs